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BAA Passenger Numbers Drop In Aftermath Of The BA Strikes

June's British Airways strike has reportedly caused the number of passengers using airports run and operated by BAA to fall considerably over the last few weeks. According to BAA, passenger numbers dropped by 1.7% in its airports over the last month (compared to the same period last year).

Although BA denies the strikes are completely to blame, BAA have suggested that it would have expected passenger numbers to be the same as last year if it wasn't for the impact of the BA strike.

British Airways staff, most notably the cabin crew, were on strike for around 22 days in 2010, 9 of which were in the last month. BA claimed the amount of people it carried last month was down 11% due to the strikes, although it still had over 2.5 million customers.

BAA currently runs and operates six major UK airports, as it sold Gatwick in 2009 for a reported £1.5bn. BAA now operates Stansted, Heathrow, Glasgow, Edinburgh, Southampton and Aberdeen airports.

It is difficult to tell how much the BA strikes have had an impact on BAA airports. Glasgow airport for example, who do have BA flights, saw a 7% drop from last year, but Stansted on the other hand, which doesn't have BA flight, saw a 5.2% drop.

Perhaps BAA needs to do a better job with its airports, rather than simply blaming British Airways for their own internal strikes. Take Manchester Airport for example, they focus heavily on customer service, staff happiness and a high level of retail and functional facilities. They have seen a marked increase in their business over the last few years, and I can't see that it's just coincidence that their [airport lounges](#) & [airport hotels](#) are very highly thought of and rated, as are the staff and the [Manchester Airport parking](#) facilities are second to none.

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