# Department for Transport

## Air passenger experience of security screening: 2015 (Revised)

**Revisions:** The underlying data has been subject to minor amendments since this release was first published on 29 June. This has resulted in a number of small changes to the figures in this release. The only figures in the main text affected are the estimated queuing times at Gatwick (revised from 5.1 to 5.2 minutes) and at Manchester (from 7.4 to 7.3 minutes)

## About this release

This statistical release summarises results from a set of four questions about passengers' attitudes to security screening, which were included in the Civil Aviation Authority Passenger Survey in 2015.

Over 20,000 passengers were asked about their experience of security screening at five airports: Heathrow, Gatwick, Stansted, Luton and Manchester.

Next Update: June 2017

## In this publication

✔

In 2015 the majority (93%) of air passengers surveyed said they were very or fairly satisfied with their **experiences at security screening.** Three per cent said they were very or fairly dissatisfied.

The **aspects of security screening** with which passengers were least satisfied were:

- queuing (cited by 5%)
- slow speed of processing (4%)

The majority of passengers (78%) said there was no aspect with which they were least satisfied. This has increased every year since the question was first asked in 2011.

The average time passengers reported that they spent **queuing for security screening** was 7.1 minutes, ranging from 5.2 minutes at Gatwick to 12.1 minutes at Stansted.

The majority of passengers (92%) agreed that any **inconvenience caused by the security screening was acceptable**.

Satisfaction and average queue time at the five airports combined were similar in 2015 to 2014, although there were some differences between individual airports.

## How to interpret the results

Any differences over time or between groups described in this publication are **statistically significant** at the 5% level (i.e. it is 95 per cent certain that the difference exists in the passenger population at the surveyed airports).

**Note on the data coverage**

These questions were first included in the CAA Passenger Survey in 2008, with the exception of the question "What aspect of security screening were you least satisfied with?", which was added in 2011. Passengers at Heathrow, Stansted and Manchester have been surveyed in each year since 2008 while passengers at Gatwick and Luton were surveyed in 2009 and 2011-2015.
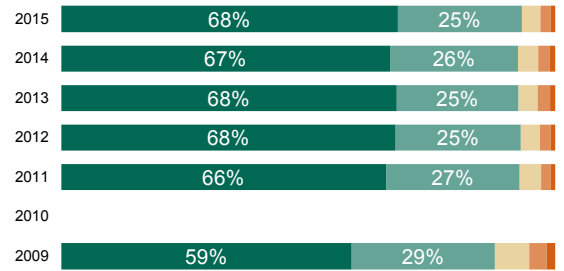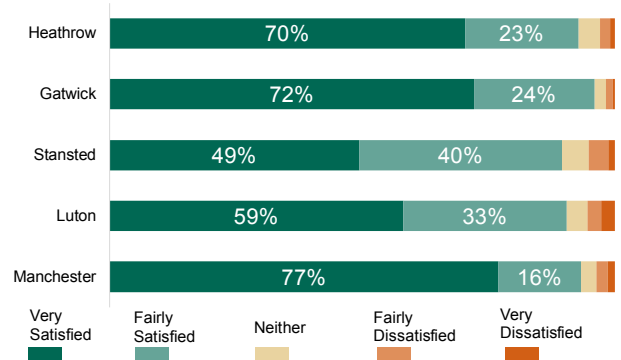
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## How satisfied are you with your experience of the security screening used at the airport today?

- A large majority (93%) of respondents surveyed in 2015 at the five airports combined (Heathrow, Gatwick, Stansted, Luton & Manchester) said they were very or fairly satisfied with their experience at security screening, with over two thirds (68%) saying they were very satisfied.

- These results have been fairly stable in the last four years.

- There is some variation between airports. In 2015, more passengers were satisfied or very satisfied at Gatwick compared to the other airports. The proportion of passengers who were very or fairly satisfied ranged from 89% at Stansted to 96% at Gatwick. Just under half of passengers at Stansted said they were very satisfied compared to 59% at Luton, 70% at Heathrow, 72% at Gatwick and 77% at Manchester.

**Satisfaction with security screening:**
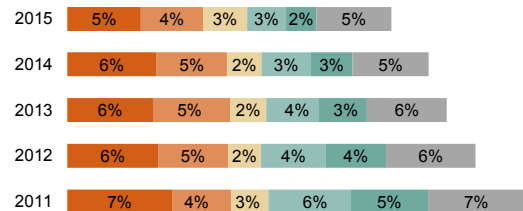**Five airports combined, 2009 - 2015**

| Year | Very Satisfied | Fairly Satisfied |
|------|------|------|
| 2015 | 68% | 25% |
| 2014 | 67% | 26% |
| 2013 | 68% | 25% |
| 2012 | 68% | 25% |
| 2011 | 66% | 27% |
| 2010 | | |
| 2009 | 59% | 29% |

**Individual survey airports, 2015**

| Airport | Very Satisfied | Fairly Satisfied |
|---------|------|------|
| Heathrow | 70% | 23% |
| Gatwick | 72% | 24% |
| Stansted | 49% | 40% |
| Luton | 59% | 33% |
| Manchester | 77% | 16% |

Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Very Dissatisfied
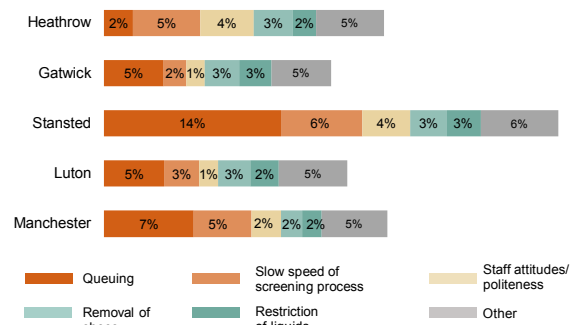
## What aspect of the security screening were you least satisfied with?

- When asked which aspect of security screening they were least satisfied with, the most common response was queuing (mentioned by 5%) and slow speed of security processing (4%). Staff attitudes/politeness and removal of shoes were both mentioned by 3%.

- Over three quarters (78%) of respondents said there was no aspect with which they were least satisfied. This is an increase compared to previous years, suggesting a slight fall in concern about specific aspects of the screening process.

- The proportion saying queuing, slow speed of security process and restriction of liquids decreased in 2015 compared to 2014 but the proportion mentioning staff attitude/politeness increased.

- The proportion of passengers who identified a particular aspect with which they were least satisfied ranged from 18% at Gatwick to 35% at Stansted.

**Least satisfactory aspects of security screening:**
**Five airports combined, 2011 - 2015**

| Year | Queuing | Slow speed | Staff attitudes | Removal of shoes | Restriction of liquids | Other |
|------|------|------|------|------|------|------|
| 2015 | 5% | 4% | 3% | 3% | 2% | 5% |
| 2014 | 6% | 5% | 2% | 3% | 3% | 5% |
| 2013 | 6% | 5% | 2% | 4% | 3% | 6% |
| 2012 | 6% | 5% | 2% | 4% | 4% | 6% |
| 2011 | 7% | 4% | 3% | 6% | 5% | 7% |

**Individual survey airports, 2015**

| Airport | Queuing | Slow speed | Staff attitudes | Removal of shoes | Restriction of liquids | Other |
|---------|------|------|------|------|------|------|
| Heathrow | 2% | 5% | 4% | 3% | 2% | 5% |
| Gatwick | 5% | 2% | 1% | 3% | 3% | 5% |
| Stansted | 14% | 6% | 4% | 3% | 3% | 6% |
| Luton | 5% | 3% | 1% | 3% | 2% | 5% |
| Manchester | 7% | 5% | 2% | 2% | 2% | 5% |

Queuing | Slow speed of screening process | Staff attitudes/politeness | Removal of shoes | Restriction of liquids | Other
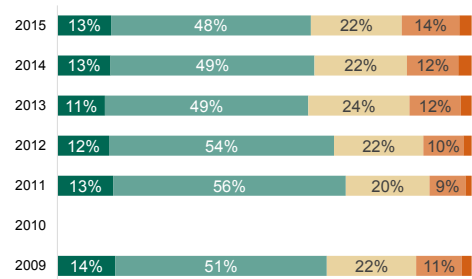
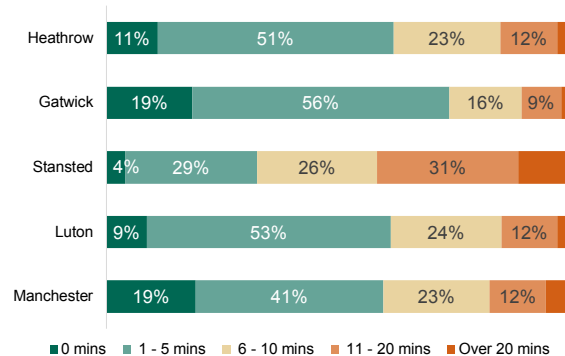## For how long, in minutes, did you queue when waiting to be screened?

- The average queue time in 2015, based on passengers' estimates of how long they queued, was 7.1 minutes, which is the same as 2014 (also 7.1 minutes). Overall 61% of passengers surveyed said they queued for 5 minutes or less and 17% queued for more than 10 minutes.

- The average perceived queuing time in 2015 ranged from 5.2 minutes at Gatwick, where 75% said they queued for 5 minutes or less, to 12.1 minutes at Stansted, where only 33% said they queued for 5 minutes or less.

- Conversely, the proportion who said they queued for over 10 minutes ranged from 10% at Gatwick to 41% at Stansted.

**Perceived security screening queuing time (banded) based on passenger estimates:**
**Five airports combined, 2009 - 2015**

| Year | 0 mins | 1 - 5 mins | 6 - 10 mins | 11 - 20 mins | Over 20 mins |
|------|--------|------------|-------------|--------------|--------------|
| 2015 | 13% | 48% | 22% | 14% | |
| 2014 | 13% | 49% | 22% | 12% | |
| 2013 | 11% | 49% | 24% | 12% | |
| 2012 | 12% | 54% | 22% | 10% | |
| 2011 | 13% | 56% | 20% | 9% | |
| 2010 | | | | | |
| 2009 | 14% | 51% | 22% | 11% | |

**Individual survey airports, 2015**

| Airport | 0 mins | 1 - 5 mins | 6 - 10 mins | 11 - 20 mins | Over 20 mins |
|---------|--------|------------|-------------|--------------|--------------|
| Heathrow | 11% | 51% | 23% | 12% | |
| Gatwick | 19% | 56% | 16% | 9% | |
| Stansted | 4% | 29% | 26% | 31% | |
| Luton | 9% | 53% | 24% | 12% | |
| Manchester | 19% | 41% | 23% | 12% | |

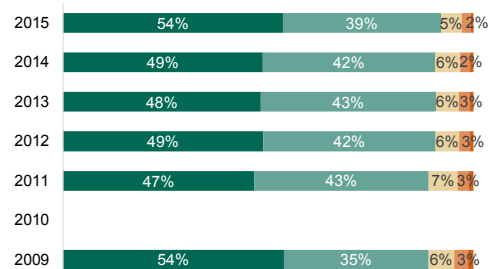■ 0 mins ■ 1 - 5 mins ■ 6 - 10 mins ■ 11 - 20 mins ■ Over 20 mins

It is worth noting that passengers tend to overestimate their queuing time so these figures are likely to be higher than actual times at these airports. However, they should give some indication of relative queuing times between airports and the extent to which these have changed over time.
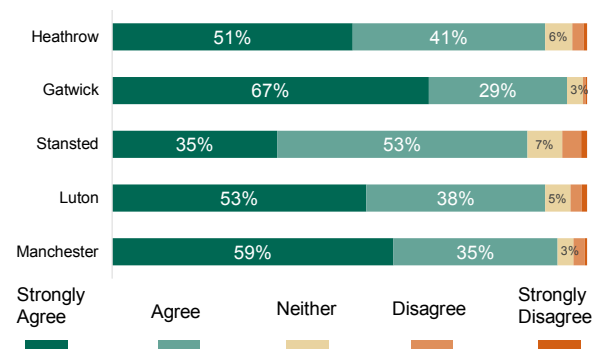
## How strongly do you agree with the following statement: "Any inconvenience caused by the security screening was acceptable?"

- Overall, a large majority (92%) of passengers agreed or strongly agreed that any inconvenience caused by security screening was acceptable. This is a slight increase compared to previous years.

- Acceptance was highest at Gatwick (96% agreed or strongly agreed), where satisfaction with security screening was also highest. Conversely, acceptance was lowest at Stansted (87%), where satisfaction was also relatively low.

**Agreement with acceptability of any inconvenience caused by security screening: Five airports combined, 2009 - 2015**

| Year | Strongly Agree | Agree | Neither | Disagree | Strongly Disagree |
|------|----------------|-------|---------|----------|-------------------|
| 2015 | 54% | 39% | 5% | 2% | |
| 2014 | 49% | 42% | 6% | 2% | |
| 2013 | 48% | 43% | 6% | 3% | |
| 2012 | 49% | 42% | 6% | 3% | |
| 2011 | 47% | 43% | 7% | 3% | |
| 2010 | | | | | |
| 2009 | 54% | 35% | 6% | 3% | |

**Individual survey airports, 2015**

| Airport | Strongly Agree | Agree | Neither | Disagree | Strongly Disagree |
|---------|----------------|-------|---------|----------|-------------------|
| Heathrow | 51% | 41% | 6% | | |
| Gatwick | 67% | 29% | 3% | | |
| Stansted | 35% | 53% | 7% | | |
| Luton | 53% | 38% | 5% | | |
| Manchester | 59% | 35% | 3% | | |

■ Strongly Agree ■ Agree ■ Neither ■ Disagree ■ Strongly Disagree
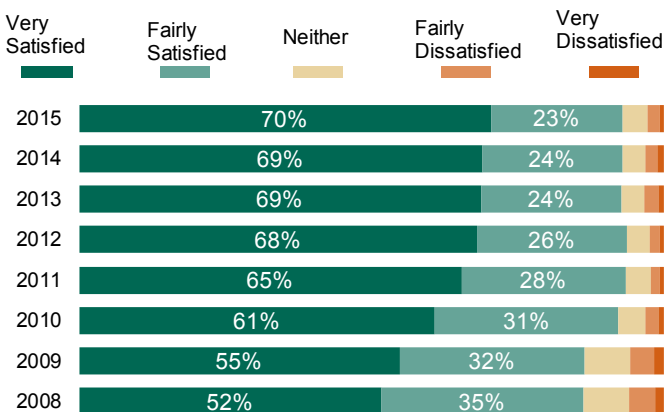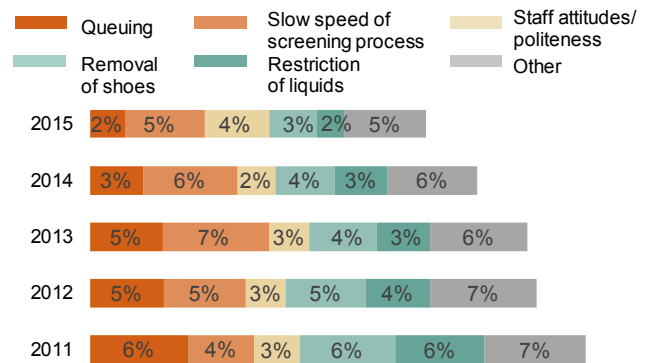
## Heathrow

- Satisfaction at Heathrow has increased since this airport was first surveyed in 2008. The proportion who were very or fairly satisfied has increased from 86% in 2008 to 93% in 2015 with an increase in the proportion who said they were very satisfied from 52% to 70%.

- The aspect with which passengers were least satisfied in 2015 was slow speed for processing (cited by 5%). This has been the aspect passengers have been least satisfied with since 2012. The proportion saying there is no aspect with which they are least satisfied with increased from 68% in 2011 to 78% in 2015.

- Average queuing time, based on passenger estimates, has fluctuated since 2008. In 2015 it remained similar to 2014 at 6.7 minutes. Estimated actual queueing times, published on Heathrow's website as part of the Service Quality Rebate suggest an improvement in 2015 compared to 2014.
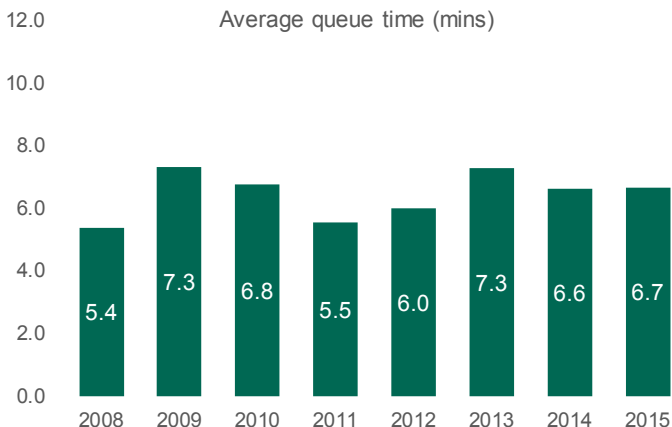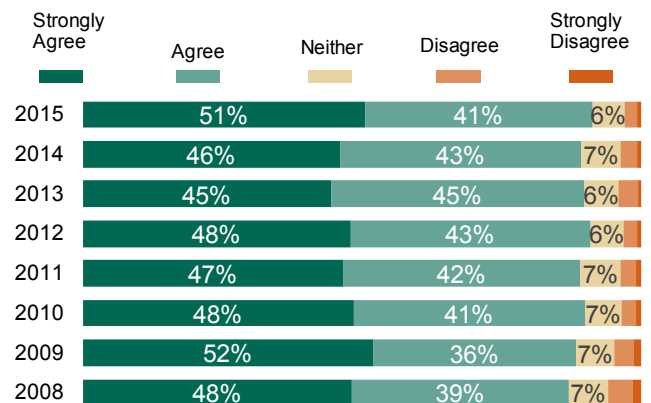
### Satisfaction with security screening, 2008 - 2015

| Year | Very Satisfied | Fairly Satisfied |
|---|---|---|
| 2015 | 70% | 23% |
| 2014 | 69% | 24% |
| 2013 | 69% | 24% |
| 2012 | 68% | 26% |
| 2011 | 65% | 28% |
| 2010 | 61% | 31% |
| 2009 | 55% | 32% |
| 2008 | 52% | 35% |

### Aspect with which passengers were least satisfied, 2011 - 2015

| Year | Queuing | Slow speed of screening process | Staff attitudes/politeness | Removal of shoes | Restriction of liquids | Other |
|---|---|---|---|---|---|---|
| 2015 | 2% | 5% | 4% | 3% | 2% | 5% |
| 2014 | 3% | 6% | 2% | 4% | 3% | 6% |
| 2013 | 5% | 7% | 3% | 4% | 3% | 6% |
| 2012 | 5% | 5% | 3% | 5% | 4% | 7% |
| 2011 | 6% | 4% | 3% | 6% | 6% | 7% |

### Perceived queuing time, 2008 - 2015

Average queue time (mins)

| 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|---|---|---|---|---|---|---|---|
| 5.4 | 7.3 | 6.8 | 5.5 | 6.0 | 7.3 | 6.6 | 6.7 |

### Agreement that "Any inconvenience caused by the security screening was acceptable", 2008 - 2015

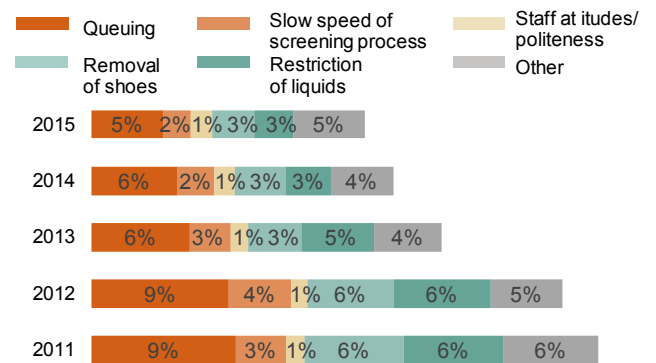| Year | Strongly Agree | Agree | Disagree |
|---|---|---|---|
| 2015 | 51% | 41% | 6% |
| 2014 | 46% | 43% | 7% |
| 2013 | 45% | 45% | 6% |
| 2012 | 48% | 43% | 6% |
| 2011 | 47% | 42% | 7% |
| 2010 | 48% | 41% | 7% |
| 2009 | 52% | 36% | 7% |
| 2008 | 48% | 39% | 7% |

## Gatwick

- Satisfaction at Gatwick has increased since it was first surveyed in 2009, from 87% in 2009 to 96% in 2015, with the proportion saying they were very satisfied increasing from 56% to 72%. Over the same period, the proportion of passengers who strongly agree that "Any inconvenience caused by the security screening was acceptable" has increased from 47% to 67%.

- The proportion saying there is no aspect with which they are least satisfied has increased from 67% in 2011 to 82% in 2015.

- Average perceived queuing time has fallen since Gatwick was first surveyed, from 6.6 minutes in 2009 to 4.8 minutes in 2014 but slightly increased to 5.2 minutes in 2015. Results from the Service Quality Rebate, published on the airport's website, also suggest that average queuing times increased slightly in 2015 compared to 2014 with Gatwick not meeting their 95% target in three months of 2015.
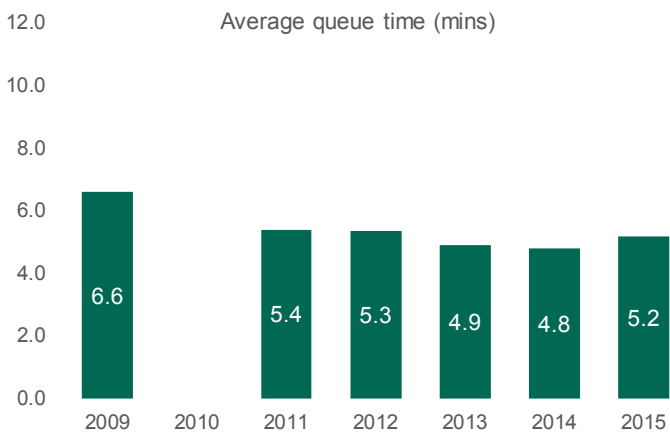
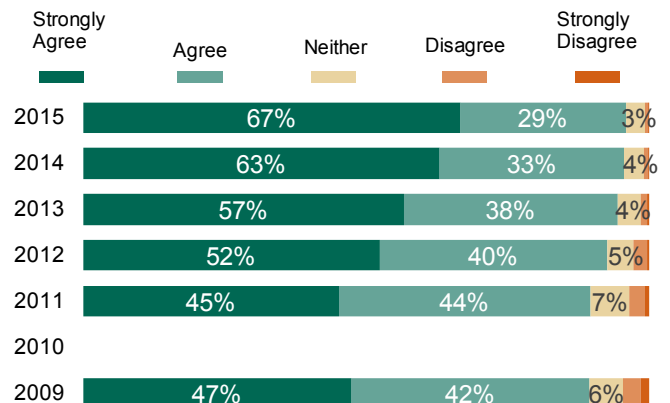### Satisfaction with security screening, 2009, 2011 - 2015

| | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|---|
| 2015 | 72% | 24% | | | |
| 2014 | 71% | 24% | | | |
| 2013 | 72% | 23% | | | |
| 2012 | 71% | 23% | | | |
| 2011 | 67% | 27% | | | |
| 2010 | | | | | |
| 2009 | 56% | 31% | | | |

### Aspect with which passengers were least satisfied, 2011 - 2015

Legend: Queuing, Slow speed of screening process, Staff at itudes/ politeness, Removal of shoes, Restriction of liquids, Other

| | Queuing | Slow speed | Staff | Restriction | Removal shoes | Other |
|---|---|---|---|---|---|---|
| 2015 | 5% | 2% | 1% | 3% | 3% | 5% |
| 2014 | 6% | 2% | 1% | 3% | 3% | 4% |
| 2013 | 6% | 3% | 1% | 3% | 5% | 4% |
| 2012 | 9% | 4% | 1% | 6% | 6% | 5% |
| 2011 | 9% | 3% | 1% | 6% | 6% | 6% |

### Perceived queuing time, 2009, 2011 - 2015

Average queue time (mins)

| Year | Average queue time (mins) |
|---|---|
| 2009 | 6.6 |
| 2010 | |
| 2011 | 5.4 |
| 2012 | 5.3 |
| 2013 | 4.9 |
| 2014 | 4.8 |
| 2015 | 5.2 |

### Agreement that "Any inconvenience caused by the security screening was acceptable", 2009, 2011 - 2015

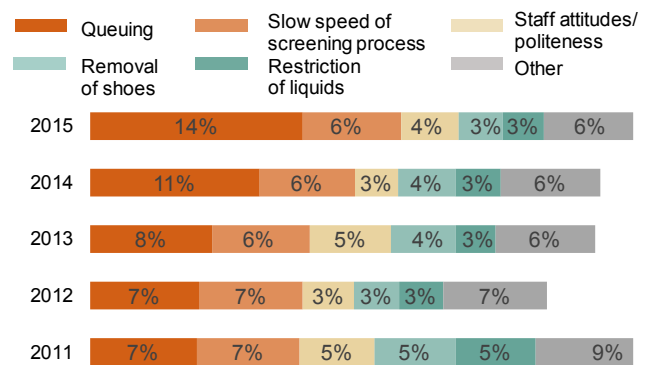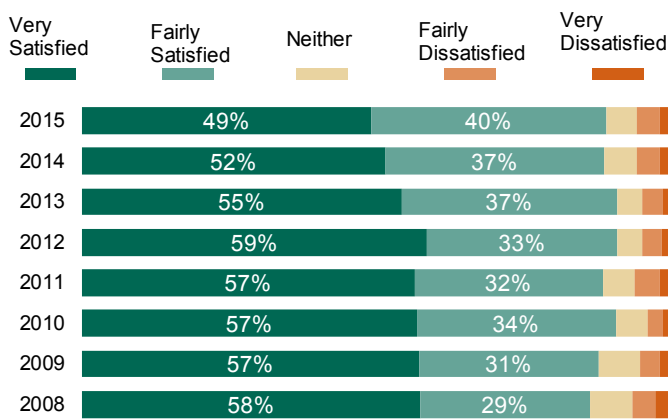| | Strongly Agree | Agree | Neither | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| 2015 | 67% | 29% | 3% | | |
| 2014 | 63% | 33% | 4% | | |
| 2013 | 57% | 38% | 4% | | |
| 2012 | 52% | 40% | 5% | | |
| 2011 | 45% | 44% | 7% | | |
| 2010 | | | | | |
| 2009 | 47% | 42% | 6% | | |

## Stansted

- Improvement in satisfaction at Stansted since it was first surveyed in 2008 has been less pronounced than at Heathrow and Gatwick. There has been an increase in the proportion who were fairly rather than very satisfied alongside a decrease in the proportion who were very satisfied.

- Since 2011 the proportion of passengers who cited queuing as the aspect of security screening with which they were least satisfied has increased from 7% to 14%. Also since 2008 the average perceived queuing time has increased from 7.0 minutes to 12.1 minutes.

- Estimates of actual queuing time, published as part of the Service Quality Rebate scheme, suggest that the percentage of people who experienced security waiting times of less than 5 minutes increased at Stansted between 2014 and 2015. Whilst the average perceived queuing time increased to 12.1 mins, there was also an increase in the proportion of passengers citing queuing times of less than 5 mins, as well as an increase in the proportion who cited queuing times of between 11-30 minutes.
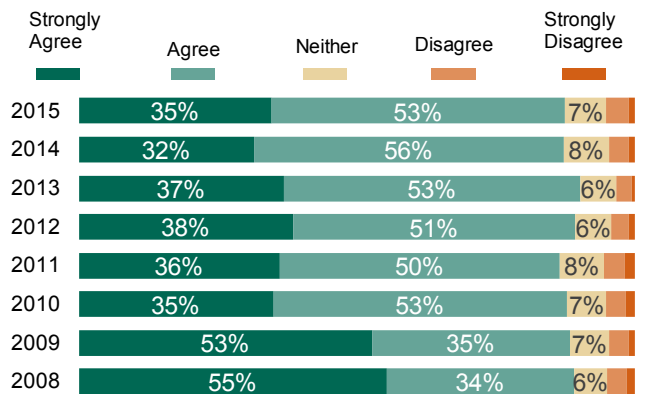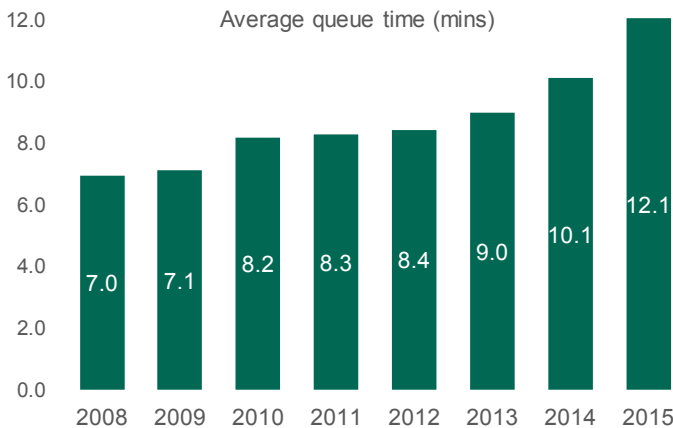
### Satisfaction with security screening, 2008 - 2015

Legend: Very Satisfied, Fairly Satisfied, Neither, Fairly Dissatisfied, Very Dissatisfied

| Year | Very Satisfied | Fairly Satisfied |
|------|------|------|
| 2015 | 49% | 40% |
| 2014 | 52% | 37% |
| 2013 | 55% | 37% |
| 2012 | 59% | 33% |
| 2011 | 57% | 32% |
| 2010 | 57% | 34% |
| 2009 | 57% | 31% |
| 2008 | 58% | 29% |

### Aspect with which passengers were least satisfied, 2011 - 2015

Legend: Queuing, Slow speed of screening process, Staff attitudes/politeness, Removal of shoes, Restriction of liquids, Other

| Year | Queuing | Slow speed of screening process | Staff attitudes/politeness | Removal of shoes | Restriction of liquids | Other |
|------|------|------|------|------|------|------|
| 2015 | 14% | 6% | 4% | 3% | 3% | 6% |
| 2014 | 11% | 6% | 3% | 4% | 3% | 6% |
| 2013 | 8% | 6% | 5% | 4% | 3% | 6% |
| 2012 | 7% | 7% | 3% | 3% | 3% | 7% |
| 2011 | 7% | 7% | 5% | 5% | 5% | 9% |

### Perceived queuing time, 2008 - 2015

Average queue time (mins)

| 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|------|------|------|------|------|------|------|------|
| 7.0 | 7.1 | 8.2 | 8.3 | 8.4 | 9.0 | 10.1 | 12.1 |

### Agreement that "Any inconvenience caused by the security screening was acceptable", 2008 - 2015*

Legend: Strongly Agree, Agree, Neither, Disagree, Strongly Disagree

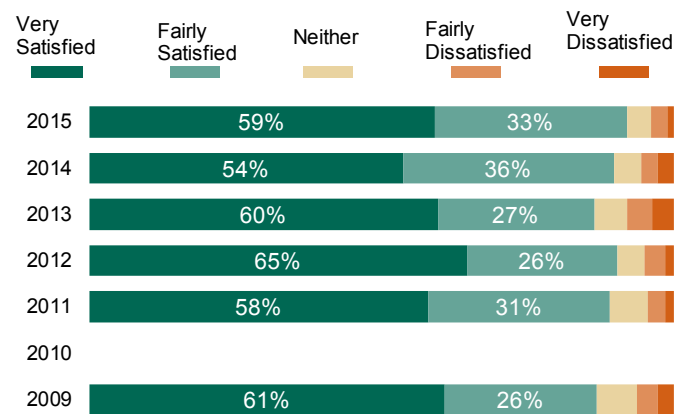| Year | Strongly Agree | Agree | Disagree |
|------|------|------|------|
| 2015 | 35% | 53% | 7% |
| 2014 | 32% | 56% | 8% |
| 2013 | 37% | 53% | 6% |
| 2012 | 38% | 51% | 6% |
| 2011 | 36% | 50% | 8% |
| 2010 | 35% | 53% | 7% |
| 2009 | 53% | 35% | 7% |
| 2008 | 55% | 34% | 6% |

* There is a discontinuity in the series between 2008/2009 and 2010. Prior to 2010 the interviewers did not ask all respondents this question, particularly at Stansted and Manchester. This is likely to explain the step change in the proportions who 'agree' and 'strongly agree' at these airports in 2010.
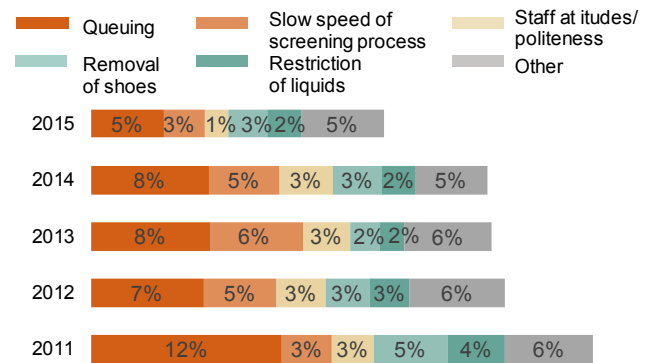
# Luton

- At Luton satisfaction increased slightly in 2015 (92%) compared to 2014 (90%). There was also a slight decrease in the proportion who were very dissatisfied from 3% to 1%.

- Passengers said they were least satisfied with queuing (cited by 5%) although this proportion has fallen compared to 2014 and 2013 (8%). The average perceived queue time also fell in 2015 to 6.7 minutes having increased from 4.5 minutes in 2009 to 8.4 minutes in 2013.

- The proportion of passengers who strongly agreed or agreed that "Any inconvenience caused by the security screening was acceptable" has increased to 91%, the highest per cent since the survey began in 2008.
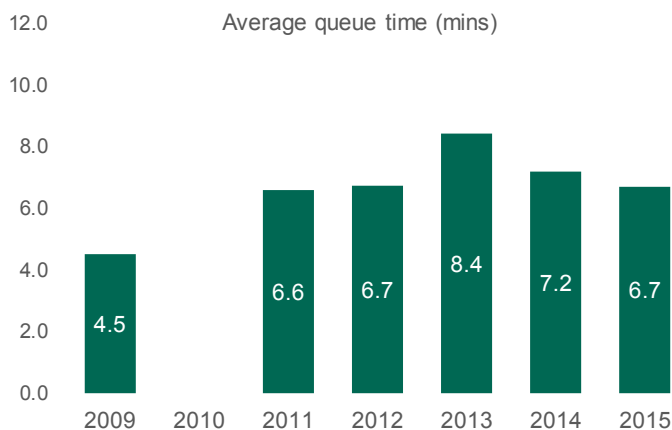
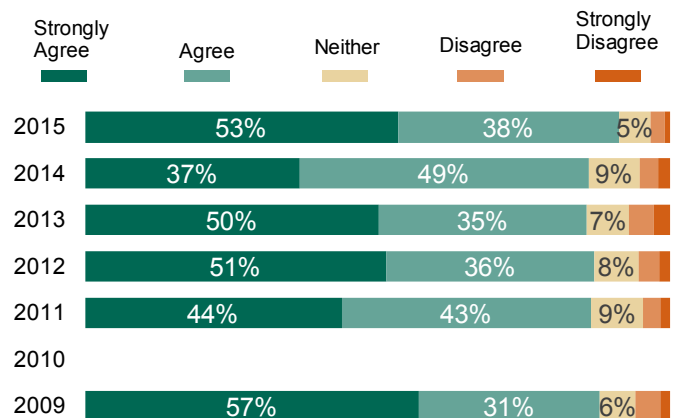## Satisfaction with security screening, 2009, 2011 - 2015

| Legend | |
|---|---|
| Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Very Dissatisfied |

| Year | Very Satisfied | Fairly Satisfied |
|---|---|---|
| 2015 | 59% | 33% |
| 2014 | 54% | 36% |
| 2013 | 60% | 27% |
| 2012 | 65% | 26% |
| 2011 | 58% | 31% |
| 2010 | | |
| 2009 | 61% | 26% |

## Aspect with which passengers were least satisfied, 2011 - 2015

Legend: Queuing, Slow speed of screening process, Staff attitudes/politeness, Removal of shoes, Restriction of liquids, Other

| Year | Queuing | Slow speed of screening process | Staff attitudes/politeness | Removal of shoes | Restriction of liquids | Other |
|---|---|---|---|---|---|---|
| 2015 | 5% | 3% | 1% | 3% | 2% | 5% |
| 2014 | 8% | 5% | 3% | 3% | 2% | 5% |
| 2013 | 8% | 6% | 3% | 2% | 2% | 6% |
| 2012 | 7% | 5% | 3% | 3% | 3% | 6% |
| 2011 | 12% | 3% | 3% | 5% | 4% | 6% |

## Perceived queuing time, 2009, 2011 - 2015

Average queue time (mins)

| Year | Average queue time (mins) |
|---|---|
| 2009 | 4.5 |
| 2010 | |
| 2011 | 6.6 |
| 2012 | 6.7 |
| 2013 | 8.4 |
| 2014 | 7.2 |
| 2015 | 6.7 |

## Agreement that "Any inconvenience caused by the security screening was acceptable", 2009, 2011 - 2015

Legend: Strongly Agree, Agree, Neither, Disagree, Strongly Disagree

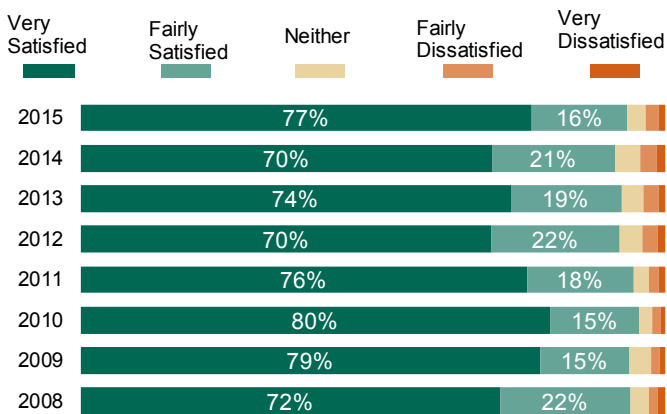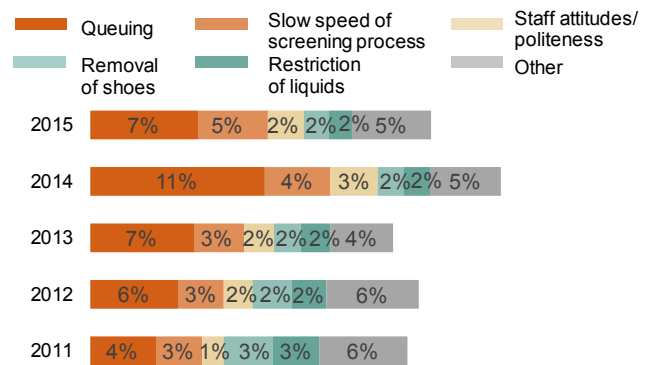| Year | Strongly Agree | Agree | Disagree |
|---|---|---|---|
| 2015 | 53% | 38% | 5% |
| 2014 | 37% | 49% | 9% |
| 2013 | 50% | 35% | 7% |
| 2012 | 51% | 36% | 8% |
| 2011 | 44% | 43% | 9% |
| 2010 | | | |
| 2009 | 57% | 31% | 6% |

## Manchester

- At Manchester the proportion of people who were very or fairly satisfied was 94% in 2015. This is almost back to its peak of 96% in 2010. The proportion of people who were very satisfied increased from 70% in 2014 to 77% in 2015.

- In 2015, 7% of passengers said queuing was the aspect with which they were least satisfied, a decrease compared to 11% in 2014. Average perceived queuing time has decreased from a peak of 9.8 minutes in 2014 to 7.3 minutes in 2015. There was also an increase in the proportion of people who reported queuing for 0 minutes in 2015 compared to 2014.
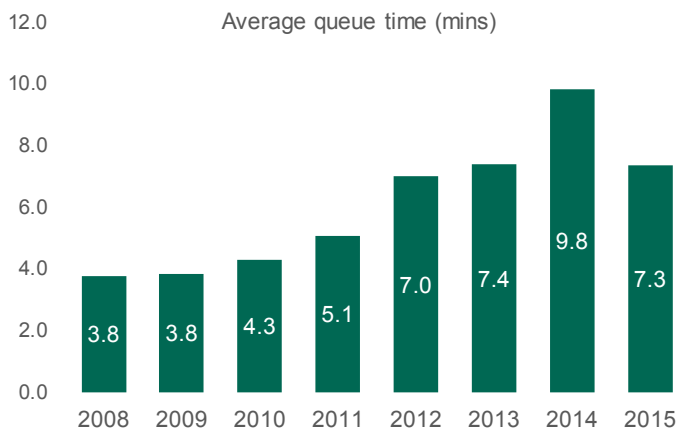
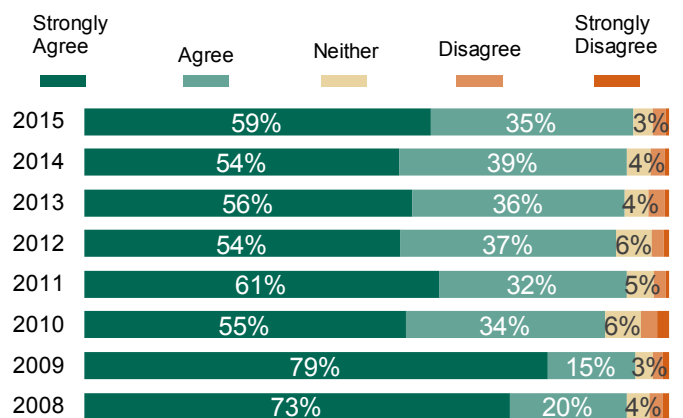### Satisfaction with security screening, 2008 - 2015

Legend: Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Very Dissatisfied

| Year | Very Satisfied | Fairly Satisfied |
|------|------|------|
| 2015 | 77% | 16% |
| 2014 | 70% | 21% |
| 2013 | 74% | 19% |
| 2012 | 70% | 22% |
| 2011 | 76% | 18% |
| 2010 | 80% | 15% |
| 2009 | 79% | 15% |
| 2008 | 72% | 22% |

### Aspect with which passengers were least satisfied, 2011 - 2015

Legend: Queuing | Slow speed of screening process | Staff attitudes/ politeness | Removal of shoes | Restriction of liquids | Other

| Year | Queuing | Slow speed of screening process | Removal of shoes | Restriction of liquids | Staff attitudes/ politeness | Other |
|------|------|------|------|------|------|------|
| 2015 | 7% | 5% | 2% | 2% | 2% | 5% |
| 2014 | 11% | 4% | 3% | 2% | 2% | 5% |
| 2013 | 7% | 3% | 2% | 2% | 2% | 4% |
| 2012 | 6% | 3% | 2% | 2% | 2% | 6% |
| 2011 | 4% | 3% | 1% | 3% | 3% | 6% |

### Perceived queuing time, 2008 - 2015

Average queue time (mins)

| Year | Value |
|------|------|
| 2008 | 3.8 |
| 2009 | 3.8 |
| 2010 | 4.3 |
| 2011 | 5.1 |
| 2012 | 7.0 |
| 2013 | 7.4 |
| 2014 | 9.8 |
| 2015 | 7.3 |

### Agreement that "Any inconvenience caused by the security screening was acceptable", 2008 - 2015*

Legend: Strongly Agree | Agree | Neither | Disagree | Strongly Disagree

| Year | Strongly Agree | Agree | Disagree |
|------|------|------|------|
| 2015 | 59% | 35% | 3% |
| 2014 | 54% | 39% | 4% |
| 2013 | 56% | 36% | 4% |
| 2012 | 54% | 37% | 6% |
| 2011 | 61% | 32% | 5% |
| 2010 | 55% | 34% | 6% |
| 2009 | 79% | 15% | 3% |
| 2008 | 73% | 20% | 4% |

\* There is a discontinuity in the series between 2008/2009 and 2010. Prior to 2010 the interviewers did not ask all respondents this question, particularly at Stansted and Manchester. This is l kely to explain the step change in the proportions who 'agree' and 'strongly agree' at these airports in 2010.

**Survey details**

- The Civil Aviation Authority (CAA) Passenger Survey is undertaken to obtain information about air travellers that cannot be collected on a routine basis from the air transport industry. The survey includes questions on journey purpose, final and intermediate origins/destinations, means of transport to and from airports, route flown, country of residence and income.

- The CAA uses its own interviewers to conduct the survey and it runs continuously throughout the year at selected UK airports.  Only departing passengers are interviewed. Additional information about the survey can be found at: www.caa.co.uk/surveys.

- In 2015, a set of four questions (see Annex A) relating to security screening was sponsored by the Department for Transport (DfT) in order to monitor passengers' experiences at UK airports. These questions were asked of a sub-sample of the passengers responding to the main CAA survey at Heathrow, Gatwick, Stansted, Luton and Manchester. The same set of questions was asked at Heathrow, Stansted, Manchester and Leeds Bradford in 2010 and at Heathrow, Gatwick, Stansted, Luton and Manchester in 2011 to 2014. In 2008 and 2009 a longer set of questions on passenger experience was asked at a selection of airports including Heathrow, Stansted and Manchester; this included 3 of the 4 questions asked in 2010 to 2013.

- The questions relate to the security screening used when the passenger enters the departure lounge. This covers the bag x-ray machine, the metal detector, and the body and bag searches.

- In 2008 passengers using Heathrow Terminal 4 were not asked the questions on security screening as interviews were conducted prior to screening. In 2010 to 2013 Heathrow Terminal 2 was not in operation. It reopened in June so 2014 results for Terminal 2 only cover part of the year. In June 2015 Heathrow Terminal 1 closed and the sample size for the first half of the year is too small to produce reliable results.

**Analysis**

- The responses have been weighted to reflect the actual distribution of passengers by airport terminal and flight destination (domestic, short-haul and long-haul).

- Passengers who did not answer a particular question (either because they refused or said they didn't know) have been excluded from the analysis of that question.

- Where sample sizes are sufficient, some changes over time are identified for the years when all five airports were included in the survey (2009 and 2011-15). Also as a result of the large sample size some small changes have been identified as they are statistically significant.

- Figures quoted in the text, tables and charts have been rounded to the nearest final digit so, in some cases, there may be an apparent discrepancy between the sum of the constituent items and the totals shown.

- Differences between airports, in terms of passenger profile, should be taken into account when interpreting the results and making comparisons between airports.  A summary of key characteristics for each survey airport in 2015 is given in Annex B.

- Passengers' experiences of security screening may be affected by changes to screening procedures, such as the introduction of security scanners at Heathrow, Manchester, Gatwick and Stansted on a risk-assessed rollout which began in 2010.

- Security procedures may also be affected by passenger numbers, which increased at all five airports in 2015. Gatwick and Stansted handled over two million more passengers in 2015 compared to 2014 and Heathrow and Manchester handled over one million more.

**Quality**

- These official statistics are not designated National Statistics. However, they are produced to high professional standards set out in the Code of Practice for Official Statistics. They undergo regular quality assurance reviews and are produced free from any political interference.

- Details of ministers and officials who receive pre-release access to these statistics up to 24 hours before release can be found in the Pre-release access list.

## Annex A: CAA Survey module on security screening for 2015

**I would now like to ask you a few questions about your experience of the security screening used when you entered the departure lounge. That is the bag x-ray machine, the metal detector, and the body and bag searches.**

1. How satisfied are you with your experience of the security screening used at the airport today?

[SHOWCARD 1]

………………………………………………………………………………………

2. What aspect of the security screening were you least satisfied with?

**(Ask all passengers)**

[PROMPT CARD 1]

………………………………………………………………………………………..

3. For how long, in minutes, did you queue when waiting to be security screened?  **[If say did not queue then put 0 minutes]**

………………………………………………………………………………………..

4. And how strongly do you agree or disagree with the following statement

**"Any inconvenience caused by the security screening was acceptable"**

[SHOWCARD 2]

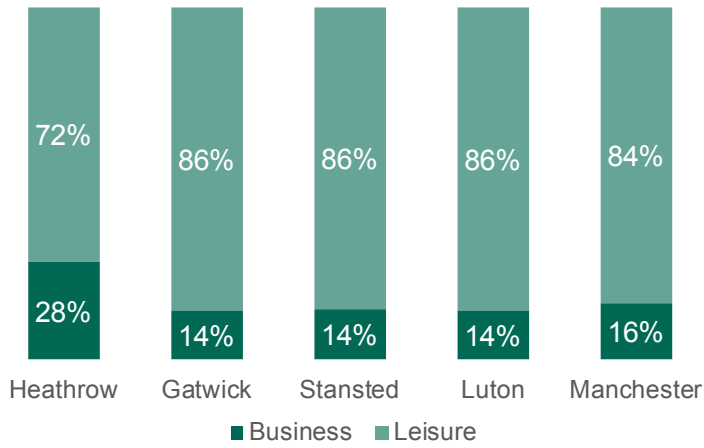………………………………………………………………………………………..

**End of questionnaire**

- In 2015, the five airports surveyed were the five largest UK airports in terms of the number of terminal passengers. They accounted for 173 million passengers, over two thirds (69%) of the 251 million passengers at all UK airports in 2015.

- Heathrow was the largest airport, accounting for nearly a third (30%) of all terminal passengers, followed by Gatwick (16%). Manchester and Stansted accounted for a similar proportion (9%) while Luton accounted for roughly half this amount (5%)

**Terminal passengers at the airports surveyed as a percentage of the total at all UK airports, 2015**
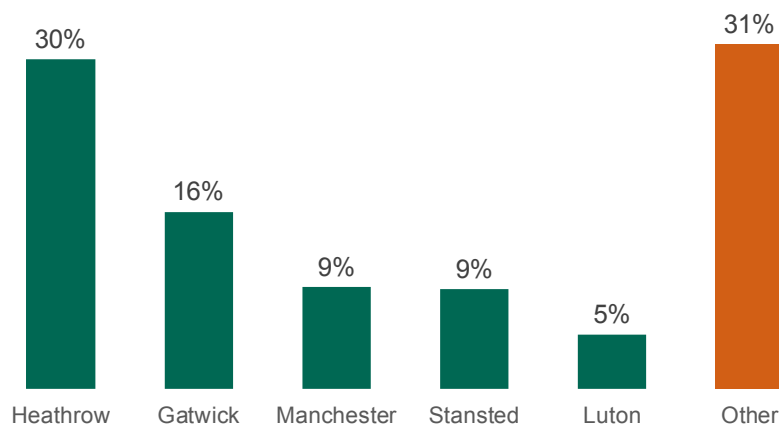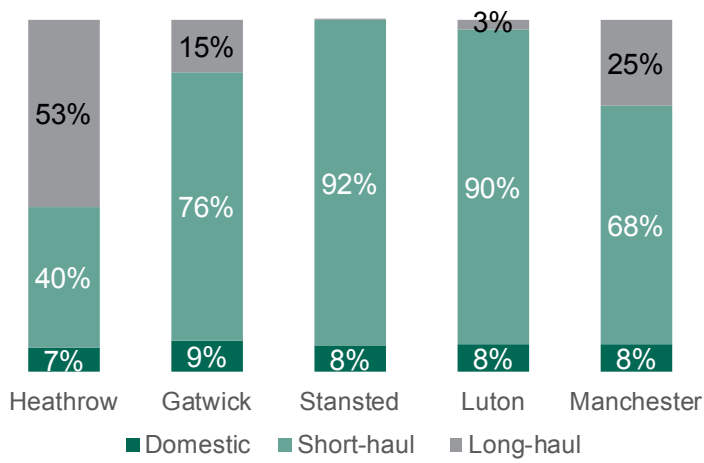


- The five airports surveyed differ not only in terms of size but also in terms of the type of passengers that use them (see Table C1). For example:

- In 2015, Heathrow had a much higher proportion of long-haul passengers (53%) and passengers who were foreign residents (59%) than the other airports. Relative to the other airports surveyed, Heathrow also had a higher proportion travelling on business (28%).

- Gatwick had some long-haul flights, accounting for 15% of their passengers, and a higher proportion of passengers on charter flights than the other London airports (10%).

- Manchester had the highest proportion of passengers on charter flights (17%) and, after Heathrow, this airport had the highest proportion of long-haul passengers in the sample (25%).

- Stansted had a high proportion of passengers on short-haul flights (92%) and a relatively high proportion of foreign residents (39%). The age profile of passengers using Stansted is relatively young, with almost half of adult passengers aged between 16 and 34 years.

- Luton had a relatively high proportion of passengers on short-haul flights (90%). It mainly handled UK residents (76%), passengers travelling for leisure (86%) and passengers on scheduled flights (97%).
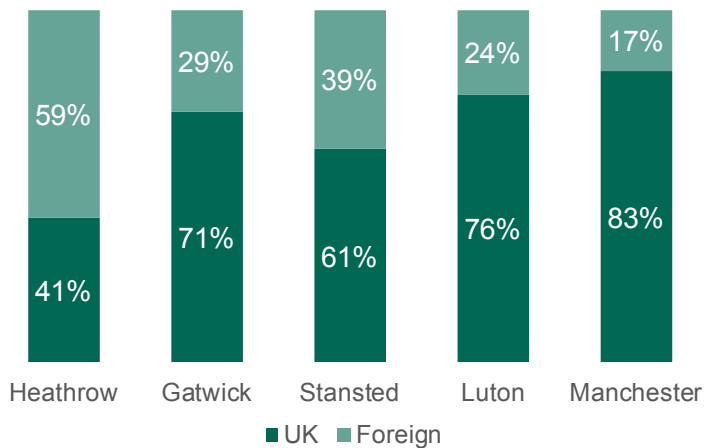
## Terminal passengers by airport and purpose, 2015

| Airport | Business | Leisure |
|---|---|---|
| Heathrow | 28% | 72% |
| Gatwick | 14% | 86% |
| Stansted | 14% | 86% |
| Luton | 14% | 86% |
| Manchester | 16% | 84% |

■ Business  ■ Leisure

## Terminal passengers by airport and destination, 2015

| Airport | Domestic | Short-haul | Long-haul |
|---|---|---|---|
| Heathrow | 7% | 40% | 53% |
| Gatwick | 9% | 76% | 15% |
| Stansted | 8% | 92% | |
| Luton | 8% | 90% | 3% |
| Manchester | 8% | 68% | 25% |

■ Domestic  ■ Short-haul  ■ Long-haul

## Terminal passengers by airport and country of residence, 2015

| Airport | UK | Foreign |
|---|---|---|
| Heathrow | 41% | 59% |
| Gatwick | 71% | 29% |
| Stansted | 61% | 39% |
| Luton | 76% | 24% |
| Manchester | 83% | 17% |

■ UK  ■ Foreign

Source: CAA Passenger Survey 2015