

Air passenger experience: CAA Survey module

I would now like to ask you a few questions about your experience of using the airport today.

1. How satisfied are you with your experience at check in today?
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

2. And for how long, in minutes, did you queue at check-in today?
[Put 0 minutes in if did not queue]

3. How satisfied are you with flight information provided at the airport?
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

4. And how satisfied are you with the airport's facilities (e.g. shops, restaurants, waiting areas)?
 - Very satisfied
 - Satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

5. And, how satisfied are you with the public transport links to the airport?
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

The next four questions are about 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.

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

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

7. Why do you say that? [open response]

8. For how long, in minutes, did you queue when waiting to be security screened?

[if say did not queue then put 0 minutes]

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

Any inconvenience caused by the security screening was acceptable

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Finally I wish to ask you a question about your overall experience of using the airport today - that is using the check in, the flight information, the security screening and the facilities.

10. How strongly do you agree or disagree with the following:

I will consider NOT using this airport again because of my experience of using it today

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

11. Why do you say that? [open response]

End of questionnaire

Other surveys and research

There have been a number of other recent surveys and research projects to gather evidence about the air passenger experience.

'Public experiences of and attitudes to air travel' - Office for National Statistics (ONS) Omnibus survey:

DfT commissioned a module of questions in the February 2010 ONS Omnibus survey. This is a survey of about 1,000 adults in private households in Great Britain. The module covered the frequency and purpose of air travel; how people travel to airports; how passengers rate their experiences at airports (e.g. check-in, security screening, in-flight, and baggage collection); attitudes towards air travel (e.g. airport expansion, environmental impacts). Results were published on 29 July 2010. This module was previously run in the Omnibus survey in May 2008 and May 2006.

<http://www.dft.gov.uk/pgr/statistics/datatablespublications/trsnstatsatt/>

CAA advice to Secretary of State under Section 16 of the Civil Aviation Act 1982:

In 2008, ORC International, an independent market research company, conducted a survey of passengers' views and experiences at major UK airports. The survey was commissioned by the CAA and covered Heathrow, Gatwick, Stansted and Manchester airports. The survey was designed to capture a range of stages involved in the passenger experience from buying an air ticket, outbound travel through the airport, the in-flight experience and inbound travel through the airport as well as complaint handling if anything goes wrong. About 1,600 in-depth telephone interviews were carried out with passengers when they returned home from their trip. The results were published on 9 March 2009.

<http://www.dft.gov.uk/pgr/aviation/hci/airpassengerexperience/>
or <http://www.caa.co.uk/default.aspx?catid=1795>

Understanding the airport passenger experience - Qualitative research to inform the review of the framework for the economic regulation of airports:

Independent Social Research was commissioned by DfT to undertake qualitative research to explore the experiences of business and leisure passengers using UK airports. The objectives were to understand the key factors that affect airport experience in terms of the end-to-end journey; compare experiences across passenger types; and highlight passengers' priorities for improvement. The research involved focus groups but individual interviews were also conducted with people aged 70 and over and with passengers with disabilities or health problems. Publication of the results formed part of the consultation published on 9 March 2009.

<http://www.dft.gov.uk/pgr/aviation/airports/reviewregulationukairports/understandingexperience.pdf>

'Improving the air passenger experience' - End-to-end journeys:

A number of airport specific reports have been published on 'Improving the air passenger experience - An analysis of end-to-end journeys'. These reports covered Heathrow (published November 2007), Stansted, Luton, Manchester (all published September 2008), and Gatwick (March 2009). The analysis was based on a wide range of existing data sources.

<http://webarchive.nationalarchives.gov.uk/+http://www.dft.gov.uk/about/strategy/transportstrategy/tasts/userexperience/>