CAA PASSENGER SURVEY
HEATHROW

Date	Time	Shift No.	Sch…..1	Coding Serial Number
/ / 11	/		Cha….2	

ID	M 1 F 2 Child ☺	Flt No.	Gate L / G	Partial plus 1 Partial (core only) 2	01	03	04	05

(Prompt to ascertain airside interliners) "Have you flown into this airport within the last 24 hours and if so did you arrive at this gateroom via the Flight Connection Centre?" (If "Yes" use the A4 airside form and if "No" continue)

☺	**Q1** Have you arrived at any UK airport by air within the last 24 hours?				Yes 1 ⬇	No 2 ➡ **Q10**	
☺	**Q2** At which airport did you arrive?	LHR ⬇	LGW ➡ **Q5**	LTN ➡ **Q5**	STN ➡ **Q5**	LCY ➡ **Q5**	other ➡ **Q10**
☺	**Q3** Did you come to Heathrow Airport just to change planes?				Yes 1 ⬇	No 2 ➡ **Q10**	
☺	**Q4** Have you been through customs control at Heathrow Airport?				Yes 1	No 2	
☺ *	**Q5** Which Airport did you fly from?				Country…… State…… Province……		
☺ *	**Q6** Which airline did you fly with?						
☺ *	**Q7** Did you start your air journey from (Airport Q5)?				No 2 ⬇	Yes 1 ➡ **Q9**	
☺ *	**Q8** At which airport did you start your air journey?				Country…… State…… Province……		
*	**Q9** Why did you choose to transfer through this airport?						
☺	**Q10 Which airport are you travelling to on the flight you are now boarding?**				Country…… State…… Province……		
☺	**Q11** Which airline are you flying with?						
☺	**Q12** What is your flight number?						
☺	**Q13** Are you flying there to change planes or are you completing your air journey at (Q10)?				Changing 1 ⬇	Completing 2 ➡ **Q16**	
☺	**Q14** At which airport will you complete your air journey?				Country…… State…… Province……		
☺	**Q15** Which airline will you use to fly from (Airport Q10)?						

☺	**Q16** What nationality passport do you hold?	Passport 1	Passport 2
☺	**Q17** In which country have you been living for most of the last 12 months?		Non UK/IE ➡ **Q20** Non UK/IE Int/Lin ➡ **Q26** except from LGW/LTN/STN/LCY ➡ **Q20**
☺ M	**Q18** Where is your home in the UK/Ireland?	Town District Council or London Borough County	
☺	**Q19** What is your postcode?	1st part	2nd part
		Int/Lin ➡ **Q26** except from LGW/LTN/STN/LCY ⬇	
☺ M	**Q20** Where, in the UK, did you start your journey to catch this flight?	**Home**	➡ **Q22**
		Town District Council or London Borough County	
	What is the postcode?	1st part	2nd part

☺	**Q21** Was this a transit stop or did you have a reason for being in (place in Q20). If transit re-ask Q20. **If not transit through LGW/LTN/STN/LCY go back and ask Q20 again, deleting Q's 5* to 9***	Home (partial only) 1	Business 2	Leisure 3	72 hours √	Other 4

☺ **Q22** Could you tell me in detail how you travelled from (place in Q20) to Heathrow Airport today?

Private Car		**Bus/Coach**		1st Mode
1	driven away	30	hotel bus	
2	short term car park	31	charter coach	
3	short term car park – meet/greet	32	London bus companies	
4	business car park	33	local bus companies	
5	mid stay car park bus	34	Terravision	
6	airport long term car park bus	35	National Express coaches	
7	private long term car park bus	36	other national/regional coach services	
8	hotel car park bus	37	Rail Air bus (Reading/Woking/Feltham)	
9	valet service – off airport	38	courtesy bus	2nd Mode
10	valet service – on airport	39	airport to airport coach service	
11	staff car park bus	40	Luton airport parkway shuttle bus	
12	type of car park unknown	41	Luton airport parkway not via shuttle bus	
Rental Car		42	Luton station not via shuttle bus	
20	short term car park	43	bus/coach company not known	
21	rental car courtesy bus	45	LHR-LTN coach service	
22	airline car	**Rail**		
Taxi/Minicab		50	tube	3rd Mode
23	taxi	51	tram	
24	minicab	52	Docklands Light Railway	
Other		53	Heathrow Connect	
70	ship/boat	54	Heathrow Express	
71	Walk (where only mode)	55	Gatwick Express	
72	cycle	56	Stansted Express	
73	motor cycle	57	National railways	
74	chauffeur	58	National railways (MAN only) – changed trains	
99	Other (write in mode box)	59	National railways (MAN only) – not changed trains	

☺	**Q23** How long did your journey take from (place in Q20)?	Hours	Minutes		
☺	**Q24** How many people came into the Terminal to see you off today?				
☺	**Q25** Including yourself, how many people are travelling in your immediate group?				
☺ 1	**Q26 What is the chief purpose of your present trip?**	Single Code	B	L	
		Accompany on Business (comp tkt) **AC**	1 with		
		Accompany on Business (own tkt)	15 with		
☺ 2	**Q27** Which of these age groups do you come into?	Int/Lin ➡ **Q30** ⬇ except from LGW/LTN/STN/LCY			
☺ **AC**	**Q28** Is this your outward, return or a single journey?	Outward mirror image 1	Return mirror image 2	Single 3 ➡ **Q30**	
☺ **AC**	**Q29** How long will you/have you been away?	Weeks	Days	Hours	
3 **AC**	**Q30** What type of ticket do you have?	Number	Letter	IT passengers ➡ **Q32** Multiple sector ➡ **Q32**	
	Q31 How much was paid for your flight, including ticket, tax and other charges excluding insurance?	Cost	Currency	Single 1	Return 2
☺ M	**Q32** On arrival at (airport in Q10 or Q14) where is your main destination?	**Europe** – Including Malta, Cyprus, Greece, Turkey & Ireland country prefix and number, country code or county			
		North America - Town/State **Canada -** Town/Province			
		Domestic routes -Town/City/County/District Council			
		UK Business ➡ **Q34** Non UK passengers ➡ **Q35**			
	Q33 Do you own a property (at place in Q32)?	Yes 1	No 2		
	Q34 When was this trip booked?	< 1 mth 1	1<2 mths 2	2-<3 mths 3	3-6 mths 4	>6 mths 5
☺	**Q35** How many times have you flown in the last 12 months:- on this route? (excluding current trip)	Total	Leisure		
☺	**Q36** How many times have you flown in the last 12 months:- on any route? (excluding current trip)	Total	Leisure		
	Q37 What single improvement would you like to see at Heathrow Airport?				

4	**Q38** Why did you choose to fly from Heathrow Airport today?		
☺	**Q39** Do you have a disability or impairment that makes accessing and/or using this airport difficult?	Yes 1	No 2 ➡ **Q42**
☺	**Q40** Did you ask for assistance?	Yes 1	No 2 ➡ **Q42**
☺	**Q41** Were you satisfied with the assistance provided by the airport?	Yes 1	No 2
☺ 5 AC	**Q42** Looking at this card, to which of these ethnic groups do you consider you belong?	Number / Letter / Specify	Business ➡ **Q47**
	Q43 How many people live in your household including yourself?		
	Q44 How many are children under 16?		Non UK ➡ **Q46**
	Q45 What is the occupation of the chief income earner in your household?	Job Title / SP / S/E Qualifications Location size / Dept. size / Responsible for Nature of Business	
6	**Q46** Can you indicate from this card the total ANNUAL income of ALL people living in your household BEFORE tax and other deductions?		**End Interview**
AC	**Q47** What is the main business of your firm or organisation?	Manufacture / Materials Sales / Retail / Whole Other Non UK ➡ **Q49**	
AC UK	**Q48** What is your occupation and job title?	Job Title / S/E Qualifications Location size / Dept. size / Responsible for	
6 AC	**Q49** Can you indicate from this card, which ANNUAL income group applies to you BEFORE tax and other deductions?		**End Interview**