

# CAA Survey 2024: All Airport\* Summary

BHX | EMA | LCY | LGW | LHR | LTN | MAN | STN



2019 | 2022 | 2023 | **2024**

## Passengers



Passengers

**221M**

YoY: **+7%** ▲



% Business

**13%**

YoY: **-1%pt** ▼



% Leisure

**87%**

YoY: **+1%pt** ▲



% Foreign Resid.

**32%**

YoY: **-3%pt** ▼



Av. Rating

**8.36**

YoY: **-0.05** ▼

## Surface Access



% Public

**37%**

YoY: **+0%pt** ▼



% Private

**63%**

YoY: **+0%pt** ▲

## Destination



% Domestic

**7%**

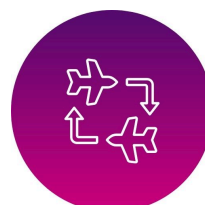
YoY: **+0%pt** ▼



% International

**93%**

YoY: **+0%pt** ▲



% Connecting\*\*

**12%**

YoY: **-1%pt** ▼

\* Airports included in the report: Birmingham, East Midlands, London City, Gatwick, Heathrow, Luton, Manchester, Stansted to maintain a consistent base of data.

\*\* Represents the percentage of passengers connecting at the surveyed airport(s) only



Select all

BHX

EMA

LCY

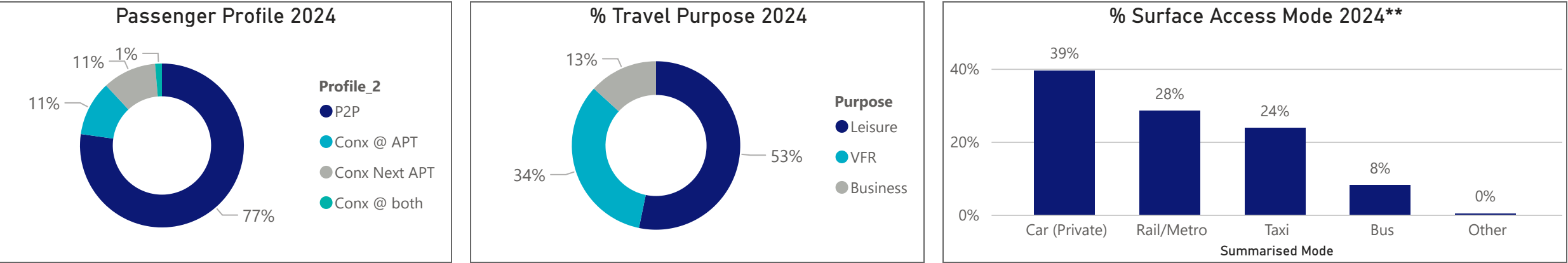
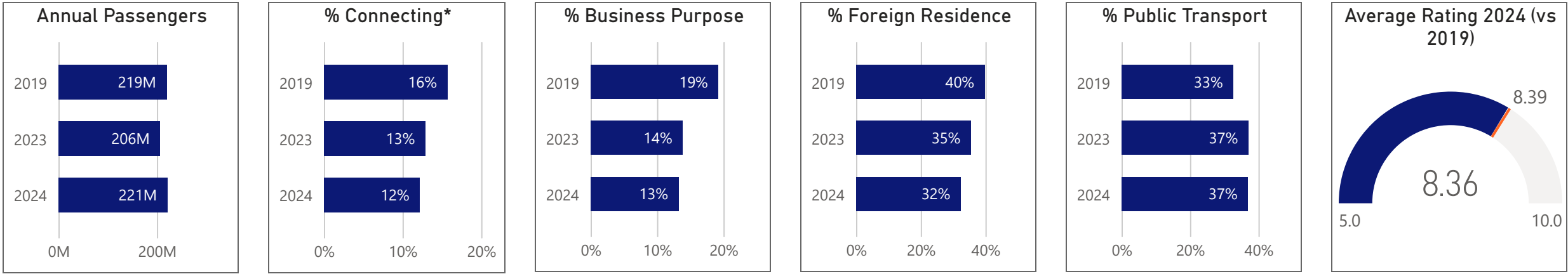
LGW

LHR

LTN

MAN

STN



\* This represents the percentage of passengers connecting at the surveyed airport(s) only. \*\* CAA have summarised the access modes in this chart - more detailed data available



# CAA Survey 2024: All Airport Quarterly Detail

BHX

EMA

LCY

LGW

LHR

LTN

MAN

STN

2019

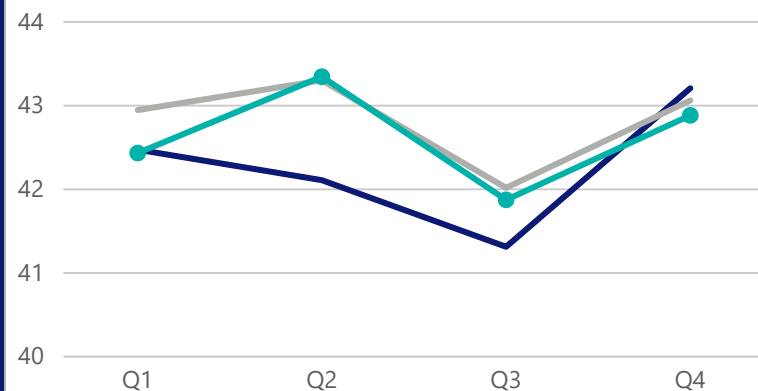
2023

2024



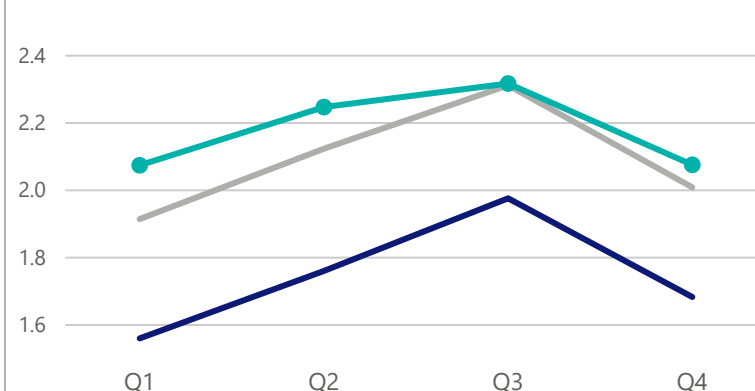
## Mean Passenger Age

● 2019 ● 2023 ● 2024



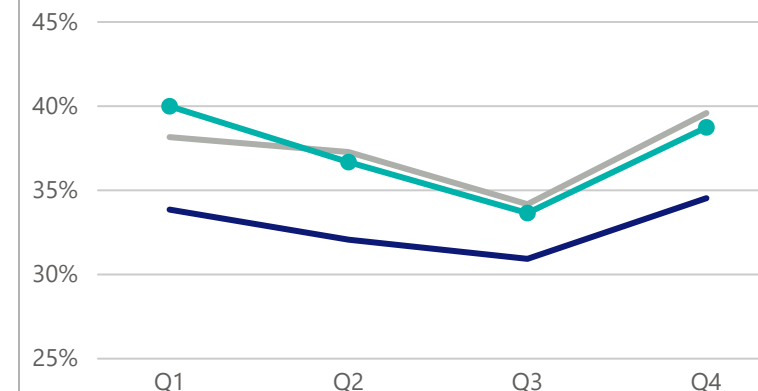
## Mean Group Size

● 2019 ● 2023 ● 2024



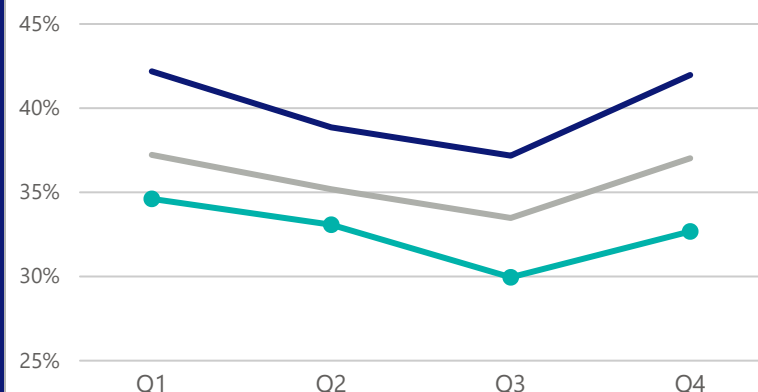
## % Public Transport

● 2019 ● 2023 ● 2024



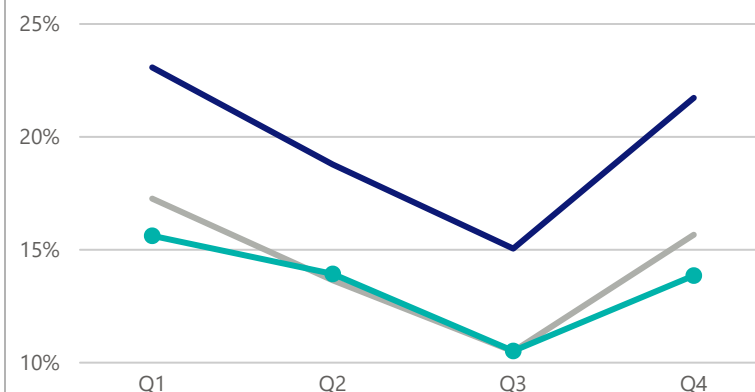
## % Foreign Residence

● 2019 ● 2023 ● 2024



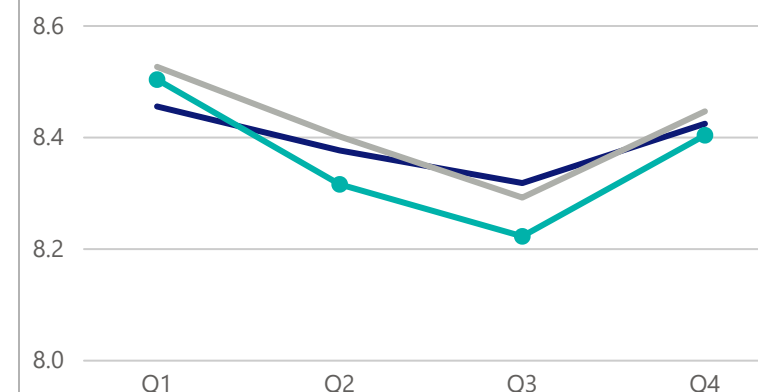
## % Business Purpose

● 2019 ● 2023 ● 2024



## Average Rating (1-10)

● 2019 ● 2023 ● 2024





# CAA Survey 2024: Airport Comparison

2019

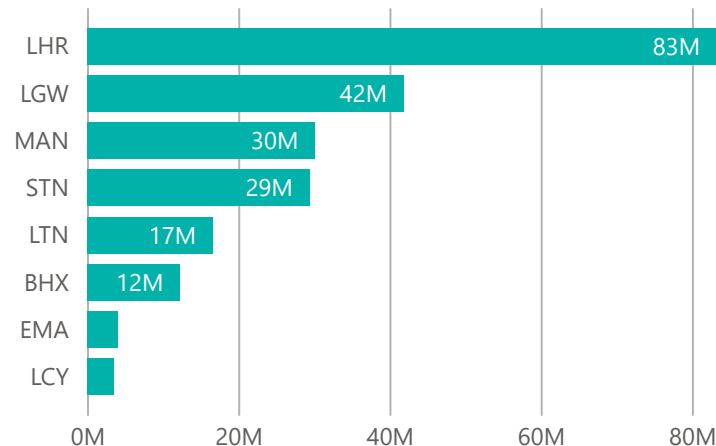
2022

2023

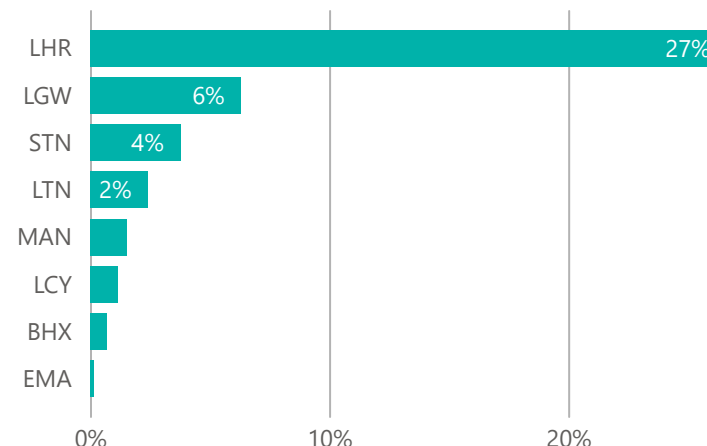
2024



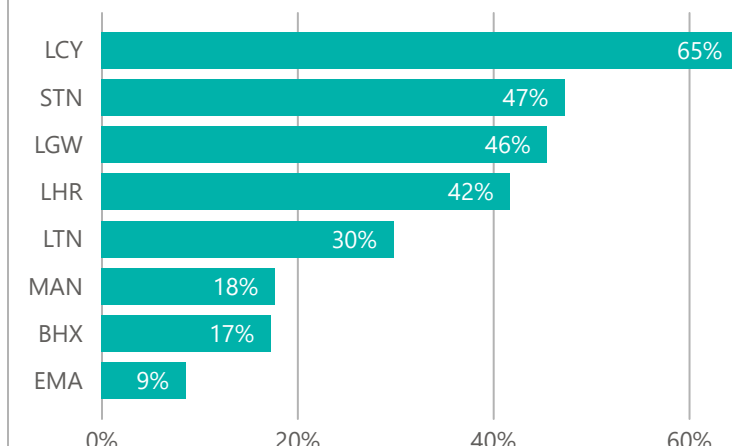
## Total Passengers (Millions)



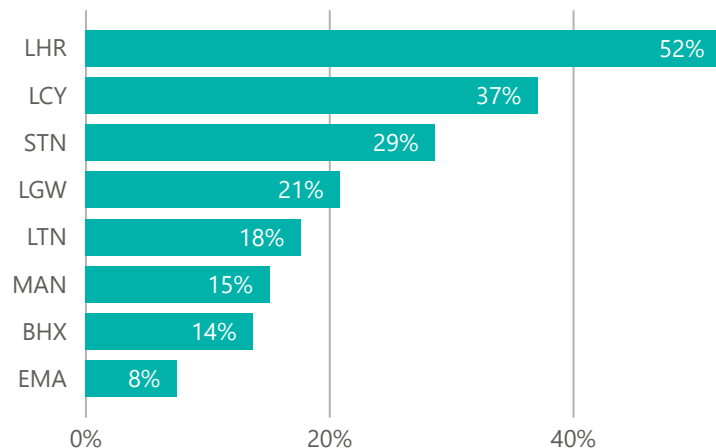
## % Connecting at Surveyed Airport



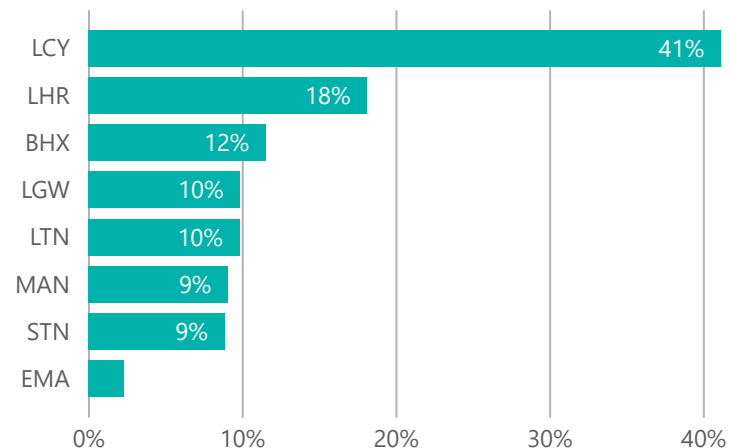
## % Public Transport (Surface Access)



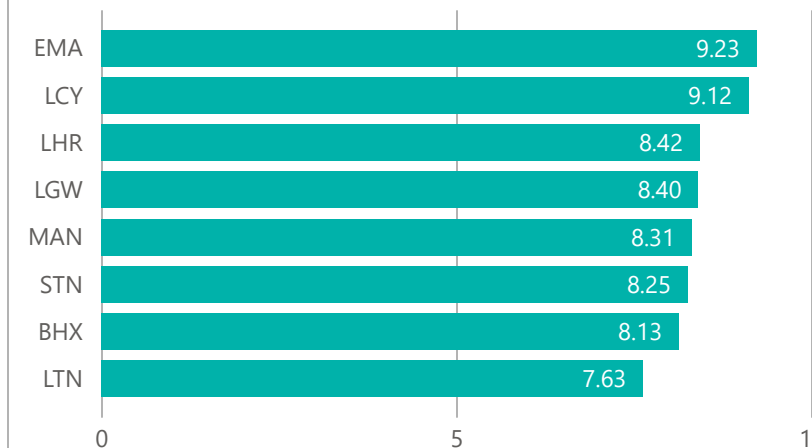
## % Foreign Residence



## % Business Purpose



## Average Rating (1-10)





# CAA Survey 2024: Notes

The CAA Departing Passenger Survey records information from a random sample of passengers at the gate before boarding their flight, at a number of UK airports. Approximately 30 questions are asked, covering a range of topics including: demographic information, travel profile, how they travelled to the airport, their reason for flying, airport ratings. In total roughly 175,000 interviews are made each year. The responses are then weighted using the actual departing passenger numbers to give the final survey output.

For further information on the CAA Departing Passenger Survey see here: <https://www.caa.co.uk/data-and-analysis/uk-aviation-market/consumer-research/departing-passenger-survey/> or alternatively email: [passengersurveydatarequest@caa.co.uk](mailto:passengersurveydatarequest@caa.co.uk)

Additional information from the CAA:

- Airport data (including flights, passengers, cargo): <https://www.caa.co.uk/data-and-analysis/uk-aviation-market/airports/uk-airport-data/>
- Quarterly Aviation Trends report, summarising all the commercial aviation data that the CAA collects: <https://www.caa.co.uk/data-and-analysis/uk-aviation-market/airports/uk-airport-data/latest-quarterly-statistics/>

## Glossary

Airport IATA codes (of the 8 departing airports):

BHX Birmingham  
EMA East Midlands International  
LCY London City  
LGW Gatwick  
LHR Heathrow  
LTN Luton  
MAN Manchester  
STN Stansted

Passenger profile:

P2P, point to point  
Conx @ APT, connecting at the surveyed airport  
Conx Next APT, connecting onwards after the flight taken from the surveyed airport  
Conx Both, connecting at both the survey airport and onwards after the flight about to be taken

Travel Purpose:

VFR Visiting Friends & Relatives