

ANNEX B - QUESTIONNAIRE

ASK ALL RESPONDENTS

The next set of questions is being asked on behalf of the Department for Transport. The questions are about air travel from the United Kingdom. The United Kingdom includes England, Wales, Scotland and Northern Ireland.

ASK ALL RESPONDENTS

In the last 12 months, that is since <exact date> 12 months ago have you travelled by plane at all, either within the United Kingdom or to go abroad? Please include business travel as well as leisure travel and visiting friends or family. Only include flights that originate in the UK.

INTERVIEWER Exclude flights where the outward flight was undertaken more than 12 months ago.

Exclude air travel by people whose jobs it is to fly by plane e.g. pilots/cabin crew/crop sprayers/air ambulance etc. Ask these people to think only about flights they made for their own purposes.

Do not include flights from RAF bases.

Do not include trips made simply for the pleasure of going on a plane rather than to get somewhere.

- (1) Yes
 - (2) No

 - (3) Housebound (Spontaneous only)
-

ASK IF FLOWN IN LAST 12 MONTHS:

SHOWCARD

Looking at this card, what types of flights have you taken in the last 12 months?

INTERVIEWER: UK includes England, Wales, Scotland and Northern Ireland.
Short-haul means continental Europe, including EIRE. Long-haul means outside Europe.
Code all that apply.

SET [3] OF

- (1) Within the UK
 - (2) Short-haul international - within Europe
 - (3) Long-haul international - outside Europe

 - (4) Don't know (Spontaneous only)
-

ASK IF FLOWN IN UK

How many flights within the UK did you make by plane during the last 12 months? Please count the outward and return flight and any transfers as one trip. If you don't know the exact number please give your best guess.

Flights should start in the UK.

1..300

ASK IF MADE SHORT HAUL FLIGHT

How many short-haul flights starting from the UK did you make to Europe during the last 12 months? If you don't know the exact number please give your best guess.

Flights should start in the UK.

1..300

ASK IF LONG HAUL FLIGHT

How many long-haul flights starting from the UK did you make during the last 12 months? If you don't know the exact number please give your best guess.

Flights should start in the UK.

1..300

ASK IF DID NOT KNOW TYPES OF FLIGHT MADE

Earlier you stated that you have taken a flight in the last 12 months but you didn't know whether it was within the UK, short-haul or long-haul. How many flights of unknown type did you make during the last 12 months? If you don't know the exact number please give your best guess.

Flights should start in the UK.

1..300

ASK IF FLOWN IN THE LAST 12 MONTHS

Thinking about your plane <trip that started from the UK in the last 12 months/trips within and from the UK in the last 12 months> Was business the main purpose of <this trip/any of these trips>?

- (1) Yes
 - (2) No
 - (3) Don't know (Spontaneous only)
-

ASK IF MORE THAN ONE TRIP OR ONE TRIP THAT WAS NOT FOR BUSINESS PURPOSES

Thinking about your plane <trip that started from the UK in the last 12 months/trips within and from the UK in the last 12 months> Was leisure the main purpose of <this trip/any of these trips>?

Exclude trips where visiting friends and family was the main purpose

- (1) Yes
- (2) No
- (3) Don't know (Spontaneous only)

ASK IF MORE THAN TWO TRIPS OR ONE OR TWO TRIPS THAT ARE NOT ACCOUNTED FOR BY BUSINESS OR LEISURE PURPOSES

Thinking about your plane <trip that started from the UK in the last 12 months/trips within and from the UK in the last 12 months>

Was visiting friends and family the main purpose of <this trip/any of these trips>?

- (1) Yes
 - (2) No
 - (3) Don't know (Spontaneous only)
-

ASK IF MORE THAN THREE TRIPS OR ONE OR TWO OR THREE TRIPS THAT ARE NOT ACCOUNTED FOR BY BUSINESS OR LEISURE PURPOSES OR VISITING FRIENDS/FAMILY

Thinking about your plane <trip that started from the UK in the last 12 months/trips within and from the UK in the last 12 months>

Was the main purpose of <this trip/any of these trips anything other than business, leisure or visiting friends and family?

- (1) Yes
 - (2) No
 - (3) Don't know (Spontaneous only)
-

ASK IF MADE MORE THAN ONE TRIP AND MADE AT LEAST ONE TRIP FOR BUSINESS PURPOSES

How many trips did you make where business was the main purpose. Please count the outward and return flight and any transfers as one trip?

Flights should start in the UK.

1..100

ASK IF MADE MORE THAN ONE TRIP AND MADE AT LEAST ONE TRIP FOR LEISURE PURPOSES

How many trips did you make where leisure was the main purpose? Please count the outward and return flight and any transfers as one trip?

Flights should start in the UK.

1..100

ASK IF MADE MORE THAN ONE TRIP AND MADE AT LEAST ONE TRIP FOR VISITING FRIENDS AND FAMILY

How many trips did you make where visiting friends and family was the main purpose? Please count the outward and return flight and any transfers as one trip?

Flights should start in the UK.

1..100

ASK IF FLOWN IN LAST 12 MONTHS

SHOWCARD

Thinking about your last plane trip from the UK, how did you travel to the UK airport?

Code one only.

If more than one method used, please code the method that covered the longest distance.

- (1) Car/van - private transport - vehicle left at or near the airport
- (2) Motorcycle/scooter - private transport - vehicle left at or near the airport
- (3) Bicycle - private transport - bike left at or near the airport
- (4) Given a lift - private transport - vehicle left at airport
- (5) Given a lift - private transport - vehicle not left at airport
- (6) Taxi/minicab
- (7) Bus/coach - public transport
- (8) Train - public transport
- (9) Underground/Metro - public transport
- (10) Light rail - public transport
- (11) Walked
- (12) Other (Please specify)

ASK IF FLOWN IN LAST 12 MONTHS AND TRAVELLED TO AIRPORT BY CAR/VAN, PRIVATE TRANSPORT, TAXI, MOTORCYCLE, BICYCLE OR FOOT

SHOWCARD

Why did you travel to the airport by <mode used> on this occasion?

Code all that apply

SET [11] OF

- (1) It was easiest by <mode>
- (2) It was quickest by <mode>
- (3) It was cheapest by <mode>
- (4) Public transport too unreliable
- (5) Public transport not available at time needed
- (6) Public transport fares too high
- (7) I would have had difficulty getting to a train/bus station/stop
- (8) I had too much luggage to conveniently travel by public transport
- (9) Not possible to travel to airport from home by public transport
- (10) Possibility of flight delays made it difficult to plan ahead to use public transport
- (11) Other (Please specify)

ASK IF FLOWN IN LAST 12 MONTHS AND TRAVELLED TO AIRPORT BY PUBLIC TRANSPORT

SHOWCARD

Why did you travel to the airport by public transport on this occasion?

Code all that apply

SET [10] OF

- (1) It was easier than by car/taxi
- (2) It was quicker than by car/taxi
- (3) It was cheaper than by car
- (4) It was cheaper than by taxi
- (5) Too many people/too much luggage to travel by car
- (6) I did not want to park at the airport
- (7) Parking costs were too high
- (8) I don't have a car
- (9) I couldn't get a lift
- (10) Other (Please specify)

ASK IF FLOWN IN LAST 12 MONTHS

SHOWCARD

Thinking about your last trip from a UK airport, how satisfied or dissatisfied were you with check-in times?

How satisfied or dissatisfied were you with availability of information about flights at the airport?

How satisfied or dissatisfied were you with the timeliness of your flight?

How satisfied or dissatisfied were you with airport facilities (e.g. shops, restaurants, waiting areas)?

How satisfied or dissatisfied were you with the cost of flights?

How satisfied or dissatisfied were you with airport security?

How satisfied or dissatisfied were you with public transport links to the airport?

- (1) Very satisfied
- (2) Fairly satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Fairly dissatisfied
- (5) Very dissatisfied

- (6) Don't know (spontaneous only)

ASK ALL RESPONDENTS EXCEPT THE HOUSEBOUND

SHOWCARD

In the coming year, do you think you will make more, <fewer, or about/or about> the same number of trips by plane as you did last year?

- (1) Make a lot more trips
- (2) Make a few more trips
- (3) Make about the same number of trips
- (4) Make a few less trips
- (5) Make a lot less trips

- (6) Don't know/Can't say (Spontaneous only)

ASK IF PLANNING ON A FEW OR A LOT LESS TRIPS IN NEXT YEAR

Why do you think you will make fewer trips?
Code all that apply
Do not prompt

SET [15] OF

- (1) Too far to the airport
- (2) Difficult to get to the airport by public transport
- (3) Expensive to park the car at the airport
- (4) Afraid of terrorist attacks/afraid of flying
- (5) Do not like flying
- (6) Flights are expensive
- (7) Check-in times are too long
- (8) Too many delays to flights
- (9) Do not want to go abroad so much
- (10) Will not have so many business trips/other compulsory trips
- (11) Friends/relatives moved back to the UK
- (12) Overall cost of travel/holidays
- (13) Change in personal circumstances (eg health reasons, owning a pet, reduced income)
- (14) Concern about the environment
- (15) Other (Please specify)

ASK IF PLANNING A FEW OR A LOT LESS TRIPS NEXT YEAR OR ABOUT THE SAME NUMBER

If you could, would you like to make more trips by plane next year than you currently plan to?

- (1) Yes a lot more
- (2) Yes a few more
- (3) No

- (4) Don't know (Spontaneous only)

ASK IF PLANNING ON MAKING A FEW OR A LOT MORE TRIPS IN THE NEXT YEAR

Why do you think you will make more trips?
Code all that apply.
Do not prompt.

SET [14] OF

- (1) More destinations served from nearest airport(s)
- (2) Live close to the airport
- (3) Easy to get to the airport by public transport
- (4) Better airport security
- (5) I like flying
- (6) Cheaper flights
- (7) Check-in times are shorter
- (8) Fewer delays to flights
- (9) Want to go abroad more
- (10) Will have more business trips/other compulsory trips
- (11) Friends/relatives moved abroad
- (12) Overall cost of travel/holidays lower
- (13) Change in personal circumstances (e.g better health, increased income)
- (14) Other (Please specify)

ASK ALL RESPONDENTS

SHOWCARD

Taking your answer from this card, do you agree or disagree with the following statement.
People should be able to travel by plane as much as they want to?

INTERVIEWER If further information is requested explain that we want to know whether people should be able to travel as much as they want regardless of any effects this has on the environment

Taking your answer from this card, do you agree or disagree with the following statement.
People should be able to travel by plane as much as they want to, even if new terminals or runways are needed to meet demand?

Developers should be required to improve transport links if they are given permission to expand an airport?

In order to boost the economy, new terminals and runways should be built.

In order to protect the local environment, we should limit the expansion of airports.

- (1) Strongly agree
- (2) Agree
- (3) Neither agree nor disagree
- (4) Disagree
- (5) Strongly disagree

- (6) Don't know/no opinion (Spontaneous only)

ASK ALL RESPONDENTS:

SHOWCARD

What advantages, if any, do you think expansion of your nearest airport would bring to your local area?
Code all that apply.
Do not prompt

SET [7] OF

- (1) Greater range of destinations available
- (2) More frequent flights
- (3) Increased job opportunities
- (4) Improved local economy
- (5) Improvements to local roads
- (6) Better public transport services
- (7) Other (Please specify)
- (8) No advantages at all

ASK ALL RESPONDENTS

And what disadvantages, if any, do you think expansion of your nearest airport would bring to your local area?

Code all that apply.

Do not prompt

SET [7] OF

- (1) More congestion on roads
- (2) More noise from flights
- (3) Pollution
- (4) Devaluation of property prices
- (5) Loss of greenbelt/countryside
- (6) Harmful to wildlife and environment
- (7) Other (Please specify)
- (8) No disadvantages

ASK ALL RESPONDENTS

SHOWCARD

And would you personally be in favour or against the expansion of your nearest airport?

- (1) Strongly in favour
- (2) In favour
- (3) Neither in favour nor against
- (4) Against
- (5) Strongly against

- (6) Don't know(Spontaneous only)

ASK ALL RESPONDENTS:

SHOWCARD

Taking your answer from this card, do you agree or disagree with the following statement.

People should be able to travel by plane as much as they want to, even if this harms the environment?

People should be allowed to travel by plane as much as they want to, as long as damage to the environment is limited?

Air travel harms the environment?

- (1) Strongly agree
- (2) Agree
- (3) Neither agree nor disagree
- (4) Disagree
- (5) Strongly disagree

- (6) Don't know/no opinion (Spontaneous only)

ASK IF STRONGLY AGREE OR AGREE AIR TRAVEL HARMS ENVIRONMENT

In what way do you think that air travel harms the environment?
Code all that apply.
Do not prompt

SET [5] OF

- (1) Noise
- (2) Climate change/global warming/ozone damage
- (3) Pollution/poor air quality
- (4) Uses up/wastes a lot of fuel
- (5) Other (Please specify)

ASK IF STRONGLY AGREE OR AGREE THAT AIR TRAVEL HARMS THE ENVIRONMENT

SHOWCARD

Taking your answer from this card, do you agree or disagree with the following statement. The price of a plane ticket should reflect the environmental damage that flying causes, even if this makes air travel a bit more expensive?

The price of a plane ticket should reflect the environmental damage that flying causes, even if this makes air travel much more expensive?

- (1) Strongly agree
- (2) Agree
- (3) Neither agree nor disagree
- (4) Disagree
- (5) Strongly disagree

- (6) Don't know/no opinion (Spontaneous only)

ASK IF STRONGLY AGREE OR AGREE AIR TRAVEL HARMS THE ENVIRONMENT

Would you personally be willing to pay an extra 20% on the price of a plane ticket, to reflect the environmental damage caused by flying. For example, this would mean paying £120 instead of £100 or £360 instead of £300?

- (1) Yes
- (2) No, but I'd be willing to pay a little extra (i.e an amount less than 20%)
- (3) I wouldn't be prepared to pay anything extra

- (4) Don't know(spontaneous only)

ASK IF NOT WILLING TO PAY 20% BUT WILLING TO PAY LESS

Would you personally be willing to pay an extra 15% on the price of a plane ticket, to reflect the environmental damage caused by flying. For example, this would mean paying £115 instead of £100, or £345 instead of £300?

- (1) Yes
- (2) No, but I'd be willing to pay a little extra (i.e an amount less than 15%)
- (3) I wouldn't be prepared to pay anything extra
- (4) Don't know(spontaneous only)

ASK IF NOT WILLING TO PAY 15% BUT WILLING TO PAY LESS

Would you personally be willing to pay an extra 10% on the price of a plane ticket, to reflect the environmental damage caused by flying. For example, this would mean paying £110 instead of £100, or £330 instead of £300?

- (1) Yes
- (2) No, but I'd be willing to pay a little extra (i.e an amount less than 10%)
- (3) I wouldn't be prepared to pay anything extra
- (4) Don't know(spontaneous only)

ASK IF NOT WILLING TO PAY 10% BUT WILLING TO PAY LESS

Would you personally be willing to pay an extra 5% on the price of a plane ticket, to reflect the environmental damage caused by flying. For example this would mean paying £105 instead of £100, or £315 instead of £300?

- (1) Yes
- (2) No, but I'd be willing to pay a little extra (i.e an amount less than 5%)
- (3) I wouldn't be prepared to pay anything extra
- (4) Don't know(spontaneous only)

ASK IF FLOWN IN LAST 12 MONTHS

SHOWCARD

Thinking about your last trip from a UK airport, did you notice any of the following?
Code all that apply

SET [3] OF

- (1) Airport security staff
- (2) Unarmed, uniformed police officers
- (3) Armed, uniformed police officers
- (4) None of the above
- (5) Don't know (Spontaneous only)

ASK IF FLOWN IN LAST 12 MONTHS

SHOWCARD

Thinking about this occasion, did you expect to see any of the following types of police officer?
Code all that apply

SET [2] OF

- (1) Unarmed, uniformed police officers
- (2) Armed, uniformed police officers
- (3) Did not expect to see the police
- (4) Don't know (Spontaneous only)

ASK IF FLOWN IN LAST 12 MONTHS

SHOWCARD

Taking your answer from this card, do you agree or disagree with the following statement. Seeing armed police at airports would make me feel safer?

Seeing armed police at airports would alarm me?

Armed police at airports discourage terrorist attacks?

- (1) Strongly agree
- (2) Agree
- (3) Neither agree nor disagree
- (4) Disagree
- (5) Strongly disagree

- (6) Don't know/no opinion (Spontaneous only)

ASK IF FLOWN IN LAST 12 MONTHS

SHOWCARD

Taking your answer from this card, do you agree or disagree with the following statement. HI would be prepared to pay a small additional charge (no more than £5) on top of the price of my plane ticket to go towards the cost of airport security, including policing?

- (1) Strongly agree
- (2) Agree
- (3) Neither agree nor disagree
- (4) Disagree
- (5) Strongly disagree

- (6) Don't know/no opinion (Spontaneous only)

ASK IF FLOWN IN LAST 12 MONTHS

SHOWCARD

If you wanted police assistance at an airport, would the fact that an officer is armed...
Running prompt

- (1) make you more likely to approach him or her,
- (2) make you less likely to approach him or her,
- (3) make no difference to the likelihood that you would approach him or her?

- (4) It would depend on the assistance required (Spontaneous only)

ASK IF FLOWN IN LAST 12 MONTHS

Which airport did you make your last outbound flight from?

ASK ALWAYS

And what is the nearest passenger airport to where you live?

How far do you live from <nearest airport>?

- (1) 10 miles or less
- (2) 11 to 20 miles
- (3) 21 to 30 miles
- (4) 31 to 40 miles
- (5) 41 to 50 miles
- (6) More than 50 miles
- (7) Don't know (Spontaneous only)

SHOWCARD

How satisfied or dissatisfied are you with the number of destinations served by <nearest airport>?

- (1) Very satisfied
- (2) Fairly satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Fairly dissatisfied
- (5) Very dissatisfied

- (6) Don't know (spontaneous only)

