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1 Introduction

1.1 Study Background

1.1.1 The Civil Aviation Act 2012 gave the CAA new powers to:

- obtain information from the aviation industry to make available to the public;
- facilitate consumer comparison of aviation services; and
- inform the public on the environmental impacts of civil aviation in the UK and how those might affect health and safety.

1.1.2 However, this will be limited to making information available where the benefits to consumers and public outweigh the costs to industry of providing it to the public.

1.1.3 Over time the CAA has built up a substantial body of research in consumer preferences in the air travel market. The CAA wanted to interpret and expand this research in the context of the new powers it has gained under the Civil Aviation Act 2012. In particular, the CAA was keen to develop its understanding of the type of information that is of most value to consumers in their purchasing decisions and the best channels for delivering this information. The CAA also wanted to develop further its understanding of the information of greatest importance to the public in relation to the environmental impact of aviation.

1.1.4 This research, undertaken by MVA Consultancy and Ian Flindell & Associates, on behalf of the CAA, focuses on the information needs of air passengers concerning their options for air travel; and on the information needs of the public regarding the environmental impacts of UK aviation.

1.2 Research Objectives

1.2.1 The two research objectives were to generate robust evidence of:

- consumer preferences, opinions and information to support the CAA's implementation of Clause 83 of the Act - by providing detailed insight into what additional information passengers believe they require when making their travel decisions; and
- the public's preferences, opinions and information to support the CAA's implementation of Clause 84 of the Act - by providing detailed insight into what additional information members of the public believe they require when considering the environmental impacts of aviation activity.

1.2.2 In deciding whether to publish information, the Act requires the CAA to have regard to the principle that the benefits should outweigh any adverse effects. The benefits of providing this information can best be identified by carrying out research with potential beneficiaries. It is not necessarily correct to simply assume that providing more and more information will automatically be beneficial for passengers, the public and for the industry as a whole. Providing too much information, particularly if it is over-technical or hard to understand, or appears to be counter-intuitive, can be as bad as providing too little and is not cost-effective.

1.2.3 In addition, as well as exploring with air passengers, and the public, the information that they believe they require to help make booking decisions and better understand environmental impacts of UK civil aviation, the research also needed to explore the timing of information provision; the nature and form of presentation; and from whom should the information come (i.e. which organisation is most trusted).

1.2.4 The research on each of the two parallel objectives have been addressed in two phases, with the first phase for each objective being a gap analysis of existing information; and the second phase being a targeted programme of research to fill the information gaps identified.

1.2.5 The research timescale was limited to three months (January – March 2013).

1.3 This Report

1.3.1 This report presents the findings of our separate consultations with air passengers and UK residents generally on the subject of their information needs. As such it provides results to assist the CAA's implementation of both section 83 and section 84 of the Act.

2 Research Methodology

2.1 Research Programme

2.1.1 Our research approach relied upon our ability to collate and assess all previous research relevant to the provision of full and clear information to consumers and the public to aid their assessments of market options and environmental impacts (Phase 1). Our approach to Phase 2 recognised the need to conduct a quantitative survey of passengers and residents (close to and remote from UK airports) and conduct parallel qualitative depth interviews - so as to provide essential insight into people's rationale for why they believe they require certain information - to complement the quantitative evidence. Our approach to undertaking the research is set out is Figure 2.1, below.

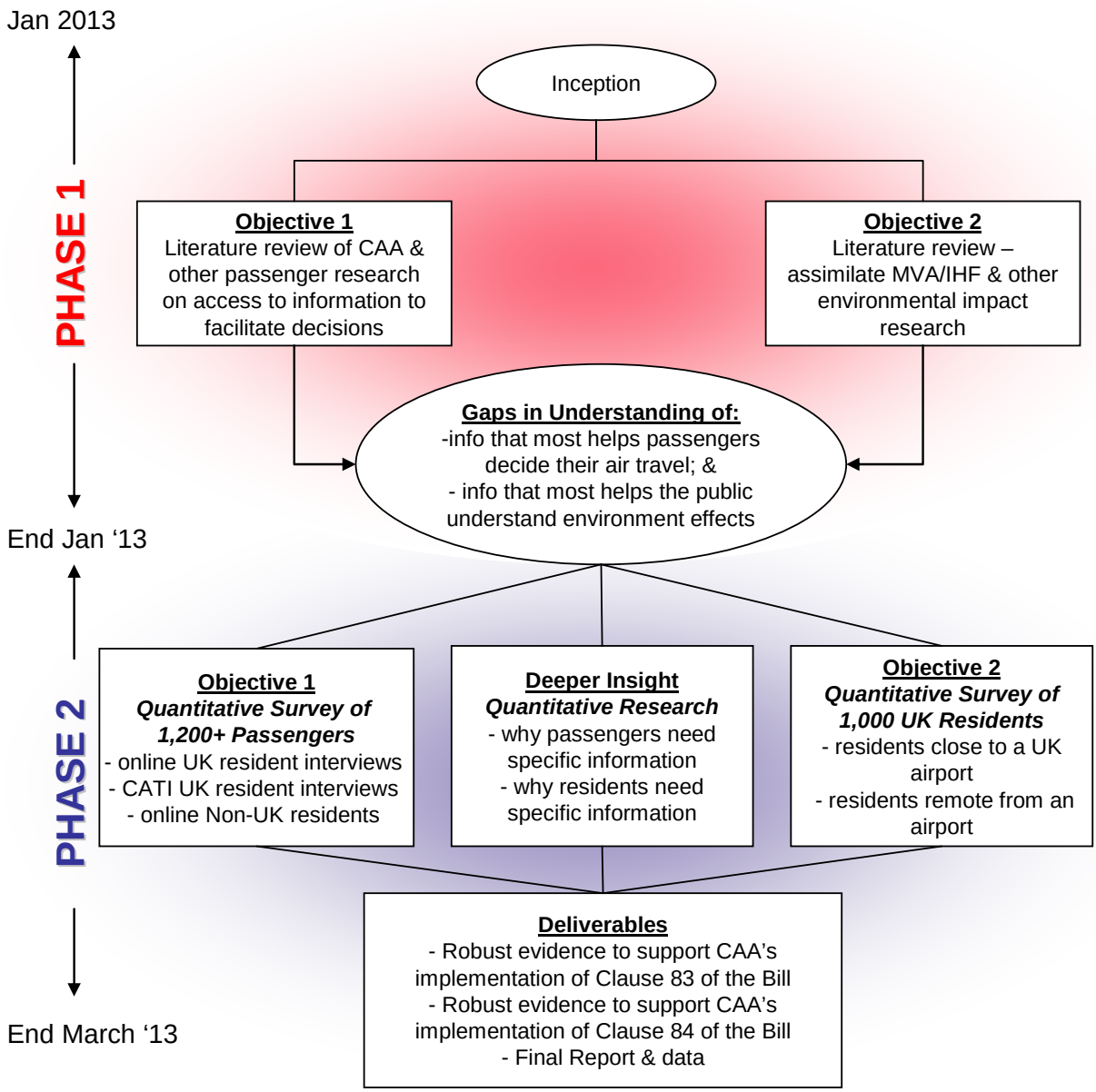

Figure 2.1 Research Process

2.1.2 The main components of the research were:

- a review of all known social and market research studies relating to the civil aviation industry and addressed to understanding the information needs of consumers, and the public at large;
- identifying gaps in the CAA's knowledge base, and developing survey tools to fill those gaps, through qualitative and cognitive interviewing;
- conducting two quantitative surveys, one with air passengers and one with residents in different proximities to UK airports; and
- parallel qualitative research with air passengers and residents to gain fuller insight into why they need particular information, at a particular time, in a particular form, etc.

2.1.3 Each of these tasks are discussed below.

2.2 Understanding Air Passengers' Information Needs

Previous Research

2.2.1 The literature pointed towards a series of factors that influence air passengers' decision-making when buying their ticket. In descending order of importance, these influential factors were:

- routes/airlines available by UK departure airport (and whether connections are necessary);
- 'final' cost of alternative flights from each UK airport including all necessary 'optional' items;
- flight times and dates;
- punctuality (proportion of flights delay);
- access times and convenience (and, to a lesser extent, access cost) to the departure airport by access mode;
- airline service quality;
- facilities at departing and arriving airports;
- quality of baggage handling (especially proportion of baggage damaged or lost); and
- complaint handling.

2.2.2 The above list identified the aspects of air travel that are of particular importance. Other, more secondary, factors also have a value to air passengers – such as baggage allowance, online check-in, security queue times, numbers of shops at the departure airport and walk time at the departure airport. However, it was not clear, from the existing literature, whether all this potential information should be provided to air passengers at time of ticket purchase – or whether this would risk an overload of information and could be provided later after booking the flight. So, in Phase 2 of the research, we particularly sought to identify the information that passengers believe that they require at the time of ticket purchase; and whether this varies by passenger segment.

2.2.3 The literature also indicates that passengers with restricted mobility (PRMs) may have additional information requirements, and this was also explored in Phase 2.

2.2.4 There was, too, a need to build upon previous research to better understand the style and form of information. Service providers are likely to prefer either to publish required information on their own websites, or to pass the information onto the CAA or some similar organisation for publishing on their web-site. Either solution could be sufficient for the majority of air passengers who have access to the internet and choose to book online. However, there is a significant minority of passengers who choose not to book online (either because they do not have access to the internet, or because they prefer to use the services of a more knowledgeable third party). In Phase 2, we have explored air passengers' preferred information channels, and styles of presentation that allow them to most conveniently access and absorb information.

2.2.5 In addition, we wanted to understand consumers' thoughts on information that would empower air passengers to identify, and gain redress, for poor service. This would be with the aim of making the industry's activities more transparent and to gain evidence as to whether users link such information with raising standards – either directly or via third parties such as the media.

Phase 2 - Quantitative Survey

2.2.6 We have conducted a quantitative survey with 1,222 UK air passengers to identify the information needs of consumers when making their travel decisions. In the interests of speed, and to gain a wide geographical representation, we carried out an online survey, boosted by Computer Assisted Telephone Interviewing (CATI) of air passengers.

2.2.7 The purpose of the CATI booster was to obtain a viewpoint of air passengers who do not use the internet when booking, if there was a sizeable proportion, since such views would not be forthcoming from an online survey alone. This is particularly important for this research because the internet is the location of much of the information currently provided by airports and airlines, and likely to be where they (and the CAA) will wish to make available any additionally-required information.

2.2.8 The achieved sub-samples were:

- 1,022 online interviews; and
- 200 CATI interviews.

2.2.9 This compares favourably with our target sample of 1,000 interviews in total.

2.2.10 The main sections of the quantitative survey with air passengers were designed to:

- identify the key criterion for their decision-making when buying their air ticket [e.g. is it: deciding the outbound airport, the destination airport, the airline, the day/time of travel, the cheapest price, or another consideration?];
- differentiate between the information that is crucial to air passengers, useful (but not crucial), information that may have some use, or is of no use at all;
- understand the information needs of PRMs (if different from other air passengers);

- gain insight into the style and format of information required by air passengers;
- identify their preferred information provider; and
- profile information.

2.2.11 The interview with air passengers took around 20 minutes on average for both the online questionnaire and for the CATI interviews.

Piloting and Parallel Qualitative Interviewing

2.2.12 The questionnaire and materials were piloted and cognitively assessed (i.e. we explored what respondents were thinking when giving their response to each structured, closed question). The pilot interviews were successful and only minor changes were made to the survey before commencing the main fieldwork.

2.2.13 We undertook a series of 15 qualitative interviews with recent air travellers in parallel with the main quantitative research. These were conducted by project team members and explored in-depth why, and under what circumstances, air passengers believed that they required particular types of information when assessing their air travel options.

2.2.14 Qualitative research participants were professionally recruited via an agency to ensure we talked with a wide range of different air passengers, covering:

- different types of airport (international, city & provincial);
- different UK regions;
- business and non-business air travel; and
- passengers who had/had not booked via the internet.

2.2.15 Interviews varied considerably in length from 10 to 45 minutes, and were around 30 minutes on average.

2.3 Understanding the Public's Information Needs

Previous Research

2.3.1 Research literature suggests that broad community tolerance of civil aviation requires community confidence that all options for managing the environmental impacts of aviation – e.g. aircraft noise, pollution and other concerns - have been examined and an equitable outcome adopted. Airports are encouraged to provide their communities with ready access to information concerning airport operations, flight paths and noise management strategies. With recent advances in flight tracking, and the growth of the worldwide web, it is relatively simple to provide ready access to aircraft noise information by showing the location of flight paths and the numbers and times of aircraft movements, as well as sound levels for single events.

2.3.2 However, the provision of technical information does not always assist the general public in participating in informed debate, and neither does it provide much reassurance to a public easily put-off by technical jargon and/or various representations of (often system-wide) technical data. Previous studies undertaken by the research team have indicated that the

most easily understood graphical presentations are 'simple' maps of individual aircraft flight tracks, as recorded by air traffic control radar; and bar charts or histograms showing aircraft numbers for every hour of the day, or the numbers of aircraft events within each band of sound levels from the quietest to the noisiest. Unfortunately, aircraft flight track maps cannot be adapted very easily to show the ranges of actual sound levels at a localised, customised level (i.e. for individual homes). Moreover, sound level histograms will always be difficult to interpret if residents cannot confidently interpret a 65 dBA or 75 dBA sound level. There was, therefore, a need to further explore the public's preferred presentation form in Phase 2.

2.3.3 We also wanted to better understand the information needs of those members of the public who do not have access to the internet (around 18% of the UK population according to recent ONS statistics); and their preferred channels of communication.

2.3.4 Given the lack of previous research on public information needs regarding aviation impacts; and the potential complexities of presenting different aircraft activities at different airports, we conducted some preliminary cognitive interviews to help develop a suitably structured questionnaire for obtaining robust quantitative evidence.

Phase 2 – Cognitive Testing & Quantitative Survey Design

2.3.5 We conducted 14 depth interviews with residents with different proximity to a large airport (North London – 20 miles from both Luton and Heathrow airports; and Wilmslow – 4 miles from Manchester airport). We took the opportunity to first discuss with the participants the pros and cons of living where they do (with no reference to aircraft or noise), and then moved the discussion onto issues regarding aviation, and types of information that might be of value to them (and why). We also tested a range of different forms for presenting aircraft movements, noise contours, aircraft number histograms, flight-paths and data tables to see which was preferred by different people, and why.

2.3.6 Not only did these interviews help shape the quantitative questionnaire used in Phase 2, they have also helped the research team interpret the findings.

2.3.7 The Phase 2 quantitative survey with UK residents took the following form:

- pros and cons of living where they do;
- concerns (if any) in relation to environmental, health, safety or other issues that are a consequence of civil aviation activity;
- information that the respondent thinks will be useful – either for themselves, or in the interests of the public more generally;
- identify the preferred presentation style – via a short-list of those preferred in the cognitive testing - comprising a map with flight-paths, a noise contour map, an aircraft numbers histogram, a calendar advising of aircraft (noise) respite periods, and different types of data tables;
- identify the organisation(s) that residents most trust to provide the required information;
- experience trying to access environmental information; and
- profile information.

2.3.8 The interview with residents took around 20-minutes, on average.

2.3.9 We sought to conduct the survey with 1,000 UK residents. In the interests of speed, we conducted an online survey, boosted by face-to-face, personal interviews with residents who do not have access to the internet. The target sub-samples were in line with existing proportions of the UK population with access to the internet (i.e. 80:20 in favour of those with access). Our achieved sample of 1,018 was split thus:

- 816 online interviews; and
- 202 face-to-face (F-2-F) interviews with people with no access to the internet.

2.3.10 Our face-to-face sub-sample of residents, and our online sub-sample of residents, both ensured a representation of people who lived 'close' to an airport. The online sub-sample required half to reside within 10 miles of any airport; and the F-2-F sub-sample required half to live within 5 miles of 3 selected airports. This was so that we could investigate, and report, on any differences in attitudes between residents close, less close, and not close to an airport.

2.3.11 The F-2-F interviews were conducted with people in three regions of the UK, and residing in different proximities to the civil airports of: Heathrow, Birmingham and Newcastle.

Piloting and Parallel Qualitative Interviewing

2.3.12 The questionnaire was piloted to check that the survey materials made sense, and was relevant, to different types of resident.

2.3.13 In parallel with the main quantitative fieldwork, the research team undertook an additional 15 qualitative interviews with residents in areas with different proximities to different types of small/large airports: about 5 miles from Stansted, 1 mile from the runway at Southampton, and 1 mile from Shoreham airport.

2.3.14 The qualitative interviews explored, in-depth, residents' understanding of different information materials to help identify the most effective type, style and content of information preferred by the public; and why.

3 Results – Air Passengers' Information Needs

3.1 Information that Air Passengers Need

3.1.1 Respondents were asked to think about the type of information they would require, or think might be helpful, when deciding on particular flights or travel options in future. [In particular, respondents were asked to "*imagine you were going to make a journey for the same purpose and to a similar part of the world as you did recently - but to a different country, one that you hadn't travelled to for a while*"]. For each of a long list of considerations when choosing their flight, air passengers were asked whether information on each would be 'crucial', 'useful', 'of some use' or 'not of any use'.

3.1.2 Consistent with previous research findings, the information that most air passengers need are the more fundamental aspects of travel, and can be grouped by the following key themes:

- **Final Price** - 76% said that information on the final price of all flights relevant to the trip in question was crucial (additionally 19% said this would be useful).
- **Routing & Scheduling** – the majority of air passengers need information on dates and times of departure (68% crucial, 26% useful) and arrival (65%, 28%), all relevant airports that they can fly from (58%, 30%) and to (55%, 32%), and whether direct or not (64%, 29%); and
- **Airline Choice** – air passengers want to know all the relevant airlines that they could fly with (38%, 45%), the [hold and carry-on] baggage allowance (49%, 40%) and the minimum check-in time before departure (42%, 43%).

3.1.3 All air passenger respondents indicated, via a separate open-ended question, that their single most important consideration was an aspect covered above. Indeed, these were the most crucial considerations for different customer types too, including business customers (though baggage allowance was less important), infrequent flyers, non-internet bookers and PRMs.

3.1.4 The vast majority of air passengers (86%) confirmed that all the information they needed was easily available currently. However a significant minority showed some appetite for additional information that was not always available at time of booking such as: details of baggage allowance, seating plans, proportion of flights suffering long delay or cancellation, and airport access/egress information.

3.1.5 The above results suggest that service providers are providing all the information that consumers require in the majority of cases. This was confirmed in all the depth interviews carried out with air passengers, who all knew how to access the information they needed to make their decision which, as quantified above, tended to focus around final price, suitable travel times and accessible airports.

> *"I would have just done a search online, normally just cheapest flights … into Google … I would have just typed in cheapest flights to Palermo, I would normally say from Stansted, I don't think Luton fly there, I go over there quite a bit and I normally just grab whatever is the cheapest … the only issue is that normally I want to go during the week rather than weekends, so normally I'm getting cheaper flights anyway … … at the time all*

you are thinking about is getting the price you want and roughly the date you want" [Bishops Stortford, Male, 55+]

"I check my flights, what time I want. Then I ring up our agency and say this is the flight that I'd like to get, this is the time, this is my return flight, and then they book the tickets. Because our managers are scattered over the country, if we're having to fly to convene for a manger's meeting… we'll try and tie so we arrive at roughly the same time… I'll always try and go […] Airline as work are paying for it… depending on what the best flight time to arrive at our destination is, we choose where we fly from" [Shoreham, Female, 35-54, Business]

"It needed to be Heathrow. It was a short tour with a band and the singer flies in from New York to Heathrow. I literally went on a [comparison] website which gave me a load of options. […] Airline was the most economical and seemed to get in at a reasonable hour… As long as it got me in and out at the time we needed to be… It needed to be relatively cheap… There's budgets to be maintained" [Southampton, Male, 35-54, Business]

"I selected whichever [airport] was the cheapest and it was Stansted… I normally go Southampton first, Bournemouth, London but Southampton's really expensive and Bournemouth had bad times. … Stansted had more times. I wanted to go from Bournemouth at 6am. … We would have been coming back to Bournemouth at midnight. Because everyone had to be up for work the next day we couldn't do those flights…We had to move it. And Stansted had like, 12 midday Friday and then coming back 3 in the afternoon Tuesday, and everyone was like 'that's easier for me I can go to work', so that's why we went to Stansted really." [Southampton, Male, 18-34, Leisure]

3.1.6 The parallel qualitative research also indicated that too much information should be avoided, as this would make it difficult for people to easily find the fundamentals.

"I don't think I would really worry about any of these [less crucial service aspects] before I started booking. … When you've flown a few times, you know what to expect really, worrying about stuff like, whether there is free Wi-Fi or is there going to be a shop there - of course there is going to be a shop there - I wouldn't want to know about any of those" [Bishops Stortford, Male, 35-54, Leisure]

3.1.7 Beyond the fundamentals, and when prompted, a number of other aspects are considered of importance by the majority of air passengers (i.e. at least useful) were as follows:

- *seat selection* facility (33% crucial & 45% useful);
- *legroom/ space* between seats (33% & 45%);
- *penalty charges* – e.g. name changes, cancellation, etc (31% & 39%);
- *public transport* availability at airport (30% & 38%);
- proportion of *flights suffering long delay or cancellation* (29% & 43%);
- average *time taken to check-in* (29% & 49%);
- car *parking charges* (28% & 39%);
- *punctuality* – i.e. proportion of flights less than 15 minutes late) (27% & 44%);

- *availability of online check-in* (23% & 47%);
- average *time taken to go through airport security* (21% & 49%).

3.1.8 Of the list of 29 aspects of service when booking an air ticket, the *opportunity to offset the environmental impact of the flight* was considered least important overall. This was regarded as crucial by fewer than one in ten passengers (9%) and useful by a further 28%; whilst the majority of passengers think it of limited or no use.

3.1.9 The full result table of air passenger responses to this question is provided in Appendix C (Table C1.1).

When Choosing between Different Airports and Airlines

3.1.10 When choosing between different airports that they could fly **from**, air passengers most want the following information:

- access times to each airport by public transport, car, taxi, etc;
- how to get there (and back) by public transport and car ; and
- access cost to each airport by public transport, car, taxi, etc including availability of car parking.

3.1.11 Of considerably less importance is the environmental costs of each access mode – this was ranked least, or not at all, important by three in every four air passengers.

3.1.12 When choosing between different airports that they could fly to, air passengers want the following information:

- how to continue their journey to their ultimate destination by public transport and car; and
- egress times and costs from each airport by public transport, car, taxi, etc.

3.1.13 As with access to the airport, the environmental costs of each egress mode was not important (87% of air passengers ranked it least, or not at all, important).

3.1.14 When choosing between different airlines, air passengers want the following information:

- genuine reviews by recent passengers; and
- professional reviews by an independent reviewer.

3.1.15 The environmental cost of each airline was not wanted by many air passengers, with 80% ranking it least, or not at all important.

How Air Passengers Go About Booking a Ticket Currently

3.1.16 The complementary qualitative research provided some insights into how different types of customer currently go about booking their flights, and this may provide CAA with opportunities to supplement, or manage, the information that is already available.

3.1.17 Some consumers know who they want to book/travel with, and are likely to continue to book as they do now, even if new information becomes available.

> *"We knew where we wanted to go; we knew we wanted to go with […] Holidays, so it was a case of where they flew from. … We have flown with […] before, we have flown with other tour operators before, and preferred the service we got from […]. … With the service you know what you're going to get" [Shoreham, Male, 55+, Leisure]*
>
> *"I went straight to the […] Airline website. … People sort of say about […] Airline that it is ok unless you get delays and it is expensive to buy food on the flight but, apart from that, they are pretty ok" [Bishops Stortford, Female, 35-54]*
>
> *"it has to be the dates I can go. It's normally from Heathrow so there's not that many options. I would, if it's a significant amount cheaper, consider night or day. I now always go direct. … If it was a lot cheaper in terms of what you'd spend in petrol, then I'd consider [Gatwick or Stansted]. I wouldn't look at anything else [flight destination] as my sister lives 15 minutes from the airport. It's direct and a reputable company. … With […] and […] Airlines, you tend to feel safer, maybe it's the name" [Southampton, Female, 35-54, Leisure]*
>
> *"It is a direct flight from Gatwick… It was through Blue Bays Travel… it was to fly to a particular island and you can't always book that through other companies" [Shoreham, Female, 55+, Leisure]*
>
> *"I was limited to that time because of work…My daughter wanted to go somewhere hot… We looked at package options and they were really pricey, so went on the internet to price flights and hotels … We got an absolute bargain on the hotel price … realised we just got lucky and then got flights. … You can't do it from Southampton. Bournemouth I think do, but they were utterly ridiculously prices. So then it was Gatwick. I even looked at Birmingham… I've gotten to Birmingham more quickly than London… We did do Gatwick, it was reasonable" [Southampton, Female, 35-54, Leisure]*

3.1.18 However, many consumers are not committed to a particular operator or airline, and tend to simply see what is available via the internet, typically based on a Google of operative words or via a travel agent.

> *"Done on the IPad…We were looking for the cheapest package. That one came out the cheapest…[Flights and hotel] were all together on a website called 'On the Beach'…It just comes up with a list of flights, you just select the times…I use 'On the Beach' or 'Travel Republic' - they have to be ABTA[1] registered. Normally they're the best value for money. " [Southampton, Male, 18-34, Leisure]*
>
> *"I don't go on the internet… I always go to Thomas Cook, I find I get good service, I get a lot of options and they really brief me about the flight and the place that I'm going to" [Southampton, Male, 55+, Leisure]*
>
> *"I went through trip advisor and looked up flights to Sofia, and there was a whole list of airlines" [Bishops Stortford, Male, 35-54]*

[1] It should be noted that this statement reflects an individual air passenger's priorities - travel firms do not have to be ABTA registered to sell air holidays. ABTA is the UK's leading travel association.

"I just did a search from a flights from London to Edinburgh … about three options came up … [I booked on] price" [Bishops Stortford, Male, 35-54]

3.1.19 If the CAA was to facilitate, or set-up, a website with information on services then users would benefit if it always came out at the top of Google and other internet searches.

3.2 PRM Information Needs

3.2.1 Around one in twelve air passengers (8%) included one or more people within their travel group who have impaired mobility. This sub-sample was asked what specific information would be useful to help them identify their preferred travel arrangements.

3.2.2 Mobility impaired travellers need a range of information:

- airport walking distances (94% of those with PRMs in the travel group want this information);
- waiting times for airport services to assist passengers with restricted mobility (92%);
- facility to stay in your wheelchair right up to the boarding gate (84%);
- number and type of accessible toilets at the airport (82%); and
- number of occasions where airline has refused to accept a reservation or to embark a disabled person or a person with reduced mobility on the grounds of disability or of reduced mobility (80%).

3.2.3 The information of greatest importance (based on PRMs' ranking of the different types of information) were: information on airport walking times; waiting times for airport services to assist PRMs, number and type of accessible toilets at each airport; and facilities to stay in a wheelchair right up to the boarding gate.

3.3 When Air Passengers Require Information

3.3.1 Respondents were asked at what point, during their decision-making process, would they need to access different information. In addition to requiring details of origin and departing airports, dates/times of travel, and price; most air passengers also want the following either at, or before, the start of the booking process:

- *Baggage allowance - hold and carry* (48% prior to booking & 34% at the start of the booking process);
- proportion of *flights suffering long delay or cancellation* (36% & 25%);
- *public transport* availability at airport (36% & 23%);
- *legroom/ space* between seats (34% & 34%);
- *penalty charges* – e.g. name changes, cancellation, etc (34% & 29%);
- car *parking charges* (32% & 21%);
- *seat selection* facility (29% & 37%);
- *punctuality* – i.e. proportion of flights less than 15 minutes late (29% & 27%);

- proportion of *lost/delayed/damaged bags by airline/airport* (27% & 23%);
- *minimum check-in time* before departure (26% & 32%);
- *airline levels of onboard service* (24% & 27%);
- *availability of online check-in* (23% & 29%);
- average *time taken to check-in* (19% & 31%).

3.3.2 Information that most air passengers required only later in the booking process, or were considered not useful, were:

- 'airport shopping facilities' (44% late in the booking process & 34% of no use);
- 'type of in-flight entertainment' (40% & 27%);
- 'availability of free-phone/low cost customer service number' (36% & 22%);
- 'average baggage reclaim' (36% & 24%);
- 'free wi-fi' available at the airport (36% late in the process & 39% of no use);
- 'number of complaints received from customers by airport/airline' (21% & 26%); and
- opportunity to 'offset the environmental impact' (33% & 48%).

3.3.3 A detailed profile of timing requirements, by information type, is provided in Appendix C.

3.4 The Best Information Format for Air Passengers

3.4.1 Respondents were asked how they would like various pieces information to be presented to them. Examples provided for each type of presentation were as follows:

Example 1 shows an example of "League tables, ranking airline/airport performance by each listed aspect"

Example 1: League Tables - All Complaints

Ranking	Airline	No. of complaints	Complaints per million passengers
1	Budget Airlines	190	102
2	Average Airways	154	94
3	SuperJet	322	68
4	Expensive Air	230	47
5	Air Atlantic	91	42
6	…	…	…
7	…	…	…

Example 2 shows an example of "One overall ranking (e.g. star ratings) with aspect part of a number of measures"

Example 2: Star Ratings - Airline Service Quality

Airline	Star Rating
• Expensive Air	★★★★★
• Air Atlantic	★★★★
• SuperJet	★★★★
• Average Airways	★★★
• Budget Airlines	★★★

Included in Air Service Quality is:

1) Baggage Handling
2) Cancellations
3) Punctuality
4) Onboard Facilities & Entertainment
5) Baggage Allowance
6) Number of Complaints

Example 3 shows an example of "Information about individual aspect presented together under each airline …"

Example 3: Budget Airlines Information - Complaints

Service	No. of complaints	Complaints per million passengers
All Complaints	190	102
Baggage Handling Complaints	50	27
Cancellation Complaints	92	49
Delay Complaints	29	16
Other Complaints	19	10

Example 4 shows an example of "Disaggregated or raw information only (i.e. tables of numbers)

Example 4: Raw Complaints Data

Travel Date	Airline	Complaint Category	Description
01/01/2013	Budget Airlines	Baggage Handling	Fragile item in baggage damaged
02/01/2013	Budget Airlines	Baggage Allowance	Dispute over whether hand baggage met size restrictions
02/01/2013	Expensive Air	Cancellation	Flight cancelled due to adverse weather conditions (snow)
02/01/2013	Average Airways	Cancellation	Flight cancelled due to adverse weather conditions (freezing fog)
05/01/2013	Budget Airlines	Delay	6 hour delay, passenger felt not updated
05/01/2013	Expensive Air	Baggage Handling	Damage to baggage
09/01/2013	Air Atlantic	Cancellation	Flight cancelled due to fault with aircraft
12/01/2013	Air Atlantic	Delay	13 hour delay, passenger missed vital business meeting
14/01/2013	Expensive Air	Other	Passenger denied boarding unfairly
14/01/2013	Budget Airlines	Other	Seating uncomfortable

Table 3.1 shows the respondents' preferences of information form overall, as an average, across eight different types of information (e.g. time taken to check-in, punctuality, proportion of lost/damaged/delayed baggage, etc).

Table 3.1 Preferred Form of Information

League tables, ranking airline/airport performance by each listed aspect	Star ratings with aspect part of a number of measures	Information about individual aspect presented together under each airline/airport category	Disaggregated or raw data only (i.e. tables of numbers)	Not useful	Total
27%	**41%**	14%	8%	10%	100%

3.4.2 Across all the information types, the most popular form of information that air passengers wanted was the 'star ratings', followed by 'league tables'. Receiving the information in 'disaggregated or raw data' form was the least popular option, with fewer than 10% of respondents choosing this option for all of the information types.

"for me personally, I'm a little bit number dyslexic so you see the star ratings, it is a bit like amazon where you can see the recommendations and it has got five stars and you can go into it and see why it has been given a five star rating … as soon as I see figures it is like "oh no" [Bishops Stortford, Female, 35-54, Leisure]

"when you do anything online, you are so used to seeing customer reviews based on stars, I think that even if it was stars with a number … that would mean a little bit more than just pure numbers … when you're booking a flight you can sometimes get too many options and you can get a little confused with how much it is all costing you so sometimes you just need to simplify it a little bit" [Bishops Stortford, Male, 55+, Business]

"it is really simple, you know straight away, you don't have to look at any of the numbers, you just know by the stars" [Bishops Stortford, Male, 35-54, Business]

3.4.3 The preferred format, by eight different information types, is presented in Appendix C (Table C.2.1). The form in which air passengers want different information does not vary much according to the nature of the pieces of information.

3.4.4 Almost half of respondents (46%) preferred the same format for at least 75% of the information; and 23% chose a starred ranking system for at least two-thirds of the information types. In reality, some types of information may lend itself to certain types of presentation – so these findings should be interpreted as a general preference only.

3.4.5 The preference for star ratings, followed by league tables applies for most customer segments, including: business travellers, infrequent flyers, non-internet users and PRMs.

3.5 The Preferred Information Provider

3.5.1 Respondents were asked which organisation, or type of organisation, would be best at providing the various pieces of information they require. Table 3.2 shows the organisations the respondents feel would be best, as an average, across 22 types of information (e.g. seating selection facility, baggage allowance (hold and carry on), etc).

Table 3.2 Preferred Information Provider

Government/ Civil Aviation Authority	Any third party approved by the Civil Aviation Authority	Comparison websites / smartphone/ tablet apps	On a specialist consumer group's websites (e.g. Which?, Consumer Focus, Citizens Advice, etc)	Each airport/ airline individually	Not useful	Total
8%	11%	15%	10%	**44%**	12%	100%

3.5.2 Overall, air passengers thought the individual airports and airlines would be in the best position to provide the relevant types of information. Only a small proportion of air passengers considered Comparison and specialist websites, or the Government, CAA and CAA-approved third parties, to be the best information providers.

3.5.3 The preferred provider, across the 22 different information types, is reported in Appendix C (Table C.2.2). The 'best' organisation at providing the required information does vary by type of information, but 'each airport/airline' has the greatest proportion of the vote for all the information types.

3.5.4 Indeed, one in four air passengers (26%) chose the same organisation to provide at least 75% of the pieces of information; and 17% indicated that the individual airports and airlines should provide at least 75% of the different types of information.

3.5.5 There was little variation in preferred information provider, by air passenger segment.

3.5.6 However, evidence from our depth interviews with air passengers, carried out in parallel with the quantitative survey, suggested that air passengers considered that the airlines and airports were best-**placed** to provide the information, but were not necessarily the most reliable or trustworthy provider.

Most Trustworthy Provider

3.5.7 The qualitative evidence suggested that air passengers' views on trustworthiness were polarised, with some thinking that the CAA, or CAA-approved third party would be best; whilst others thought that a consumer body (such as Which? Or Consumer Focus) would be best.

> *"I would automatically go for number one. If I see anything on a website with gov.uk I automatically… It carries some kind of authority" [Southampton, Female, 35-54, Leisure]*
>
> *"I don't see anything wrong with the CAA doing it, they must have the expertise. … It's got to be for information only, nobody paying to have their adverts on there. … I wouldn't*

want the airports or airlines doing it 'cos they've got an agenda. So it wouldn't be objective, would it?" [Southampton, Female, 35-54, Leisure]

"The one with the best reputation. I can't see it being the government. It'll be third parties, they're ok. …I think the Government are messing things up now" [Southampton, Male, 18-34, Leisure]

"Which? because they are an independent … I would trust research they would have done to be accurate, they have no vested interest" [Bishops Stortford, Female, 35-54, Leisure]

"I would like it to be from someone independent. We use Trip Advisor quite a lot, or Which? I would like it to be there, upfront, from someone independent. But I think the airline should ensure that you can link from their website to the information" [Shoreham, Male, 55+, Leisure]

3.5.8 Few of the air passengers, that the research team spoke with qualitatively, indicated that they considered the airports or airlines to be especially trustworthy.

3.6 Information to help Empower Consumers

3.6.1 Respondents were asked which types of information they considered would help empower customers to complain about poor levels of service. Each respondent was invited to indicate up to five types of information, from a list of 13. The percentage of air passengers who deemed each type of information to be influential is reported in Table 3.3, in descending order.

Table 3.3 Information to help Empower Consumers to Complain about Poor Service

	Selected	Not Selected	Total
Airline actual prices including all additional or hidden costs	62%	38%	100%
Airline punctuality - all routes	45%	55%	100%
Airline flight cancelation and long delay rates	44%	56%	100%
Airline ticket prices	41%	59%	100%
Airline baggage loss/damage rate	40%	60%	100%
Airline optional services / charges	31%	69%	100%
Airline safety records	29%	71%	100%
Airport queue times through security - departing passengers	25%	75%	100%
Airline flight times by route	22%	78%	100%
Average queue times through passport control - arrivers	19%	81%	100%
Airport facilities	15%	85%	100%
Airline average age of aircraft	12%	88%	100%
Airline environmental performance	6%	94%	100%
None of the above	6%	94%	100%
Other, please specify	1%	99%	100%

3.6.2 The qualitative interviews confirmed these views:

> *"I think the most important thing on this list is ticket prices… It's very frustrating when you're trying to book a flight, and you get a headline price, and the headline price that you got bears no resemblance to the price you pay" [Shoreham, Male, 55+, Leisure]*
>
> *"ticket prices, hidden costs obviously money is a key issue with a lot of people" [Bishops Stortford, Female, 35-54, Leisure]*
>
> *"Punctuality of all routes … it's just so you know that you're going to be doing what you're doing when you say you are or whether there is going to be loads of delays" [Bishops Stortford, Male, 35-54, Business]*
>
> *"flight cancellations and long delay rates, again if you're doing a short trip … you haven't always got the time to be cancelled because you're coming back a couple of days later" [Bishops Stortford, Female, 35-54, Leisure]*
>
> *"queuing … I know we are British but we don't like to queue" [Bishops Stortford, Female, 35-54, Leisure]*

3.6.3 The key pieces of information that consumers want are:

- actual (final) costs, including hidden costs;
- airline punctuality;
- airline flight cancellation and long delay rates;
- airline ticket prices; and
- airline baggage loss/damage.

3.7 Information to help Raise Standards for Consumers

3.7.1 Respondents were asked which types of information, if available to the public, would help raise standards. Each respondent was invited to indicate up to five types of information, from a list of 11. The percentage of air passengers who thought each type of information would help is reported in Table 3.4, in descending order.

Table 3.4 Information to help Raise Standards

	Selected	Not Selected	Total
Airline hidden, additional costs	66%	34%	100%
Airline final costs	57%	43%	100%
Airline punctuality - all routes	47%	53%	100%
Airline flights cancelations and long delay rates	43%	57%	100%
Airline baggage loss/damage rate	41%	59%	100%
Airline optional services / charges	35%	65%	100%
Average queue times through security - departers	25%	75%	100%
Airline flight times by route	24%	76%	100%
Average queue times through passport control - arrivers	19%	81%	100%
Airport access times by car, public transport, etc.	17%	83%	100%
Airport facilities	15%	85%	100%
None of the above	4%	96%	100%
Other, please specify	1%	99%	100%

3.7.2 There was strong support, qualitatively, for the view that information facilitates 'people power'.

> *"I believe the more information we get, the more of an informed decision we make. And if people are making informed decisions and walking away then they vote with their feet. So a company would be under pressure to make sure that they do what people want them to do" [Shoreham, Male, 55+, Leisure]*

3.7.3 The key pieces of information that consumers think will raise standards if placed in the public domain:

- actual (final) costs, including hidden costs;
- airline punctuality;
- airline flight cancellation and long delay rates;
- airline baggage loss/damage; and
- airline optional service charges.

4 Results – Public Information Needs

4.1 Consideration of the Environmental Health Impacts of Civil Aviation on Themselves or Members of their Household

4.1.1 Around half of the public (49%) have found themselves thinking about the environmental health consequences of aeroplanes and/or helicopters on themselves and their household, albeit usually 'only occasionally' or 'hardly ever'.

4.1.2 Not surprisingly, those residents closer to airports are more likely to have considered the environmental impacts of aviation. Figure 4.1 shows that the majority of residents away from an airport have never considered the environmental impacts (58%), whilst the majority of those living within 10 miles of an airport have previously considered the environmental impacts (56%).

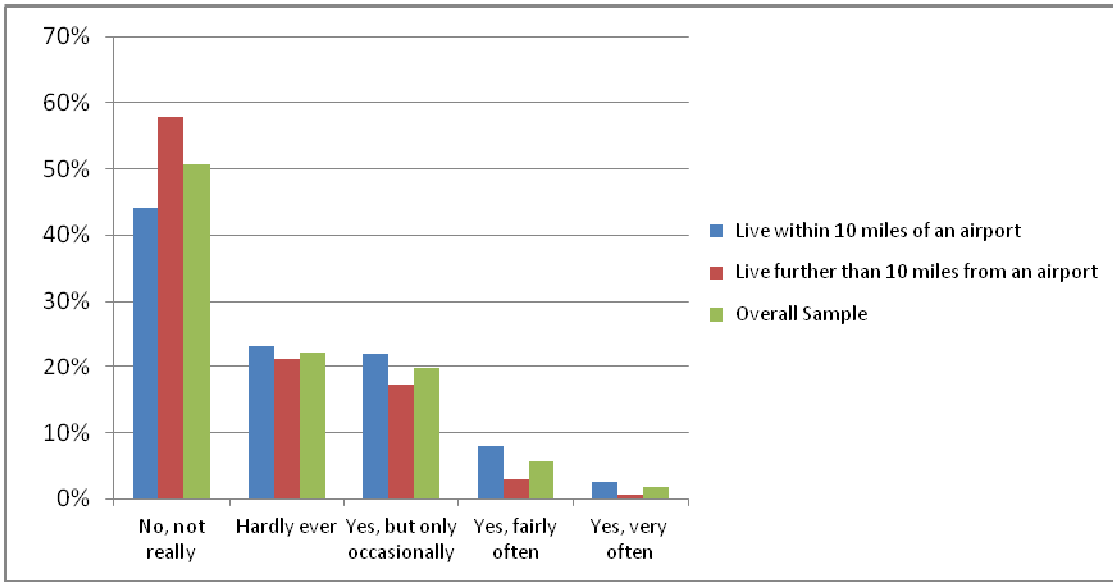

Figure 4.1 Percentage of the Public who Ever Consider the environmental Health Impacts of Civil Aviation

4.1.3 Further analysis, reported in Appendix C, also revealed that younger people tended to be more likely to have considered the environmental health aspects of aviation on themselves and their family; and those who are annoyed by aircraft noise (which, of course, is correlated to living close to an airport).

4.2 Information that Residents Need

4.2.1 Three in every ten UK residents (30%) want some information about the impact of UK civil aviation. The specific information that is most wanted, by 17% of the public, is information on **air pollution** from aircraft engines flying over people's homes. Broadly similar proportions of the public (i.e. between 13-16%) want information on: the **risk of an aircraft incident** near people's homes; **CO^2 emissions** from UK nationwide, and world-wide; **aircraft noise** levels; **sleep deprivation** caused by noisy aircraft; and local **damage**

caused by aircraft turbulence. Around one in ten people (10%) want information on the **visual impact** of aircraft flying over people's homes.

4.2.2 This valuing of environmental information by a significant minority of UK residents was also evident in a number of our depth interviews.

> *"I'm kind of interested in atmospheric pollution, because I have really bad asthma. Sometimes when you get the planes flying over you get that whiff of aviation fuel. So I'm not worried about how many trees have died because of planes gone to Mallorca, but I'm kind of interested in the crap that's coming out… Our houses are always just really, really dusty and we say it's the bloody planes doing that. It probably isn't… it's just a dirty city" [Southampton, Female, 35-54, Leisure]*
>
> *"CO2 emissions … that affects everybody really and it affects the planet as well" [Bishops Stortford, Female, 35-54]*
>
> *"If it's going to be a worsening of noise, I'd like to know about it" [Wilmslow, Female, 34-55]*
>
> *"we've often looked to move quite a few times and you often look at where you might like to go and if it is under a flight path, I wouldn't like to move there" [Bishops Stortford, Female, 35-54]*

4.2.3 Most people wanted information so that they could make more informed judgements on environmental issues both locally and nationally. Few residents had fears that they felt information could allay, rather that – with information – they could better engage in issues of importance.

4.2.4 They also wanted information so that they could judge whether aircraft activity had increased, or not; and to provide a benchmark in case there was a push for expansion at a nearby airport.

4.2.5 A third reason for wanting environmental health information was so that they could judge for themselves the impact of moving near to an airport in future.

4.2.6 As reported in Table 4.1, those living closer to the airport were keener to have information on environmental health impacts of civil aviation than those residing further away. For example, more than one in every four people (27%) living very close to (i.e. within 5 miles of) an airport would be interested in having information on aircraft noise; just fewer than one in five residents (19%) living further away from an airport (5-10 miles) would be interested in having information on aircraft noise; compared with one in twelve residents (8%) living completely away from an airport.

Table 4.1 Information that the Public Wants by Proximity to an Airport

		Yes, information of interest to me/my household	Yes, in the public interest	No	Total
Noise of aircraft flying over people's homes	Live within 0-5 miles	27%	36%	37%	100%
	Live within 5-10 miles	19%	53%	29%	100%
	Live further than 10 miles	8%	50%	42%	100%
	Whole sample	15%	48%	37%	100%
Visual impact of aircraft flying over people's homes	Live within 0-5 miles	18%	27%	55%	100%
	Live within 5-10 miles	11%	44%	45%	100%
	Live further than 10 miles	6%	37%	57%	100%
	Whole sample	10%	38%	52%	100%
Air pollution from aircraft engines flying over people's homes	Live within 0-5 miles	25%	40%	35%	100%
	Live within 5-10 miles	21%	55%	25%	100%
	Live further than 10 miles	11%	53%	36%	100%
	Whole sample	17%	51%	32%	100%
Local damage caused by turbulence caused by aircraft flying over people's homes	Live within 0-5 miles	23%	38%	38%	100%
	Live within 5-10 miles	17%	54%	29%	100%
	Live further than 10 miles	7%	50%	43%	100%
	Whole sample	13%	49%	37%	100%
Risk of an aircraft incident to/near people's homes	Live within 0-5 miles	26%	40%	35%	100%
	Live within 5-10 miles	19%	49%	32%	100%
	Live further than 10 miles	10%	47%	43%	100%
	Whole sample	16%	47%	37%	100%
Sleep deprivation from noisy aircraft flying over people's homes	Live within 0-5 miles	19%	38%	43%	100%
	Live within 5-10 miles	18%	48%	33%	100%
	Live further than 10 miles	9%	48%	43%	100%
	Whole sample	14%	47%	39%	100%
CO2 emissions from UK aviation nationwide, and world-wide	Live within 0-5 miles	21%	39%	40%	100%
	Live within 5-10 miles	19%	53%	28%	100%
	Live further than 10 miles	11%	54%	36%	100%
	Whole sample	15%	51%	34%	100%
All information combined	Live within 0-5 miles	23%	37%	40%	100%
	Live within 5-10 miles	18%	51%	32%	100%
	Live further than 10 miles	9%	49%	43%	100%
	Whole sample	14%	47%	38%	100%
Sample	Live within 0-5 miles	182			
	Live within 5-10 miles	356			
	Live further than 10 miles	480			
	Whole sample	1018			

4.2.7 Similarly, those perceiving that they lived under a flight-path were more likely to want information than those who did not; as do younger people (18-34) compared with older people; those who expressed concern with aircraft flying over people's homes, or expressed annoyance with aircraft noise, compared with those with no such concerns. These findings are reported in Appendix D, Tables D.1.3a - D.1.3e).

4.2.8 Though only a minority of the public wanted information for themselves or their household, the majority of residents (three in every four) do want some information placed into the public domain.

4.2.9 Overall, in descending order of priority:

- 68% think information on **air pollution from aircraft flying over people's homes** is in the public's interest;
- 66% think information on **CO_2 emissions** is in the public's interest;
- 63% think information on the **risk of an aircraft incident** is in the public's interest;
- 63% think information on **noise from aircraft flying over people's homes** is in the public's interest;
- 63% think information on **sleep deprivation** is in the public's interest;
- 62% think information on local **damage caused by aircraft turbulence** is in the public's interest; and
- 58% think information on the **visual impact** of aircraft flying over people's homes is in the public's interest.

4.2.10 In all regions, and across all types of research participant, there was clear evidence of support for the principle that the authorities should ensure that the public is kept abreast of activities that may affect them.

"I think it would be good to have information [on aircraft noise], but I'm not bothered here because I don't live under the flight path, if I lived in Feltham, at the end of the runway, I would be very concerned" [Nth London, Male, 35-54]

"[Information on noise of aircraft flying near/over your home] should be made available, there's no reason to keep it secret" [Wilmslow, Male, 55+]

"People who are interested may want reports on pollution. People round here wouldn't be that interested" [Wilmslow, Female, 18-34]

"I think you need to know that air tests are going to be taken regularly and it is going to be monitored, and what action will be taken when air pollution does get to a certain level" [Bishops Stortford, Male, 55+]

"I would be interested to know if there is a percentage increase in the number of flights [by airport] just because by definition that would increase air pollution and CO2 emissions" [Nth London, Male, 55+]

"If there's a study done [on sleep deprivation from aircraft noise], then the information should be made public. Just out of interest" [Wilmslow, Female, 35-54]

"I think noise impact is the biggest one and the one that has the biggest effect on people's lives. If you ever have to make a decision on where to live, then the amount of noise that comes along with living next to an airport should be made public" [Shoreham, Male, 55+, Leisure]

"Definitely, you've got a right to be told [about pollution from aircraft engines flying overhead]" [Wilmslow, Female, 35-54]

4.2.11 A substantial minority (25%) of UK residents are not bothered by aviation activity, and do not want information to be publicly available. Qualitative insights into people with this viewpoint include:

"none of it is relevant to me, I don't live that close" [Bishops Stortford, Male, 35-54]

"the people who live with the aircraft they know how noisy it is don't they" [Nth London, Female, 18-34]

"No [I don't want information on the visual impact of aircraft flying over/near my home]. If you can see it, you can see it. It's a non-starter. If you live near a railway station you expect to see the odd train" [Wilmslow, Male, 55+]

"It's in the hands of god isn't it [an aircraft incident near your home]? It doesn't matter what you write on there, isn't going to make a lot of difference" [Wilmslow, Male, 55+]

"do you remember when the petrol plant at Hemel Hempstead [Buncefield] exploded four or five years ago … we are five or six miles away from it … apparently people in central London heard it but I was dead [to it] so the chances of my sleep being deprived by an aircraft at 20,000 feet are zero" [Nth London, Male, 55+]

"CO_2 emissions don't have a local impact, it's a more global impact, so I don't think that's useful to me as a householder" [Shoreham, Male, 55+, Leisure]

4.2.12 Most residents have never really considered the environmental health impacts of aeroplane or helicopters on themselves or members of their household (51%) or 'hardly ever' (22%). However, more than one in four (28%) UK residents do consider such impacts at least occasionally.

4.2.13 Around one in every twenty UK residents (6%) have tried to find out about the environmental, and other, impacts of aviation on society. Fewer than half of them (i.e. less than 3% of the population) found the information easily.

4.3 The Best Information Format for the Public

4.3.1 Respondents were asked how they would like information to be presented to them – league tables, star ratings, pictures and maps or raw data. Respondents were also able to say they were not interested in a piece of information.

4.3.2 Examples were provided of each presentational form [Showcards A to D showed examples of pictures and maps, whilst Showcard E gave an example of league tables, star ratings and raw data].

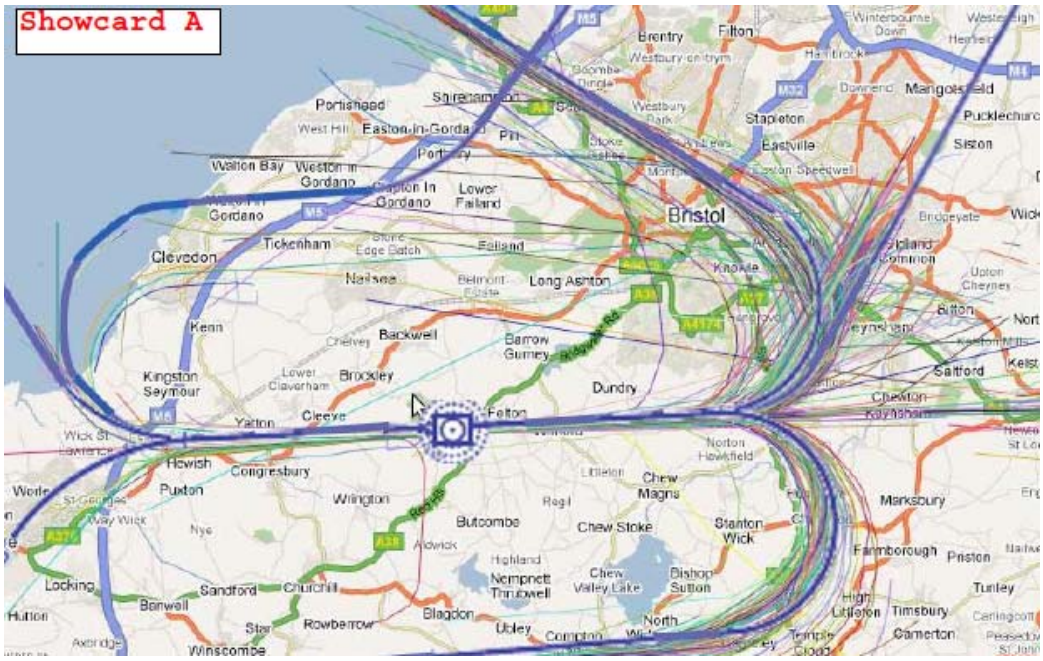

Figure 4.2 Flight paths around an airport (Bristol)

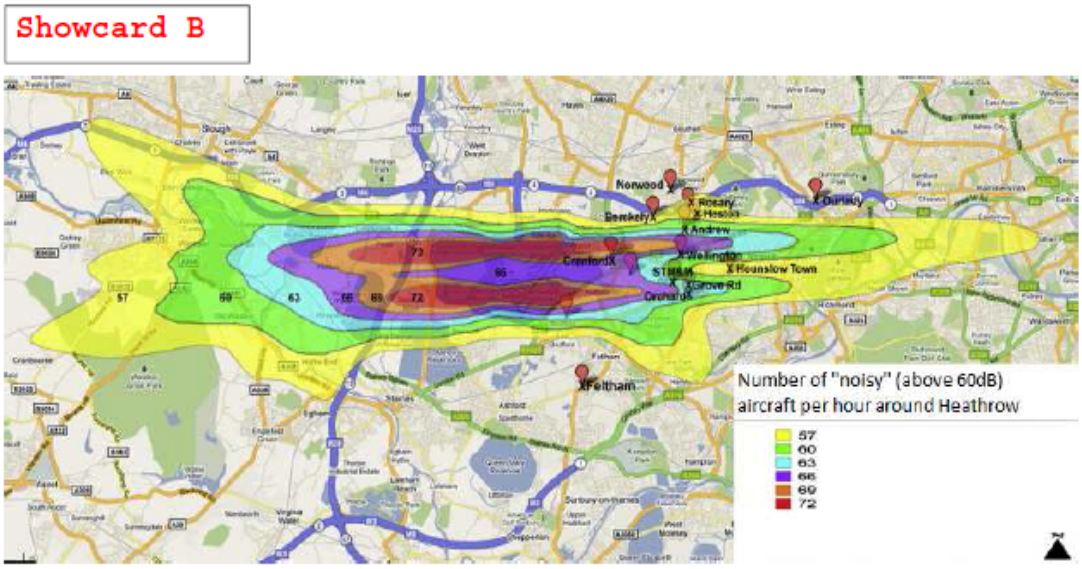

Figure 4.3 Frequencies of noisy aircraft around an airport (Heathrow)

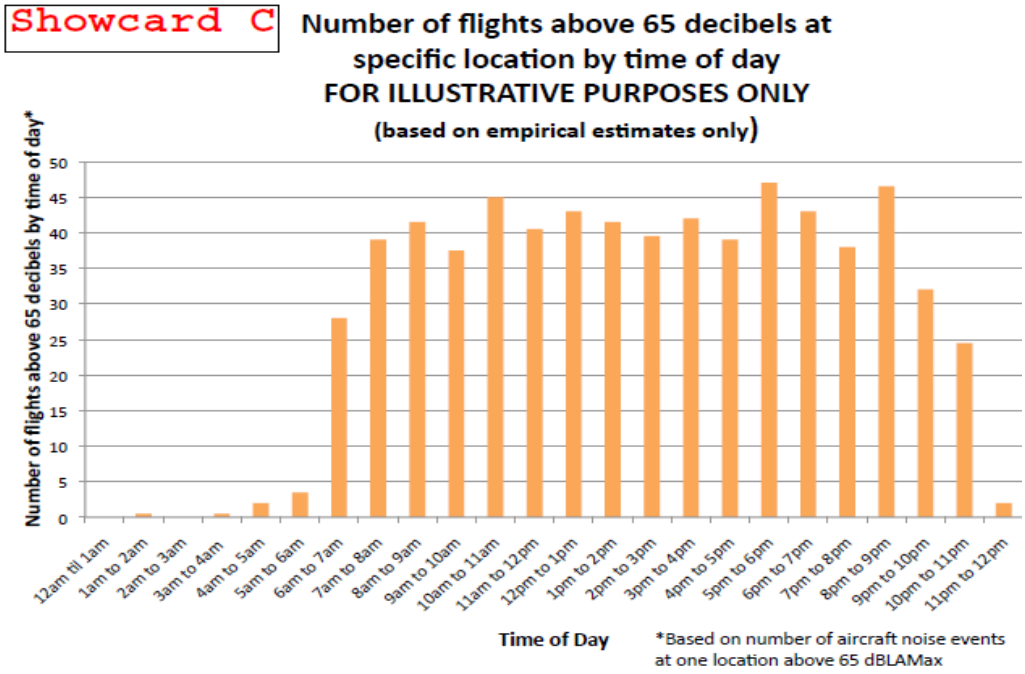

Figure 4.4 Distribution of noisy aircraft that are departing from / arriving at an airport (Heathrow) throughout the day

Showcard D

Diary B Operations as in year before operations freedoms trials (2010-2011)

Respite calendar for January 2013 daytime 0700 to 2300
Wraysbury

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
AM			1	2	3	4	5
PM							
AM	6	7	8	9	10	11	12
PM							
AM	13	14	15	16	17	18	19
PM							
AM	20	21	22	23	24	25	26
PM							
AM	27	28	29	30	31		
PM							

Scheduled respite periods

Note 1: AM and PM changeover at 1500 hrs

Note 2: In scheduled respite periods, on easterlies there are no arrivals on easterlies and on westerlies limited departures may occur (<5%).

Note 3: In non-respite periods, westerly departures take place approximately 70% of the time with approximately 30% unpredictable relief.

Note 4: Scheduled respite periods have occasionally to be abandoned for technical reasons.

Figure 4.5 Respite Noise Calendar

Showcard E

Below are examples of 3 of the 4 different ways of presenting information given in Q10 (league tables, star ratings, and raw data). The three examples below are for CO^2 emissions. Examples of pictures or maps are given in Showcards A – D.

Example 1: example of "League Tables, ranking performance" for CO^2 emissions

Ranking	Airline	Average CO^2 emissions (g per passenger km)
1	Boeing XXX	150
2	Boeing YYY	110
3	Turboprop	80
4	Airbus ZZZ	70
5	Small Jet	50
6	…	…
7	…	…

Example 2: example of "Star Ratings combining a number of measures" including CO^2 emissions

Airline	Star Rating
• Small Jet	★★★★★
• Airbus ZZZ	★★★★
• Turboprop	★★★
• Boeing YYY	★★★
• Boeing XXX	★★

Pollutants included in emissions rating:
1) CO^2 3) NOx
2) PM10 4) Water vapour

Example 3: "pictures or maps" *(please refer back to Showcard A-D for an example)*

Example 4: example of "Raw statistical data only" for CO^2 emissions

Travel Date	Aircraft	Origin	Destination	CO^2 emissions (g)	No. of Passengers
01/01/2013	Boeing XXX	London	Istanbul	42,560	289
02/01/2013	Airbus ZZZ	New York	Paris	39,087	612
02/01/2013	Small Jet	Berlin	Munich	5,307	122
02/01/2013	Airbus ZZZ	Madrid	Sydney	50,035	701
05/01/2013	Boeing YYY	Helsinki	Barcelona	27,970	254
05/01/2013	Turboprop	Vienna	Rome	17,203	190
09/01/2013	Small Jet	Southampton	Newcastle	3,673	98
…	…	…	…	…	…

Figure 4.6 Examples of other ways environmental information could be presented

4.3.3 Table 4.1 shows the respondents' preferences of information form overall, as an average, across seven different types of information (e.g. numbers of aircraft by area of the country, noise levels by type of aircraft, CO2 emissions by airport/airline, etc).

Table 4.1 Preferred Form of Information

League tables, ranking performance	Star ratings combining a number of measures	Pictures and maps	Raw statistical data only	Not useful	Total
20%	20%	**32%**	15%	12%	100%

4.3.4 Across all the information types, the most popular form of information that residents wanted was the 'pictures and maps', followed by either 'star ratings' or 'league tables'. Receiving the information in 'disaggregated or raw data' form was the least popular option, with fewer than 15% of respondents choosing this option for all of the information types.

4.3.5 The findings here are similar with what was found in the qualitative research. Respondents generally preferred the pictures and maps, and even if their general preference was for another form, they wanted it in combination with pictures and maps:

> *"if you wanted to show … CO2 emissions by aircraft type I would do it in the same way as that bar graph, so you'd have jumbo, airbus, whatever [on the x-axis] and the y-axis would be whatever the levels are. I think simple is always better" [Nth London, Male, 55+]*
>
> *"instantly I go to that one [star ratings] … [but] a combination … sometimes you need a little bit more, not just in a star rating, you need to see it in black and white, or in colour in this case [with the pictures and maps]" [Bishops Stortford, Female, 35-54]*

4.3.6 More specific preference for the pictures and maps included:

> *"if I was thinking of moving to an area and it was under a flight path I would definitely look at [Showcard A]" [Nth London, Female, 35-54]*
>
> *"I'd want to know if planes were flying over me and at what time…probably the noise, but also the safety, where planes misjudge the landing and go into the houses…if I was living under it I would [worry about pollution] because with the kids, they'd be getting more pollution" [Wilmslow, Female, 18-34]*
>
> *"[Showcard B] would definitely be useful if you lived in that area or were thinking about buying a house in that area" [Bishops Stortford, Female, 35-54]*
>
> *"For people moving into the area yes [Showcard B] is useful. Definitely" [Wilmslow, Female, 55+]*
>
> *"the graph [in Showcard C] was clear so that format was good" [Nth London, Female, 35-54]*
>
> *"[the diary in Showcard D] would be useful because sometimes the planes fly when they're not supposed to so if you were bothered you could report them" [Bishops Stortford, Female, 35-54]*

4.3.7 The preferred format, for all seven different information types, is presented in Appendix D (Table 2.1a). The form in which residents want different information does not vary much according to the nature of the pieces of information.

4.3.8 One-third of respondents (34%) preferred the same format for all seven information types. However, as with the air passengers, some types of information may suit certain types of presentation so, again, these findings should be interpreted as a general preference only.

4.4 The Most Trusted Information Provider

4.4.1 The organisation that people would most trust to deliver the required information varied considerably.

4.4.2 The Government/CAA was the most popular organisation for providing information on **numbers of aircraft by area** of the country (28%), with a specialist consumer website (20%) being the next best option.

> *"I suppose the government/CAA … [the airports] aren't going to put out bad information are they … I would say [I trust] the Civil Aviation Authority the most" [Nth London, Female, 18-34]*
>
> *"probably the government/CAA, you would think they would be the ones to give you correct information rather than the airport as they might hide a few things" [Bishops Stortford, Female, 35-54]*

4.4.3 A specialist consumer group website (e.g. Which? Or Consumer Focus) as the most popular organisation for providing information on:

- **numbers of aircraft (above a defined noise threshold)** by area of the country (25%), with the Government/CAA being the next most popular (22%);
- **noise levels by type of aircraft** (25%), with the local authority/environmental planning (22%) being the next best option;
- **CO_2 emissions of aircraft** (24%), with the Government/CAA (23%) being the next best option; and
- **CO_2 emissions by airport/airline** (24%), with the local authority/environmental planning (22%) being the next best option.

> "*Which?, they would research it properly" [Bishops Stortford, Female, 35-54]*
>
> *"I think the local authority and also the specialist consumer group Which? They're the more reliable. And I think the specialist consumer group, I'd put my heart into that. I'd have all the trust in that to be honest because they'd have the true facts, rather than government or third party. [Government/official groups] are just bluffing half the time. They're all talk, no action. I think [consumer groups] would be very honest and give the true facts to the public. The whole lot, environment and noise" [Southampton, Male, 55+, Leisure]*

4.4.4 The local authority/environmental planning was the most popular organisation for providing information on **CO_2 emissions by area** of the country (28%), with a specialist consumer website (25%) being the next best option.

> *"The Environment Agency. Because they are associated with environmental bodies, they are a Government body, they should be independent. It's not a consumer issue so it wouldn't sit with Which?" [Shoreham, Male, 55+, Leisure]*
>
> *"Probably the local authority, they should know what's going on Environmental information with the local authority, aircraft with the CAA" [Wilmslow, Female, 35-54]*

4.4.5 The majority of respondents chose different organisations for different types of information.

5 Conclusions

5.1 Key Findings

5.1.1 Through this research, considerable quantitative and qualitative evidence has been gathered to assist CAA in its implementation of section 83 and section 84 of the Civil Aviation Act 2012.

Air Passengers' Information Needs

5.1.2 The main information needs of air passengers have been found to be unambiguous details of:

- final price;
- routeing & scheduling; and
- airline choice (including baggage allowance and check-in times).

5.1.3 There is also some appetite for additional aspects that influence quality of travel and/or overall cost, including:

- seat selection & legroom;
- penalty charges;
- punctuality & delay information; and
- public transport & car parking availability.

5.1.4 This information is required prior to consumers starting the booking process. Star ratings were the most popular form of information presentation suggesting that service aspects could be grouped to enable consumers to get an understanding of (relative) service quality amongst different providers more easily.

5.1.5 This information was required by all types of consumer and, in the majority of cases, seems to have been easily available as only a small minority of respondents indicated that there was additional information that they would have liked, but did not have access to, when booking. In contrast, fewer than one in ten air passengers considered crucial the opportunity to offset the environmental impact of the flight.

5.1.6 PRMs have additional information needs – the most important being: information on airport walking times; waiting times for airport services to assist PRMs, number and type of accessible toilets at each airport; and facilities to stay in a wheelchair right up to the boarding gate.

5.1.7 Air passengers had mixed views about which organisation was best suited to provide the required information. The quantitative evidence pointed towards each airport or airline being best-placed to provide data on their services; whilst the qualitative research suggested that the CAA was considered the most trustworthy facilitator by air passengers.

5.1.8 Many air passengers have an open mind to their booking, and with whom to book with, and it seems that any future service provision managed by the CAA should interlink with

commonly used search engines, such as Google, and commonly used comparison websites, such as TripAdvisor and Skyscanner.

UK Public Information Needs

5.1.9 Though only three in every ten UK residents want some information about the impact of UK civil aviation for themselves or their household, three quarters do want some information placed into the public domain. Information that was of most interest to the public was:

- air pollution from aircraft flying over people's homes;
- risk of an aircraft incident;
- CO_2 emissions nationwide;
- aircraft noise levels;
- sleep deprivation caused by noisy aircraft; and
- local damage caused by aircraft turbulence.

5.1.10 Despite this, one in four UK residents sampled stated that they are not affected by aviation activity, and do not need information to be publicly available. In addition, over half of residents have never really considered the environmental health impacts of aeroplane or helicopters on themselves or members of their household and a further quarter have hardly ever thought about it. Only one in every twenty UK residents has actually tried to find out information about the environmental impacts of aviation on society.

5.1.11 Of all the different presentational forms, the most popular format for residents was the pictures and maps of aircraft flight-paths and indications of numbers and/or noise.

5.1.12 A specialist consumer group website (such as Which? Or Consumer Focus) was the most popular organisation for providing information on: numbers of aircraft (above a defined noise threshold); noise levels by type of aircraft; CO2 emissions of aircraft; and CO2 emissions by airport/airline. The Government/CAA was the most popular organisation for providing information on numbers of aircraft by area; and the local authority/environmental planning was the most popular organisation for providing information on CO2 emissions by area of the country.

5.1.13 The overall finding was that, in general, residents had some interest in environmental matters; were not overly worried about the impacts of aviation; did not want/need information for themselves/household; but did want certain information to be made publicly available (especially for those living close to an airport, or thinking about moving close to an airport).

Appendix A – Clause 83 (Air Passengers) Questionnaire & Show Material

Air Passengers Questionnaire

mvaconsultancy

Air Passenger [On-line & CATI] Survey

This survey is being carried out on behalf of the regulator for UK Aviation – the CAA [Civil Aviation Authority] to help them regulate the air industry better for you. The questionnaire should take no longer than 20 minutes to complete.

SC1 When was the last time you booked a flight departing from a UK airport?

Within the last week	☐1	
Between 2 weeks and 1 month ago	☐2	
Between 1 and 6 months ago	☐3	
Between 6 and 12 months ago	☐4	
Longer than 12 months ago	☐5	Thank and Close
Have never booked a flight	☐6	Thank and Close

SECTION A – DETAILS OF RECENT BOOKING

The following questions all relate to the last time you made a booking and you flew from the UK.

Q1a Did you book for yourself (and others); or ONLY for others?

Booked for myself (and others)	☐1	
Booked ONLY for other people	☐2	

Q1b How many people did you book a flight for (including yourself)?

Please type in: _____

Q1c What was the main purpose of the trip?

Business	☐1	
Leisure – NOT part of a package tour	☐2	
Leisure – as part of a package tour	☐3	
Visiting friends and/or relatives	☐4	
Other – please type in:	☐5	_____

Q2a Was the flight domestic (ie within the UK) or international?

Domestic	☐1	
International	☐2	

Q2b Did the flight take you/others directly to your final airport destination?

Yes, direct	☐1
No, had to change aircraft en route	☐2

Q3 Approximately, how long was the (total) scheduled flying time?

An hour or less	☐1
More than an hour but less than 3 hours [Short-haul]	☐2
More than 3 hours but less than 7 hours [Mid-haul]	☐3
7 hours or more [Long-haul]	☐4

Q4 Which class of travel did you book for the flight?

Economy class	☐1
Premium Economy class	☐2
Business class	☐3
1st class	☐4
Different classes outward & return	☐5

Q5 Did you book a one-way or return flight?

One-way	☐1	
Return	☐2	
Round-the-world ticket	☐3	
Other – please type in:	☐4	_____

Q6 Approximately, how much was the booking per person?

Please type in: £ _____

Q7 Did any of those in the travel group (including yourself) have a mobility impairment?

Yes	☐1
No	☐2

Q8 What was the single most important consideration when you were booking your flight?

Please type in: _____

Q9 Was the outbound flight with a budget/low cost airline (such as EasyJet or Ryanair), a charter airline (such as Thomson Airways or Thomas Cook), or with what is often called a full service airline (such as British Airways, American Airlines, Lufthansa, Virgin Atlantic, etc.)?

Budget/low cost airline	☐1
Charter airline	☐2
Full service airline	☐3
Don't know	☐4

Q10a How did you make the booking?

On the Internet	☐1	
By telephone	☐2	
At a travel agent	☐3	
Other – please type in:	☐4	_____

Q10b Thinking back to the time of booking, is there any information about the airport, airline or your flight that might have been useful for you but either wasn't available OR you were unable to find it at the time?

Please type in: _____

SECTION B – PREFERRED STRATEGY AT TIME OF PURCHASE

Now we would like you to think about the type of information you require, or you think might be helpful, when deciding on particular flights or travel options in future. Imagine you were going to make a journey for the same purpose and to a similar part of the world as you did recently - but to a different country, one that you hadn't travelled to for a while.

Q11 Please look through the list of things you might consider when choosing between different flights and travel options and, for each in turn, indicate whether it is:

- *Information that is crucial when choosing your flight*
- *Information I would find useful when choosing your flight*
- *Information that may be of some use when choosing my flight*
- *Not of any use or interest to you when choosing your flight*

[PLEASE PLACE ONE TICK IN EACH ROW]

Considerations	Information that is crucial when choosing my flight (1)	Information I would find useful when choosing my flight (2)	Information that may be of some use when choosing my flight (3)	Not of any use or interest to me when choosing my flight (4)
Pre-flight:				
All relevant airports that you could fly from				

All relevant airports that you could fly to				
All relevant airlines that you could fly with				
All relevant dates and times of departure				
All relevant dates and times of arrival				
All relevant final prices of flights				
Direct or indirect flight				
Availability of on-line check-in				
Baggage allowance (hold and carry-on)				
Opportunity to offset the environmental impact				
Penalty charges (eg name change, cancellation, printing boarding passes, etc)				
Availability of freephone or low cost customer service telephone number				
At Airport				
Minimum check in time before departure				
Time taken to check-in				
Average Time taken to go through airport security				
Number of complaints received from passengers by airline/airport				
Proportion of lost / delayed / damaged bags by airline/airport				
Average baggage reclaim time by airport				
Punctuality (ie proportion of flights early or less than 15 mins minutes late)				
Proportion of flights suffering long delay (+ 3 hours) or cancellation				
Time taken to go through Immigration by airport				
Free wi-fi availability at the airport				
Airport shopping facilities				
On the Plane:				
Information about airline levels of onboard service				
Legroom at seat &/or space between seats				
Seating selection facility				
Type of in-flight entertainment				
Getting to & from the Airports:				
Public transport availability at airport				
Car parking charges				

Q12a Is there any other information that you would like to be available when you book an airline ticket?

Yes	☐1	
No	☐2	Go to Q13

Q12b What?

Please type in: _____

Q13 Please look through the list of things you might consider when choosing between different airports you could fly *from* and, for each in turn, please rank in order of importance for you personally. Please do not rank those that are not important, or of no interest, to you.

how to get there (and back) by public transport and by car	
how long it would take to get to the airport by public transport, taxi, private car, etc.	
how much it would cost to get to the airport for each method of public transport	
availability and cost of car parking	
availability of pre-booked parking places	
what are the environmental costs for each method of transport (CO2, pollution, noise, etc.)	

Q14 Please look through the list of things you might consider when choosing between different airports you could fly *to* and, for each in turn, please rank in order of importance for you personally. Please do not rank those that are not important, or of no interest, to you.

how to continue to journey to your ultimate destination by public transport and by car	
how long it would take to continue your journey from the airport by public transport, taxi, private car	
how much it would cost to continue your journey from the airport for each method of transport	
what are the environmental costs for each method of transport (CO2, pollution, noise, etc.)	

Q15 Please look through the list of things you might consider when choosing between different airlines you could fly with and, for each in turn, please rank in order of importance for you personally. Please do not rank those that are not important, or of no interest, to you.

genuine reviews by recent passengers (tripadviser etc.)	
professional reviews by an independent reviewer (Which? Etc.)	
what are the environmental costs compared to other airlines (CO2, pollution, noise, etc.)	

[IF Q7 = 'YES', I.E. RESTRICTED MOBILITY ONLY]

SECTION C – INFORMATION NEEDS OF PASSENGERS WITH RESTRICTED MOBILITY

You earlier indicated that you booked a flight ticket for somebody with a mobility impairment. We are now going to ask you a couple of questions on the information needs of passengers with restricted mobility.

Q16 Which specific information would be useful to help you decide which alternative airline would be best for you when there is one or more travellers with restricted mobility?
[Please rank in order of importance for you personally. Please do not rank those that are not important or of interest to you]

Airport walking distances	
Airport maps showing accessible routes for wheelchairs	
Waiting times for airport services to assist passengers with restricted mobility	
Number and type of accessible toilets at the airport	
Facility to stay in your wheelchair right up to the boarding gate	
Number of complaints by passengers with restricted mobility	
Availability of onboard wheelchairs on aircraft	
Number of special seating aids on aircraft	
Number of accessible toilets on the aircraft	
Availability and cost of on-board oxygen	
Number of occasions where airline has refused to accept a reservation from or to embark a disabled person or a person with reduced mobility on the grounds of disability or of reduced mobility	

Q17a Is there any other information, not yet mentioned, that would help you decide the best air ticket when there is one or more travellers with restricted mobility?

Yes	☐1	
No	☐2	Go to Q18

Q17b What?

Please type in: _____

_____

[ALL]

SECTION D - STYLE, LOCATION AND PROVIDER OF INFORMATION REQUIRED BY AIR PASSENGERS

We are now going to ask you some questions on how you would like different types of information presented in terms of style, location and who provides it.

Q18 When choosing between different flights and travel options, at what point in your planning would you need to access the following information?
[ASK ONLY FOR THOSE ASPECTS WHERE Q11 = 1, 2 OR 3]

[PLEASE PLACE ONE TICK IN EACH ROW]

	Available before starting the booking process when you're researching your trip	Available at the start of the booking process to help you identify all the travel options	Available towards the end of the booking process when preferred option(s) decided	Available after booking	Not needed at any stage
Pre-flight:					
Availability of on-line check-in					
Baggage allowance (hold and carry-on)					
Opportunity to offset the environmental impact					
Penalty charges (eg name change, cancellation, printing boarding passes, etc)					
Availability of freephone or low cost customer service telephone number					
At Airport:					
Minimum check in time before departure					
Time taken to check-in					
Average Time taken to go through airport security					
Number of complaints received from passengers by airline/airport					
Proportion of lost / delayed / damaged bags by airline/airport					
Average baggage reclaim time by airport					
Punctuality (ie proportion of flights early or less than 15 mins minutes late)					
Proportion of flights suffering long delay (+ 3 hours) or cancellation					
Time taken to go through Immigration by airport					
Free wi-fi availability at the airport					
Airport shopping facilities					

On the Plane:					
Information about airline levels of onboard service					
Legroom at seat &/or space between seats					
Seating selection facility					
Type of in-flight entertainment					
Getting to & from the Airports:					
Public transport availability at airport					
Car parking charges					

Q19 Please consider four different ways of presenting information (league tables, star ratings, individual aspect grouped by airport/airline, raw data). An example of each is given below. [SHOW FOUR IMAGES THEN ASK [IMAGE CARD]] **When accessing information about different flights and travel options, which of these four examples is the best way of presenting the information.**

[ASK ONLY FOR THOSE ASPECTS WHERE Q11 = 1, 2 OR 3]

[PLEASE PLACE ONE TICK IN EACH ROW]

	League tables, ranking airline/airport performance by each listed aspect	One overall ranking (eg star ratings) with aspect part of a number of measures	Information about individual aspect presented together under each airline/airport category	Disaggregated or raw information only (ie tables of numbers)
Time taken to check-in				
Average Time taken to go through airport security				
Number of complaints received from passengers by airline/airport				
Proportion of lost / delayed / damaged bags by airline/airport				
Average baggage reclaim time by airport				
Punctuality (ie proportion of flights early or less than 15 mins minutes late)				
Proportion of flights suffering long delay (+ 3 hours) or cancellation				
Time taken to go through Immigration by airport				

Q20 Which organisation, or type of organisation, would be best at providing the required information about different flights and travel options?

[ASK ONLY FOR THOSE ASPECTS WHERE Q11 = 1, 2 OR 3]

[PLEASE PLACE ONE TICK IN EACH ROW]

	Government /Civil Aviation Authority	Any third party approved by the Civil Aviation Authority	Comparison websites / smartphone/ tablet apps	On a specialist consumer group's websites (eg Which?, Consumer Focus, Citizens Advice, etc)	Each airport/ airline individually
Pre-flight:					
Availability of on-line check-in					
Baggage allowance (hold and carry-on)					
Opportunity to offset the environmental impact					
Penalty charges (eg name change, cancellation, printing boarding passes, etc)					
Availability of freephone or low cost customer service telephone number					
At Airport:					
Minimum check in time before departure					
Time taken to check-in					
Average Time taken to go through airport security					
Number of complaints received from passengers by airline/airport					
Proportion of lost / delayed / damaged bags by airline/airport					
Average baggage reclaim time by airport					
Punctuality (ie proportion of flights early or less than 15 mins minutes late)					
Proportion of flights suffering long delay (+ 3 hours) or cancellation					
Time taken to go through Immigration by airport					
Free wi-fi availability at the airport					
Airport shopping facilities					
On the Plane:					
Information about airline levels of onboard service					

Legroom at seat &/or space between seats					
Seating selection facility					
Type of in-flight entertainment					
Getting to & from the Airports:					
Public transport availability at airport					
Car parking charges					

Section E – Public Information

Q21 What types of information would help empower customers to complain about poor levels of service, in your view? [PLEASE TICK UP TO 5 ANSWERS]

Airline flight times by route	☐1
Airline punctuality – all routes	☐2
Airline ticket prices	☐3
Airline actual prices including all additional or hidden costs	☐4
Airline optional services / charges	☐5
Airline baggage loss/damage rate	☐6
Airline flight cancelation and long delay rates	☐7
Airport average queue times through security for departing passengers	☐8
Airport average queue times through passport control for arriving passengers	☐9
Airline environmental performance	☐10
Airline safety records	☐11
Airline average age of aircraft	☐12
Airport facilities	☐13
other 1 (please specify _____)	☐14
other 2 (please specify _____)	☐15
None of the above	☐16

Q22 What types of information would help to raise standards if it was available to the public? [PLEASE TICK UP TO 5 ANSWERS]

Airline flight times by route	☐1
Airline punctuality – all routes	☐2
Airline final costs	☐3
Airline hidden, additional costs	☐4
Airline optional services / charges	☐5
Airline baggage loss/damage rate	☐6

Airline flights cancelations and long delay rates	☐7
Airport access times by car, public transport, etc from major urban centres	☐8
Airport average queue times through security for departing passengers	☐9
Airport average queue times through passport control for arriving passengers	☐10
Airport facilities	☐11
other 1 (please specify _____)	☐12
other 2 (please specify _____)	☐13
None of the above	☐14

Section G – Other Profile Information

Finally, some questions about yourself. The personal information you provide during this survey will be kept confidential and will not be disclosed to third parties. It will be used only for statistical analysis purposes.

Q23 Approximately, how often do you fly on business

Once a month or more	☐1
5-11 times a year	☐2
1-4 times a year	☐3
less than once a year on average/never	☐4

Q24 Approximately, how often do you fly for non-business purposes

Once a month or more	☐1
5-11 times a year	☐2
1-4 times a year	☐3
less than once a year on average/never	☐4

Q25 Approximately, how often do you travel by rail where flying would be a feasible option (for both business and non-business)?

Once a month or more	☐1
5-11 times a year	☐2
1-4 times a year	☐3
less than once a year on average/never	☐4

Q26 Please indicate the extent to which you agree, or disagree, with the following statements [where 1 = strongly agree, 2 = agree, 3 = neither agree/nor disagree, 4 = disagree, 5 = strongly disagree]

a. **We need to be proactive now in reducing aviation carbon emissions and trying to stop climate change**

b. **I would never just buy the first thing I found that suited me, I would always check for options**

c. **I would be annoyed if I found that a fellow traveller had received a much better deal than me**

Q27 Which of these is closest to the occupation of the chief wage earner in your household? If you are not the chief income earner please give the occupation of the chief wage earner.

Professional/Senior Managerial	☐1
Middle Managerial	☐2
Junior Managerial/Clerical/Supervisory	☐3
Skilled Manual (With professional qualifications/served an apprenticeship)	☐4
Unskilled Manual (No qualifications/not served an apprenticeship)	☐5
Full time student	☐6
Retired	☐7
Unemployed/Between jobs	☐8
Housewife/Househusband	☐9
Don't know	☐10

Q28 What is your total annual household income, before tax and other deductions? If you don't know, please give your best estimate.

Less than £10,000	☐1
£10,000 - £19,999	☐2
£20,000 - £39,999	☐3
£40,000 - £59,999	☐4
£60,000 - £79,999	☐5
£80,000 - £99,999	☐6
£100,000 and over	☐7
Prefer not to say	☐8

Q29 Which of the following age groups are you in?

16-24	☐1
25-34	☐2
35-44	☐3
45-54	☐4

55-59	☐5
60-64	☐6
65-74	☐7
75 and over	☐8
Prefer not to say	☐9

Q29b Are you…?

Male	☐1
Female	☐2

Q30 To which of these ethnic groups do you consider that you belong?

Asian	☐1
Black	☐2
White	☐3
Other	☐4
Prefer not to say	☐5

Q31 Do you have a disability or impairment that makes accessing and/or using an airport or flying difficult?

Yes	☐1
No	☐2
Prefer not to say	☐3

Thank you for taking the time to complete this survey

INTERVIEW DETAILS	
NAME:	
DATE:	
TIME OF INTERVIEW	

Show Material

The four example information layouts below use "number of complaints received from passengers by airline" as an example. The word "complaints" is highlighted red in each example to help you understand where information on complaints fits into the information provided.

Example 1 shows an example of "League tables, ranking airline/airport performance by each listed aspect"

Example 1: League Tables - All Complaints

Ranking	Airline	No. of complaints	Complaints per million passengers
1	Budget Airlines	190	102
2	Average Airways	154	94
3	SuperJet	322	68
4	Expensive Air	230	47
5	Air Atlantic	91	42
6	…	…	…
7	…	…	…

Example 2 shows an example of "One overall ranking (e.g. star ratings) with aspect part of a number of measures"

Example 2: Star Ratings - Airline Service Quality

Airline	Star Rating
• Expensive Air	★★★★★
• Air Atlantic	★★★★
• SuperJet	★★★★
• Average Airways	★★★
• Budget Airlines	★★★

Included in Air Service Quality is:

1) Baggage Handling
2) Cancellations
3) Punctuality
4) Onboard Facilities & Entertainment
5) Baggage Allowance
6) Number of Complaints

Example 3 shows an example of "Information about individual aspect presented together under each airline …"

Example 3: Budget Airlines Information - Complaints

Service	No. of complaints	Complaints per million passengers
All Complaints	190	102
Baggage Handling Complaints	50	27
Cancellation Complaints	92	49
Delay Complaints	29	16
Other Complaints	19	10

Example 4 shows an example of "Disaggregated or raw information only (i.e. tables of numbers)

Example 4: Raw Complaints Data

Travel Date	Airline	Complaint Category	Description
01/01/2013	Budget Airlines	Baggage Handling	Fragile item in baggage damaged
02/01/2013	Budget Airlines	Baggage Allowance	Dispute over whether hand baggage met size restrictions
02/01/2013	Expensive Air	Cancellation	Flight cancelled due to adverse weather conditions (snow)
02/01/2013	Average Airways	Cancellation	Flight cancelled due to adverse weather conditions (freezing fog)
05/01/2013	Budget Airlines	Delay	6 hour delay, passenger felt not updated
05/01/2013	Expensive Air	Baggage Handling	Damage to baggage
09/01/2013	Air Atlantic	Cancellation	Flight cancelled due to fault with aircraft
12/01/2013	Air Atlantic	Delay	13 hour delay, passenger missed vital business meeting
14/01/2013	Expensive Air	Other	Passenger denied boarding unfairly
14/01/2013	Budget Airlines	Other	Seating uncomfortable

Appendix B – Clause 84 (Residents) Questionnaire & Show Material

Residents Questionnaire

Show Card A – Localised Flight Path Map

Show Card B – Coloured Noise Contours

Show Card C – Numbers Histogram

Show Card D – Respite Calendar

Show Card E – Information Examples

Residents Questionnaire

mvaconsultancy

Residents [On-line & Face-to-Face] Survey

This survey is being carried out on behalf of the UK Government and economic regulator with an interest in environmental and local issues. To help understand local social and environmental issues that are important to you, please take the time to complete this questionnaire.

SCREENING SECTION

S1 Are you …?

Male	☐1
Female	☐2

S2 Which of the following age groups are you in?

16-24	☐1
25-34	☐2
35-44	☐3
45-54	☐4
55-59	☐5
60-64	☐6
65-74	☐7
75 and over	☐8
Prefer not to say	☐9

S3 Would you describe your local areas as …

urban	☐1
Semi-urban	☐2
Rural	☐3

S4 Do you live within 10 miles of an airport (as the crow-flies)?

Yes	☐1
No	☐2

S5 Do you have any long-term physical or mental disability which limits your daily activities or the work you can do, including problems due to old age?

Yes	☐1
No	☐2
Prefer not to say	☐3

SECTION A – LOCAL ISSUES & QUALITY OF LIFE

Q1 What is your opinion about the local area around here where you live? Is it …

… *very good*
… *good*
… *neither good nor bad*
… *poor*
… *very poor*

Q2 Please look through the list of features of your local area and indicate how much effect each feature has on your overall quality of life using the following scale:

- *a large negative effect, a small negative effect, no effect, a small positive effect, a large positive effect*

Features of the local area (randomise order*)	a large negative effect	a small negative effect	no effect	a small positive effect	a large positive effect
streets environment/cleanliness					
quality of local schools					
local road traffic					
a sense of community					
local air pollution					
noise from road traffic					
noise from aircraft flying overhead					
noise from emergency vehicle sirens					
noise from other sources nearby*					
local shops for groceries etc.					
nearby facilities for sports and recreation					
things you can see from your house					
personal safety and security					
good access to public transport					
good access to countryside/green spaces					
local employment					
other 1 (write in)					
other 2 (write in)					

* 'noise from other sources nearby' must always follow the other 3 noise categories

Q3 Have you ever considered moving away from this local area because of concerns about any of these features of the local area?

… *yes*
… *no*

[IF YES to Q3]

Q4 Which aspects and why?

_____

_____

Q5a Thinking about the last 12 months or so, when you are at home, how much does NOISE from the sources listed below, bother, disturb or annoy you?

[RATE EACH IN TURN WHERE 1 = 'not at all' and 5 = 'extremely']

Features of the local area (randomise order)	not at all	slightly	moderately	very	extremely
burglar and car alarms					
neighbours					
dogs barking					
children in the street					
rowdy people at night					
road traffic noise					
noise from trains					
noise from airplanes					
noise from helicopters					
sirens from emergency vehicles					
noise from factories/construction					
other 1 (write in)					
other 2 (write in)					

Q5b Thinking about the last 12 months or so, when you are at home, how much do the local ENVIRONMENTAL EFFECTS listed below, bother, disturb or annoy you?

[RATE EACH IN TURN WHERE 1 = 'not at all' and 5 = 'extremely']

local environmental effects (randomise order)	not at all	slightly	moderately	very	extremely
local green spaces being built on					
local road traffic emissions					
aircraft emissions and pollutants					
discharge from factories into watercourses or the air					
neighbourhood emissions, bonfires					
mobile phone masts					
flooding					
sewage works emissions					
farming emissions					
other 1 (write in)					
other 2 (write in)					

Q5c Thinking about the last 12 months or so, when you are at home, how much do each of the following things you can SEE bother, disturb or annoy you?

[RATE EACH IN TURN WHERE 1 = 'not at all' and 5 = 'extremely']

things you can see (randomise order)	not at all	slightly	moderately	very	extremely
children/teenagers hanging around in the street					
rubbish heaps outside people's house or in the street					
smoke from bonfires					
sheer volume of road traffic					
constant streams of aeroplanes in the sky					
emergency vehicles					
smoke from factories/construction					
other 1 (write in)					
other 2 (write in)					

Q5d And to what extent do the following national/international issues interest you?

[RATE EACH IN TURN WHERE 1 = 'not at all' and 5 = 'extremely']

National/International issues (randomise order)	not at all	slightly	moderately	very	extremely
The Big Society Agenda					
UK sustainability					
UK unemployment levels					
UK financial crisis					
The world's CO2 emissions					
Climate change					
Fuel security					
International terrorism					
other 1 (write in)					
other 2 (write in)					

SECTION B – AVIATION IMPACTS & INFORMATION

Q6 Do you ever find yourself thinking about the environmental or health impacts of aeroplanes or helicopters on you or members of your household?

- *No, not really*
- *hardly ever*
- *yes, but only occasionally*
- *yes, fairly often*
- *yes, very often*

[UNLESS 'NO, not really' ABOVE ASK]:

Q7 Please rank in order of importance the possible negative impacts of aeroplanes and helicopters to you and your household, starting with whichever issue seems to be of most concern? *Please do not rank those that are not important, or of no interest, to you.*

[Randomise the order] Please rank '1' for the most important aspect.....

- *noise of aircraft (aeroplanes or helicopters) flying over/near your home*
- *visual impact of aircraft flying over/near your home*
- *air pollution from aircraft engines flying over/near your home*
- *local damage caused by turbulence caused by aircraft flying over/near your home*
- *risk of an aircraft incident to/near your home*
- *sleep deprivation from noisy aircraft flying over/near your home*
- *CO_2 emissions from UK aviation nationwide, and world-wide*
- *other 1 (pls specify _____)*
- *other 2 (pls specify _____)*

Under the new Civil Aviation Act, the Civil Aviation Authority will have new responsibilities to ensure that information on the environmental and health impacts on society of civil aviation in the UK is provided for UK residents wherever the costs of providing the information do not exceed the benefits of providing the information. It is important that any information provided is presented clearly and in the most understandable way because there will be no benefit if nobody can understand the information.

[ALL]:

Q8 Would you like information on any of the following made publicly available – either because you / your household would find it useful; OR because you think it would be in the public's interest?

[FOR EACH ROW, PLEASE TICK ALL THAT APPLY]

Information on …:	Yes, useful to me/my household	Yes, in the public interest	No
noise of aircraft flying over people's homes			
visual impact of aircraft flying over people's homes			
air pollution from aircraft engines flying over people's homes			
local damage caused by turbulence caused by aircraft flying over people's homes			
risk of an aircraft incident to/near people's homes			
sleep deprivation from noisy aircraft flying over people's homes			
CO_2 emissions from UK aviation nationwide, and world-wide			

other 1 (write in)			
other 2 (write in)			

[FOR SCRIPTING – IF IN Q8 THE RESPONDENT SAYS NO TO ALL 9 OPTIONS, THEN SKIP TO Q13]

Q9ai Please see Showcard A which is a way of presenting flight paths (over areas of Bristol, in this example), with some geographical information as background. The airport is the circle inside the square with blue dots around it. The thick blue lines show the main flight-paths into, and out of, Bristol Airport. **On a 3-point scale, how useful would pictures showing flight-paths be in helping you/general public to understand the likely noise, environmental and/or health impacts of aviation?**
[where 1 = very useful, 2 = fairly useful, 3 = not useful]

Q9aii And how easy, or difficult, is this particular example of flight-paths to understand all that you would want to know? [where 1 = very easy, 2 = fairly easy, 3 = difficult]

Q9bi Showcard B is a map that shows numbers of aircraft of a certain loudness (above 60 decibels) as noise contours. The map shows the areas which are most noisy (around Heathrow in this example). **On the same 3-point scale as before, how useful would pictures showing aircraft numbers be in helping you to understand the likely noise, environmental and/or health impacts of aviation?**

- very useful
- fairly useful
- not useful

Q9bii And how easy, or difficult, is this particular example of aircraft numbers to understand all that you would want to know?

- very easy
- fairly easy
- difficult

Q9ci Showcard C is a chart that shows the number of aircraft arriving and departing at an airport (vertical axis) by each hour of the day (horizontal axis). In this example, at Heathrow, there are typically a small number of aircraft before 6am but, from this point, there are then up to around 40 aircraft per hour either arriving or departing (at this example airport) until late evening. **How useful would pictures showing aircraft numbers by time of day at each airport be in helping you to understand the likely noise, environmental and/or health impacts of aviation?**

- very useful
- fairly useful
- not useful

Q9cii And how easy, or difficult, is this particular example of aircraft numbers by time of day to understand all that you would want to know?

- very easy
- fairly easy
- difficult

Q9di Showcard D is a calendar for up-coming months, by local area that shows (in green) the time of day aircraft will use flight-paths other than the ones nearest you (the example is for the village of Wraysbury for January 2013). People living close to a flight-path will experience less noise at these identified times than they would at other times. **How useful would pictures showing up-coming days when there would be relative respite from noise be in helping you to understand the likely noise, environmental and/or health impacts of aviation?**

- very useful
- fairly useful
- not useful

Q9dii And how easy, or difficult, is this particular example of up-coming calendar of days to understand all that you would want to know?

- very easy
- fairly easy
- difficult

Q10 The materials just seen are ways of presenting information about aircraft movements around different parts of the country and at different times of day. Other forms of information that may be better for people are as follows. **For each one listed, please indicate which form would be of most use to you.**

<<For an example of each type of information presentation, see pop-up **[SHOWCARD E]**>>

Information on …:	League tables, ranking performance	One overall rating (eg star ratings) combining a number of measures	Pictures or maps (as per examples)	Raw statistical data only	Info not of any interest
Numbers of aircraft by area of the country					
Numbers of aircraft (above a defined 'noisy' threshold) by area of the country					
Noise levels by type of aircraft					
Number of aircraft by type at each airport					
CO2 emissions by aircraft					
CO2 emissions by airport/airline					
CO2 emissions by area of the country					
other 1 (write in)					
other 2 (write in)					

Q11 Which organisation would you most trust to provide the specified information?

[FOR SCRIPTING – EXCLUDE WHERE 'INFORMATION NOT OF ANY INTEREST' – ie Q10 = 5]

Information on …:	Gov't /CAA	Any third party approved by the CAA	Local Authority/ Environmental Planning	On a specialist consumer group website (eg Which?, Consumer Focus)	Each airport / airline individually
Numbers of aircraft by area of the country					
Numbers of aircraft (above a defined 'noisy' threshold) by area of the country					
Noise levels by type of aircraft					
Number of aircraft by type at each airport					
CO2 emissions by aircraft					
CO2 emissions by airport/airline					
CO2 emissions by area of the country					
other 1 (write in)					
other 2 (write in)					

SECTION C – PROACTIVE EXPERIENCE

Q12 Would you be interested to find out more about any of these aspects of civil aviation?
Yes/No

[IF YES GO TO Q12a, IF NO GO TO Q13]

Q12a Which aspects do you think it would be useful to know more about?

[FOR SCRIPTING – EXCLUDE WHERE 'INFORMATION NOT OF ANY INTEREST' – ie Q10 = 5]

Numbers of aircraft by area of the country
Numbers of aircraft (above a defined 'noisy' threshold) by area of the country
Noise levels by type of aircraft
Number of aircraft by type at each airport
CO2 emissions by aircraft
CO2 emissions by airport/airline
CO2 emissions by area of the country
other 1 (write in)

Q12b Please write down as briefly as possible the specific concerns that you would like to know more about

_____
_____
_____

Q12c Have you yourself ever tried to find out any of this information?
Yes/No

[IF YES GO TO Q12d, IF NO GO TO Q13]

Q12d Was it quite easy to find this information or was it difficult or impossible to find it?

Easy to find / Difficult to find but found / Impossible to find

[IF EASY TO FIND OR DIFFICULT TO FIND BUT FOUND GO TO Q12e, ELSE Q13]

Q12e where did you find it?

_____

_____

Q12f How easy was it to understand?

[5-point scale: *very easy*, *fairly easy*, *neither easy nor difficult*, *fairly difficult*, *very difficult*]

SECTION D – OTHER PROFILE INFORMATION

Q13 Approximately, how often do you fly

Once a month or more	☐1
1-11 times a year	☐2
Less than once a year	☐3
Very rarely/never	☐4

Q14 Please indicate the extent to which you agree, or disagree, with the following statements [where 1 = strongly agree, 2 = agree, 3 = neither agree/nor disagree, 4 = disagree, 5 = strongly disagree]

a. **We need to be proactive now in reducing carbon emissions and trying to stop climate change**

b. **I suspect I do more re-cycling than most people in my neighbourhood**

c. **There are many natural places that I may never visit but I'm glad they exist**

d. **The natural environment is not relevant to me**

Q15 Which of these is closest to the occupation of the chief wage earner in your household? If you are not the chief income earner please give the occupation of the chief wage earner.

Professional/Senior Managerial	☐1
Middle Managerial	☐2
Junior Managerial/Clerical/Supervisory	☐3
Skilled Manual (With professional qualifications/served an apprenticeship)	☐4
Unskilled Manual (No qualifications/not served an apprenticeship)	☐5
Full time student	☐6
Retired	☐7

Unemployed/Between jobs	☐8
Housewife/Househusband	☐9
Don't know	☐10

Q16 What is your approximate total annual household income, before tax and other deductions? If you don't know, please give your best estimate.

Less than £10,000	☐1
£10,000 - £19,999	☐2
£20,000 - £39,999	☐3
£40,000 - £59,999	☐4
£60,000 - £79,999	☐5
£80,000 - £99,999	☐6
£100,000 and over	☐7
Prefer not to say	☐8

Q17 To which of these ethnic groups do you consider that you belong?

Asian	☐1
Black	☐2
White	☐3
Other	☐4
Prefer not to say	☐5

Q18a Approximately how near to an airport do you live (best-guess crow-flies distance)?

Less than 5 miles	☐1
6-10 miles	☐2
11-15 miles	☐3
16-30 miles	☐4
More than 50 miles	☐5

Q18b And is it a large city airport, or more provincial?

Large International Airport (Heathrow or Gatwick)	☐1
Large City (e.g. Birmingham, Manchester, Liverpool, Stansted, Luton)	☐2
Other	☐3

Q18c In your opinion, does the airport stimulate the local economy & employment?

Yes, very considerably	☐1
Yes, to a small degree	☐2
No	☐3

Q19 Do you live under a flight-path?

Yes, directly underneath a flight-path	☐1
Yes, but just to one side	☐2
No	☐3

Q20 How long have you lived in the local area that you live now? _____ years

Q21 Does your home have any of the following … [please tick all that apply]

Double (or triple) glazing	☐1
Loft insulation	☐2
Wall insulation	☐3

Thank you for taking the time to complete this survey

INTERVIEW DETAILS	
NAME:	
DATE:	
TIME OF INTERVIEW	

Show Card A – Localised Flight Path Map

Showcard A

Bristol
Portishead
West Hill
Easton-in-Gordano
Pill
Shirehampton
Brentry
Filton
Westbury-on-trym
Stapleton
Eastville
Mangotsfield
Pucklechurch
Siston
Walton Bay
Weston in Gordano
Clapton In Gordano
Lower Failand
Failand
Tickenham
Clevedon
Nailsea
Belmont Estate
Long Ashton
Knowle
Bridgeyate
Wick
Upton Cheyney
Bitton
Keynsham
Kelston
Saltford
Chewton Keynsham
Kenn
Chelvey
Backwell
Barrow Gurney
Bridgwater Rd
Kingston Seymour
Lower Claverham
Brockley
Dundry
Yatton
Cleeve
Felton
Wick St Lawrence
Hewish
Congresbury
Puxton
Wrington
Nye
Way Wick
St Georges
Worle
Butcombe
Aldwick
Red Hill
Littleton
Regil
Chew Magna
Norton Hawkfield
Chew Stoke
Stanton Wick
Marksbury
Farmborough
Priston
Nailwell
Tunley
Carlingcott
Peasedown St John
Timsbury
Camerton
High Littleton
Temple Cloud
Paulton
Shoscombe
Highland
Nempnett Thrubwell
Chew Valley Lake
Bishop Sutton
Blagdon
Ubley
Compton Martin
Rowberrow
Star
Sandford
Churchill
Banwell
Locking
Hutton
Axbridge
Winscombe
Hinton Blewett
Compton Dando
Hambrook
Winterbourne Down
Downend
Westbury Park
Stoke Bishop
Montpelier
Easton Speedwell
Bedminster Down
Filwood
Knowle
Bedminster
Redcliffe
Temple Meads
Bedminster Down
Hengrove
Whitchurch
Stockwood
Hartcliffe
Withywood
Bishopsworth
Ashton Gate
Bedminster
Redcliffe
Temple Meads
Stapleton
Eastville
Fishponds
Lawrence Weston
Avonmouth
Shirehampton
Sea Mills
Henbury
Brentry
Filton
Bradley Stoke
Patchway
Stoke Gifford
Frenchay
Winterbourne
Downend
Mangotsfield
Pucklechurch
Siston
Warmley
Oldland Common
Bridgeyate
Wick
Upton Cheyney
Bitton
Keynsham
Kelston
Saltford
Chewton Keynsham
Newton St Loe
Englishcombe
Marksbury
Farmborough
Priston
Nailwell
Tunley
Carlingcott
Peasedown St John
Timsbury
Camerton
High Littleton
Temple Cloud
Paulton
Shoscombe
Chew Magna
Chew Stoke
Chew Valley Lake
Bishop Sutton
Stanton Wick
Norton Hawkfield
Littleton
Regil
Butcombe
Nempnett Thrubwell
Highland
Blagdon
Ubley
Compton Martin
North Widcombe
Rowberrow
Star
Sandford
Churchill
Banwell
Locking
Hutton
Axbridge
Winscombe
Hinton Blewett
Compton Dando
Hambrook
Winterbourne Down
Downend
Westbury Park
Stoke Bishop
Montpelier
Easton Speedwell
Bedminster Down
Filwood
Knowle
Bedminster
Redcliffe
Temple Meads
Bedminster Down
Hengrove
Whitchurch
Stockwood
Hartcliffe
Withywood
Bishopsworth
Ashton Gate
Bedminster
Redcliffe
Temple Meads
Stapleton
Eastville
Fishponds
Lawrence Weston
Avonmouth
Shirehampton
Sea Mills
Henbury
Brentry
Filton
Bradley Stoke
Patchway
Stoke Gifford
Frenchay
Winterbourne
Downend
Mangotsfield
Pucklechurch
Siston
Warmley
Oldland Common
Bridgeyate
Wick
Upton Cheyney
Bitton
Keynsham
Kelston
Saltford
Chewton Keynsham
Newton St Loe
Englishcombe
Marksbury
Farmborough
Priston
Nailwell
Tunley
Carlingcott
Peasedown St John
Timsbury
Camerton
High Littleton
Temple Cloud
Paulton
Shoscombe
M5
M4
M32
A4
A38
A370
A4174
A37
A3
A403
POWERED BY Google
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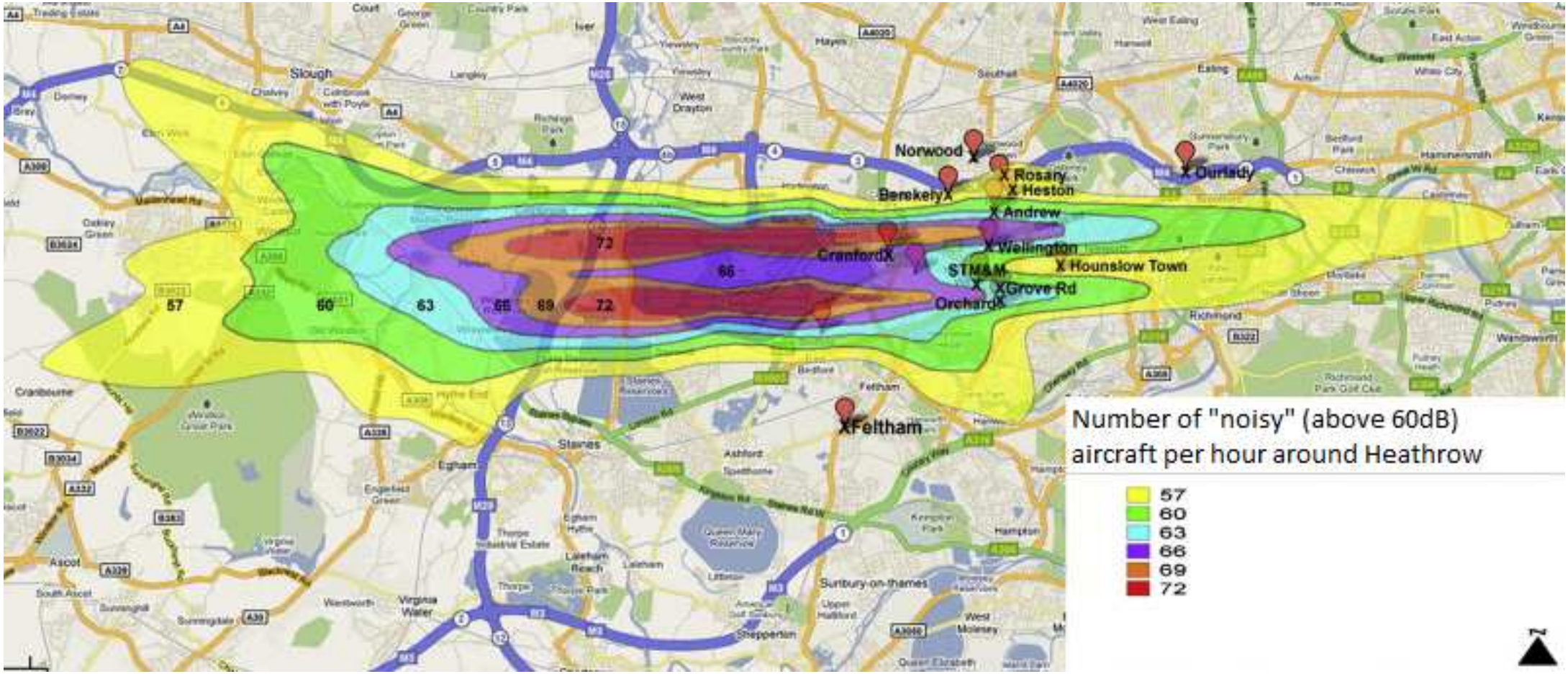
Show Card B – Coloured Noise Contours

Showcard B

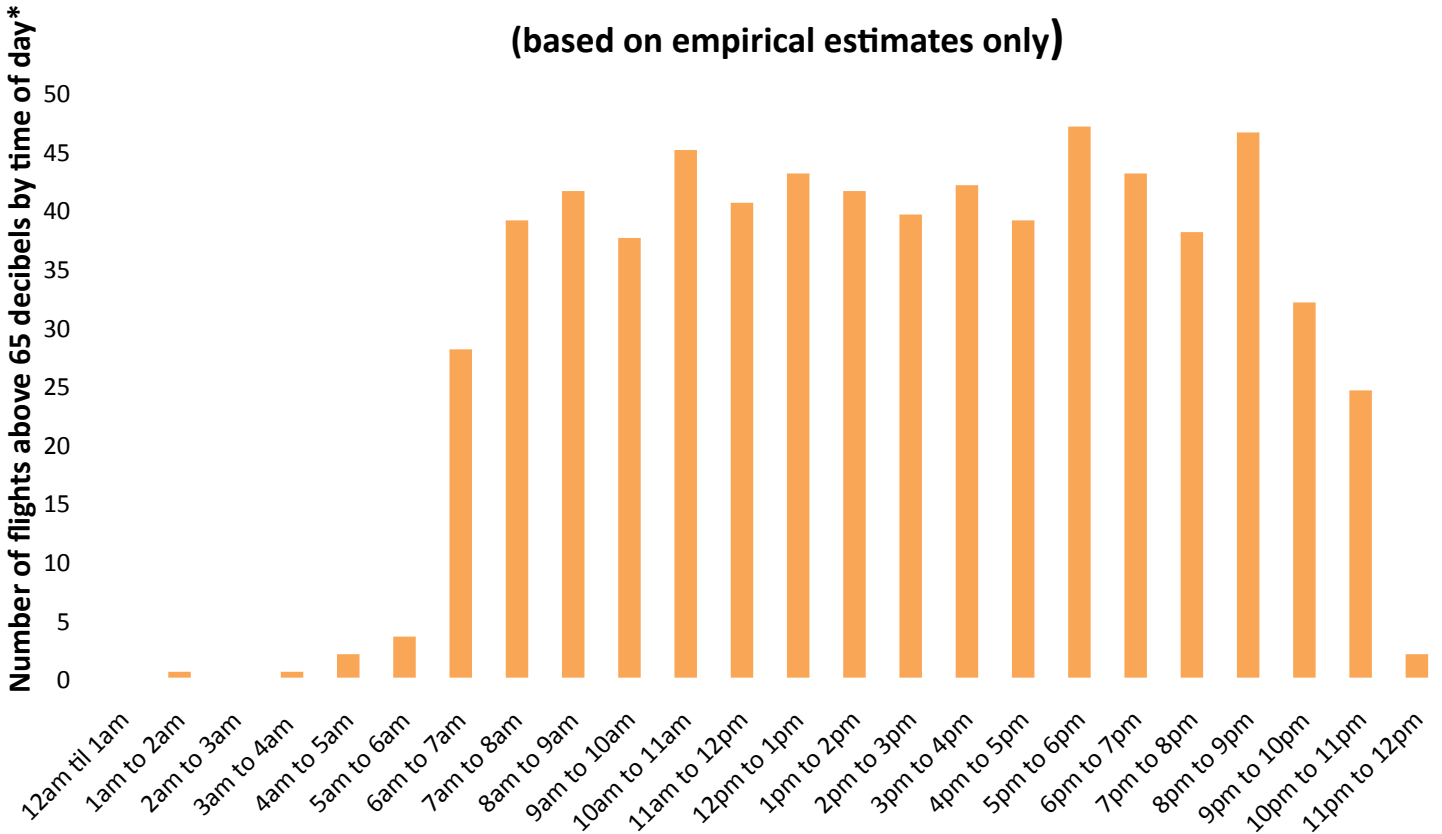


Norwood
Rosary
Heston
Berekely
Andrew
Ourlady
Wellington
Cranford
STM&M
Hounslow Town
Grove Rd
Orchard
Feltham
57
60
63
66
69
72
Number of "noisy" (above 60dB) aircraft per hour around Heathrow
57
60
63
66
69
72

Show Card C – Numbers Histogram

Showcard C

Number of flights above 65 decibels at specific location by time of day
FOR ILLUSTRATIVE PURPOSES ONLY
(based on empirical estimates only)



*Based on number of aircraft noise events at one location above 65 dBLAMax

Show Card D – Respite Calendar

Showcard D

Diary B Operations as in year before operations freedoms trials (2010-2011)

Respite calendar for January 2013 daytime 0700 to 2300 Wraysbury

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
AM			1	2	3	4	5
PM							
AM	6	7	8	9	10	11	12
PM							
AM	13	14	15	16	17	18	19
PM							
AM	20	21	22	23	24	25	26
PM							
AM	27	28	29	30	31		
PM							

Scheduled respite periods

Note 1: AM and PM changeover at 1500 hrs

Note 2: In scheduled respite periods, on easterlies there are no arrivals on easterlies and on westerlies limited departures may occur (<5%).

Note 3: In non-respite periods, westerly departures take place approximately 70% of the time with approximately 30% unpredictable relief.

Note 4: Scheduled respite periods have occasionally to be abandoned for technical reasons.

Show Card E – Information Examples

Showcard E

Below are examples of 3 of the 4 different ways of presenting information given in Q10 (league tables, star ratings, and raw data). The three examples below are for CO^2 emissions. Examples of pictures or maps are given in Showcards A – D.

Example 1: example of "League Tables, ranking performance" for CO^2 emissions

Ranking	Airline	Average CO^2 emissions (g per passenger km)
1	Boeing XXX	150
2	Boeing YYY	110
3	Turboprop	80
4	Airbus ZZZ	70
5	Small Jet	50
6	…	…
7	…	…

Example 2: example of "Star Ratings combining a number of measures" including CO^2 emissions

Airline	Star Rating
• Small Jet	★★★★★
• Airbus ZZZ	★★★★
• Turboprop	★★★
• Boeing YYY	★★★
• Boeing XXX	★★

Pollutants included in emissions rating:

1) CO^2	3) NOx
2) PM10	4) Water vapour

Example 3: "pictures or maps" *(please refer back to Showcard A-D for an example)*

Example 4: example of "Raw statistical data only" for CO^2 emissions

Travel Date	Aircraft	Origin	Destination	CO^2 emissions (g)	No. of Passengers
01/01/2013	Boeing XXX	London	Istanbul	42,560	289
02/01/2013	Airbus ZZZ	New York	Paris	39,087	612
02/01/2013	Small Jet	Berlin	Munich	5,307	122
02/01/2013	Airbus ZZZ	Madrid	Sydney	50,035	701
05/01/2013	Boeing YYY	Helsinki	Barcelona	27,970	254
05/01/2013	Turboprop	Vienna	Rome	17,203	190
09/01/2013	Small Jet	Southampton	Newcastle	3,673	98
…	…	…	…	…	…

Appendix C – Clause 83 (Air Passengers) Result Tables

- **Section 1 – what information air passengers want and when they want it in the booking process**
- **Section 2 – how air passengers want information presented and by whom**
- **Section 3 – information air passengers could use to empower themselves when complaining / information that would help raise standards if made public**
- **Section 4 – details of most recent flight booking**
- **Section 5 – profile information**

Section 1:

What information air passengers want and when they want it in the booking process

Table C.1.1 [Q11] Things to consider when choosing between different flights and travel options (n=1222)

Considerations (when choosing flight)	Information that is crucial	Information I would find useful	Information that may be of some use	Not of any use or interest to me	Total
All relevant final prices of flights	76%	19%	4%	1%	100%
All relevant dates and times of departure	68%	26%	5%	1%	100%
All relevant dates and times of arrival	65%	28%	6%	1%	100%
Direct or indirect flight	64%	29%	6%	2%	100%
All relevant airports that you could fly from	58%	30%	9%	3%	100%
All relevant airports that you could fly to	55%	32%	9%	4%	100%
Baggage allowance (hold and carry-on)	49%	40%	8%	3%	100%
Minimum check in time before departure	42%	43%	11%	4%	100%
All relevant airlines that you could fly with	38%	45%	14%	3%	100%
Seating selection facility	33%	45%	17%	5%	100%
Legroom at seat &/or space between seats	33%	45%	18%	5%	100%
Penalty charges	31%	39%	22%	8%	100%
Public transport availability at airport	30%	38%	15%	16%	100%
Proportion of flights suffering long delay (+ 3 hours) or cancellation	29%	43%	21%	7%	100%
Time taken to check-in	29%	49%	17%	5%	100%
Car parking charges	28%	39%	15%	19%	100%
Punctuality (i.e. proportion of flights early or less than 15 mins minutes late)	27%	44%	22%	7%	100%
Availability of on-line check-in	23%	47%	23%	7%	100%
Average Time taken to go through airport security	21%	49%	22%	8%	100%
Availability of freephone or low cost customer service telephone number	19%	38%	27%	15%	100%
Time taken to go through Immigration by airport	18%	43%	27%	12%	100%
Information about airline levels of onboard service	18%	48%	26%	8%	100%
Proportion of lost / delayed / damaged bags by airline/airport	17%	36%	33%	13%	100%
Average baggage reclaim time by airport	15%	41%	31%	12%	100%
Number of complaints received from passengers by airline/airport	13%	36%	35%	16%	100%
Type of in-flight entertainment	13%	40%	29%	18%	100%
Free wi-fi availability at the airport	12%	33%	26%	29%	100%
Airport shopping facilities	11%	33%	33%	24%	100%
Opportunity to offset the environmental impact	9%	28%	32%	32%	100%

Table C.1.2 [Q13] Information to consider when choosing between different airports to fly *from* (n=1222)

	Average importance score*
How long it would take to get to the airport by public transport, taxi, private car, etc.	4.06
How to get there (and back) by public transport and by car	4.00
Cost to get to the airport for each method of public transport	3.41
Availability and cost of car parking	3.38
Availability of pre-booked parking places	2.53
Environmental costs for each method of transport	1.34

**Average importance score (best ranked = 6, 2nd = 5, 3rd = 4, … 6th = 1, 'not ranked' = 0)*

Table C.1.3 [Q14] Information to consider when choosing between different airports to fly *to* (n=1222)

	Average importance score*
How to continue to journey to your ultimate destination by public transport and by car	2.65
How long it would take to continue your journey from the airport by public transport, taxi, private car	2.54
How much it would cost to continue your journey from the airport for each method of transport	2.50
What are the environmental costs for each method of transport (CO2, pollution, noise, etc.)	0.92

**Average importance score (best ranked = 4, 2nd = 3, 3rd = 2, 4th = 1, 'not ranked' = 0)*

Table C.1.4 [Q15] Information to consider when choosing between different airlines to fly with (n=1222)

	Average importance score*
Genuine reviews by recent passengers (tripadviser etc.)	2.17
Professional reviews by an independent reviewer (Which? Etc.)	1.74
What are the environmental costs compared to other airlines (CO2, pollution, noise, etc.)	0.99

**Average importance score (best ranked = 3, 2nd = 2, 3rd = 1, 'not ranked' = 0)*

Table C.1.5 [Q16] For those with mobility impairments, information to consider to help decide which airline would be best (n=99)

	Average importance score*
Airport walking distances	8.85
Waiting times for airport services to assist passengers with restricted mobility	6.95
Number and type of accessible toilets at the airport	5.69
Facility to stay in your wheelchair right up to the boarding gate	5.65
Airport maps showing accessible routes for wheelchairs	5.42
Number of complaints by passengers with restricted mobility	4.66
Number of occasions airline has refused to accept a reservation or embark a disabled person or a person with reduced mobility on the grounds of disability or of reduced mobility	4.54
Number of special seating aids on aircraft	4.50
Number of accessible toilets on aircraft	4.39
Availability of onboard wheelchairs on aircraft (Which specific information would be useful to help you decide which of the alternative airlines would be best for you when there is one or more travellers with restricted mobility?)	3.44
Availability and cost of on-board oxygen (Which specific information would be useful to help you decide which of the alternative airlines would be best for you when there is one or more travellers with restricted mobility?)	2.51

**Average importance score (best ranked = 11, 2nd = 10, 3rd = 9, … , 11th = 1, 'not ranked' = 0)*

Table C.1.6a [Q18] When choosing between different flights and travel options, at what point in your planning would you need access to the following information? (n=1222)

Considerations	Prior to the Booking Process	At the Start of the Booking Process	Towards the End of the Booking Process	After Booking	Not Needed at any Stage	Total
Baggage allowance (hold and carry-on)	48%	34%	10%	4%	4%	100%
Proportion of flights suffering long delay (+ 3 hours) or cancellation	36%	25%	13%	11%	14%	100%
Public transport availability at airport	36%	23%	9%	11%	21%	100%
Legroom at seat &/or space between seats	34%	34%	16%	7%	9%	100%
Penalty charges (e.g. name change, cancellation, etc.)	34%	29%	18%	7%	11%	100%
Car parking charges	32%	21%	12%	12%	23%	100%
Punctuality (i.e. proportion of flights early or less than 15 minutes late)	29%	27%	15%	14%	16%	100%
Proportion of lost / delayed / damaged bags by airline/airport	27%	23%	15%	11%	24%	100%
Seating selection facility	29%	37%	19%	8%	7%	100%
Minimum check in time before departure	26%	32%	20%	15%	7%	100%
Time taken to check-in	19%	31%	22%	18%	11%	100%
Availability of on-line check-in	23%	29%	20%	15%	13%	100%
Information about airline levels of onboard service	24%	27%	18%	16%	15%	100%
Average Time taken to go through airport security	15%	24%	23%	21%	16%	100%
Time taken to go through Immigration by airport	16%	23%	19%	19%	23%	100%
Availability of Freephone/low cost customer service telephone number	22%	21%	19%	17%	22%	100%
Average baggage reclaim time by airport	19%	21%	19%	17%	24%	100%
Number of complaints received from passengers by airline/airport	31%	21%	13%	9%	26%	100%
Type of in-flight entertainment	13%	20%	21%	19%	27%	100%
Airport shopping facilities	10%	12%	16%	28%	34%	100%
Free wi-fi availability at the airport	12%	12%	16%	20%	39%	100%
Opportunity to offset the environmental impact	8%	10%	18%	15%	48%	100%

Table C.1.6b [Q18] The approximate point passengers would like access to information when considering different flights and travel options (n=1222)

Considerations	"Prior to" or "Start of" Booking Process	"End of" or "After" Booking Process	Not Needed at any Stage	Total
Baggage allowance (hold and carry-on)	82%	14%	4%	100%
Legroom at seat &/or space between seats	68%	23%	9%	100%
Seating selection facility	66%	27%	7%	100%
Penalty charges (e.g. name change, cancellation, etc.)	64%	25%	11%	100%
Proportion of flights suffering long delay (+ 3 hours) or cancellation	61%	25%	14%	100%
Minimum check in time before departure	59%	35%	7%	100%
Public transport availability at airport	59%	21%	21%	100%
Punctuality (ie proportion of flights early or less than 15 minutes late)	56%	28%	16%	100%
Car parking charges	53%	24%	23%	100%
Availability of on-line check-in	52%	35%	13%	100%
Number of complaints received from passengers by airline/airport	52%	22%	26%	100%
Information about airline levels of onboard service	52%	34%	15%	100%
Proportion of lost / delayed / damaged bags by airline/airport	50%	26%	24%	100%
Time taken to check-in	49%	40%	11%	100%
Availability of Freephone/low cost customer service telephone number	42%	36%	22%	100%
Average baggage reclaim time by airport	41%	36%	24%	100%
Average Time taken to go through airport security	40%	45%	16%	100%
Time taken to go through Immigration by airport	40%	38%	23%	100%
Type of in-flight entertainment	33%	40%	27%	100%
Free wi-fi availability at the airport	24%	36%	39%	100%
Airport shopping facilities	22%	44%	34%	100%
Opportunity to offset the environmental impact	19%	33%	48%	100%

Section 2:

How air passengers want information presented and by whom

Table C.2.1 [Q19] The best format to present information about different flights and travel options (n=1222)

Consideration	League tables ranking airline/airport performance by each listed aspect	Star ratings with aspect part of a number of measures	Information about individual aspect presented together under each airline/airport category	Raw Data only	Not useful	Total
Time taken to check-in	29%	45%	13%	9%	5%	100%
Punctuality (i.e. proportion early or less than 15 minutes late)	27%	45%	14%	7%	7%	100%
Average Time taken to go through airport security	26%	43%	15%	9%	8%	100%
Proportion of flights suffering long delay (+ 3 hours) or cancellation	31%	41%	14%	8%	7%	100%
Average baggage reclaim time by airport	25%	39%	15%	8%	12%	100%
Time taken to go through Immigration by airport	26%	39%	14%	9%	12%	100%
Number of complaints received from passengers by airline/airport	26%	37%	15%	7%	15%	100%
Proportion of lost / delayed / damaged bags by airline/airport	26%	36%	16%	8%	13%	100%

Table C.2.2 [Q20] Which organisation, or type of organisation would be best at providing the required information about different flights and travel options? (n=1222)

Consideration	Government /CAA	CAA approved third party	Comparison websites / smartphone / tablet apps	Consumer Group website	Each airport/ airline individually	Not useful	Total
Seating selection facility	4%	8%	14%	10%	59%	5%	100%
Legroom at seat &/or space between seats	5%	8%	16%	11%	55%	5%	100%
Minimum check in time before departure	8%	12%	17%	6%	54%	4%	100%
Baggage allowance (hold and carry-on)	9%	12%	18%	7%	52%	3%	100%
Time taken to check-in	7%	13%	16%	8%	52%	5%	100%
Type of in-flight entertainment	3%	7%	13%	8%	52%	17%	100%
Penalty charges (e.g. name change, cancellation, etc.)	10%	9%	16%	9%	49%	8%	100%
Availability of Freephone/low cost customer service telephone number	6%	8%	15%	8%	48%	15%	100%
Information about airline levels of onboard service	5%	9%	18%	12%	48%	8%	100%
Average Time taken to go through airport security	10%	14%	14%	9%	45%	8%	100%
Airport shopping facilities	4%	8%	14%	7%	43%	24%	100%
Availability of on-line check-in	8%	13%	21%	9%	42%	7%	100%
Average baggage reclaim time by airport	9%	11%	15%	11%	41%	12%	100%
Time taken to go through Immigration by airport	13%	12%	13%	9%	41%	12%	100%
Free wi-fi availability at the airport	5%	7%	13%	6%	41%	29%	100%
Car parking charges	6%	10%	16%	8%	41%	19%	100%
Punctuality (ie proportion of flights early or less than 15 minutes late)	12%	14%	15%	12%	40%	7%	100%
Proportion of flights suffering long delay (+ 3 hours) or cancellation	13%	14%	15%	12%	39%	7%	100%
Public transport availability at airport	9%	12%	17%	10%	36%	16%	100%
Proportion of lost / delayed / damaged bags by airline/airport	11%	12%	15%	16%	33%	13%	100%
Number of complaints received from passengers by airline/airport	11%	12%	15%	18%	28%	15%	100%
Opportunity to offset the environmental impact	16%	10%	11%	9%	22%	32%	100%

Section 3:

Information air passengers could use to empower themselves when complaining / information that would help raise standards if made public

Table C.3.1 [Q21] What types of information would help empower customers to complain about poor levels of service, in your view? (n=1222)

	Selected	Not Selected	Total
Airline actual prices including all additional or hidden costs	62%	38%	100%
Airline punctuality - all routes	45%	55%	100%
Airline flight cancelation and long delay rates	44%	56%	100%
Airline ticket prices	41%	59%	100%
Airline baggage loss/damage rate	40%	60%	100%
Airline optional services / charges	31%	69%	100%
Airline safety records	29%	71%	100%
Airport average queue times through security for departing passengers	25%	75%	100%
Airline flight times by route	22%	78%	100%
Airport average queue times through passport control for arriving passengers	19%	81%	100%
Airport facilities	15%	85%	100%
Airline average age of aircraft	12%	88%	100%
Airline environmental performance	6%	94%	100%
None of the above	6%	94%	100%
Other, please specify	1%	99%	100%

Table C.3.2 [Q22] What types of information would help to raise standards if it was available to the public? (n=1222)

	Raise Standards	Not Important	Total
Airline hidden, additional costs	66%	34%	100%
Airline final costs	57%	43%	100%
Airline punctuality - all routes	47%	53%	100%
Airline flights cancelations and long delay rates	43%	57%	100%
Airline baggage loss/damage rate	41%	59%	100%
Airline optional services / charges	35%	65%	100%
Airport average queue times through security for departing passengers	25%	75%	100%
Airline flight times by route	24%	76%	100%
Airport average queue times through passport control for arriving passengers	19%	81%	100%
Airport access times by car, public transport, etc. from major urban centres	17%	83%	100%
Airport facilities	15%	85%	100%
None of the above	4%	96%	100%
Other, please specify	1%	99%	100%

Section 4:

Details of most recent flight booking

Table C.4.1 [SC1] When is the last time you booked a flight departing from a UK airport? (n=1222)

	% of respondents
Within the last week	7%
Between 2 weeks and 1 month ago	19%
Between 1 and 6 months ago	44%
Between 6 and 12 months ago	30%
Total	100%

Table C.4.2 [Q1a] Did you book for yourself (and others) or ONLY for others? (n=1222)

	% of respondents
Booked for myself (and others)	97%
Booked ONLY for others	3%
Total	100%

Table C.4.3 [Q1b] How many people did you book a flight for (including yourself)? (n=1222)

	% of respondents
One person	19%
Two people	47%
Three to five people	30%
Six to ten people	3%
More than ten people	1%
Total	100%

Table C.4.4 [Q1c] What was the main purpose of the trip? (n=1222)

	% of respondents
Business	6%
Leisure – not part of a package tour	51%
Leisure – as part of a package tour	22%
Visiting friends and/or relatives	20%
Other	1%
Total	100%

Table C.4.5 [Q2a] Was the flight domestic (i.e. within the UK) or international? (n=1222)

	% of respondents
Domestic	16%
International	84%
Total	100%

Table C.4.6 [Q2b] Did the flight take you/others directly to your/their final destination? (n=1222)

	% of respondents
Yes, direct	87%
No, had to change aircraft en-route	13%
Total	100%

Table C.4.7 [Q3] Approximately, how long was the (total) scheduled flying time? (n=1222)

	% of respondents
An hour or less	9%
More than an hour but less than 3 hours (Short-haul)	44%
More than 3 hours but less than 7 hours (Mid-haul)	28%
7 hours or more (Long-haul)	20%
Total	100%

Table C.4.8 [Q4] Which class of travel did you book for the flight? (n=1222)

	% of respondents
Economy class	86%
Premium Economy class	9%
Business class	3%
1st Class	1%
Different classes outward & return	1%
Total	100%

Table C.4.9 [Q5] Did you book a one-way or return flight? (n=1222)

	% of respondents
One-way	3%
Return	96%
Round-the-world-ticket	<0.5%
Other	<0.5%
Total	100%

Table C.4.10 [Q6] Approximately how much was the booking per person (including taxes)? (n=1222)

	% of respondents
Less than £100	17%
Between £100 and £199	27%
Between £200 and £499	29%
Between £500 and £999	20%
More than £1,000	7%
Don't Know	<0.5%
Total	100%

Table C.4.11 [Q7] Did any of those in the travel group (including yourself) have a mobility impairment? (n=1222)

	% of respondents
Yes	8%
No	92%
Total	100%

Table C.4.12 [Q9] What type of airline did you fly with? (n=1222)

	% of respondents
Budget/low cost airline (e.g. EasyJet, Ryanair)	45%
Charter airline (e.g. Thomson Airways or Thomas Cook)	20%
Full service airline (e.g. British Airways, American Airlines, or Lufthansa)	33%
Don't Know	2%
Total	100%

Table C.4.13 [Q10a] How did you make the booking? (n=1222)

	% of respondents
On the internet	81%
By telephone	6%
At a travel agent	13%
Other	1%
Total	100%

Section 5:

Profile Information

Table C.5.1 [Q23] Approximately how often do you fly on business? (n=1222)

	% of respondents
Once a month or more	3%
5 – 11 times a year	5%
1 – 4 times a year	21%
Less than once a year on average / never	72%
Total	100%

Table C.5.2 [Q24] Approximately how often do you fly on non-business purposes? (n=1222)

	% of respondents
Once a month or more	2%
5 – 11 times a year	10%
1 – 4 times a year	79%
Less than once a year on average / never	10%
Total	100%

Table C.5.3 [Q25] Approximately how often do you travel by rail where flying would be a feasible option? (n=1222)

	% of respondents
Once a month or more	5%
5 – 11 times a year	6%
1 – 4 times a year	28%
Less than once a year on average / never	61%
Total	100%

Table C.5.4 [Q26a] We need to be proactive now in reducing aviation carbon emissions and trying to stop climate change (n=1222)

	% of respondents
Strongly Agree	18%
Agree	41%
Neither Agree nor Disagree	32%
Disagree	6%
Strongly Disagree	4%
Total	100%

Table C.5.5 [Q26b] I would never just buy the first thing I found that suited me, I would always check for options (n=1222)

	% of respondents
Strongly Agree	39%
Agree	45%
Neither Agree nor Disagree	11%
Disagree	4%
Strongly Disagree	1%
Total	100%

Table C.5.6 [Q26c] I would be annoyed if I found that a fellow traveller had received a much better deal than me (n=1222)

	% of respondents
Strongly Agree	39%
Agree	38%
Neither Agree nor Disagree	16%
Disagree	5%
Strongly Disagree	2%
Total	100%

Table C.5.7 [Q27] Which of these is closest to the occupation of the chief wage earner in your household? (n=1222)

	% of respondents
Professional / Senior Managerial	14%
Middle Managerial	21%
Junior Managerial / Clerical / Supervisory	21%
Skilled Manual (with professional qualifications / served apprenticeship)	19%
Unskilled Manual (no qualifications / apprenticeship)	5%
Full time student	2%
Retired	14%
Unemployed / Between jobs	2%
Housewife / Househusband	2%
Prefer not to say	1%
Total	100%

Table C.5.9 [Q28] What is your total annual household income, before tax and other deductions? (n=1222)

	% of respondents
Less than £10,000	4%
£10,000 - £19,999	15%
£20,000 - £39,999	38%
£40,000 - £59,999	19%
£60,000 - £79,999	9%
£80,000 - £99,999	3%
More than £100,000	3%
Prefer not to say	10%
Total	100%

Table C.5.10 [Q29a] Which of the following age groups are you in? (n=1222)

	% of respondents
16 - 24	11%
25 - 34	20%
35 - 44	18%
45 - 54	21%
55 - 64	17%
65 - 74	12%
75+	1%
Prefer not to say	<0.5%
Total	100%

Table C.5.11 [Q29b] Gender (n=1022 – data only for online Survey)

	% of respondents
Male	40%
Female	60%
Total	100%

Table C.5.12 [Q30] To which ethnic groups do you consider that you belong? (n=1222)

	% of respondents
Asian	5%
Black	1%
White	91%
Other	2%
Prefer not to say	2%
Total	100%

Table C.5.13 [Q31] Do you have a disability or impairment that makes accessing and/or using an airport difficult? (n=1222)

	% of respondents
Yes	5%
No	94%
Prefer not to say	1%
Total	100%

Appendix D – Clause 84 (Residents) Result Tables

- **Section 1 – aviation impacts and what bothers residents**
- **Section 2 - How residents want information presented and by whom**
- **Section 3 – Would pictures showing flight information be useful to help residents/ the general public understand the noise, environmental and/or health impacts of aviation?**
- **Section 4 - Local issues and quality of life**
- **Section 5 - Residents profile information**
- **Section 6 – Segmented Analysis**

Section 1:

Aviation impacts and what bothers residents

Table D.1.1 [Q6] Do you ever consider the environmental health impacts of aeroplanes or of helicopters on you or members of your households? (n=1018)

	% of respondents
No, not really	51%
Hardly ever	22%
Yes, but only occasionally	20%
Yes, fairly often	6%
Yes, very often	2%
Total	100%

Table D.1.1a [Q6] Do you ever consider the environmental health impacts of aeroplanes or of helicopters on you or members of your households? (SEGMENTED BY INTERNET ACCESS, n=1018)

	No internet %	Internet %	Whole sample %
No, not really	65%	47%	51%
Hardly ever	11%	25%	22%
Yes, but only occasionally	15%	21%	20%
Yes, fairly often	7%	5%	6%
Yes, very often	1%	2%	2%
Total	100%	100%	100%
Sample	202	816	1018

Table D.1.1b [Q6] Do you ever consider the environmental health impacts of aeroplanes or of helicopters on you or members of your households? (SEGMENTED BY AGE, n=1018)1

	18 - 34 %	35 - 54 %	55+ %	Whole sample %
No, not really	35%	47%	62%	51%
Hardly ever	31%	24%	16%	22%
Yes, but only occasionally	25%	22%	16%	20%
Yes, fairly often	6%	6%	5%	6%
Yes, very often	2%	1%	2%	2%
Total	100%	100%	100%	100%
Sample	267	300	449	1018

Table D.1.1c [Q6] Do you ever consider the environmental health impacts of aeroplanes or of helicopters on you or members of your households? (SEGMENTED BY ENVIRONMENTAL AWARENESS, n=1018)2

	environmentally unaware %	environmentally aware %	Whole sample %
No, not really	54%	42%	51%
Hardly ever	21%	25%	22%
Yes, but only occasionally	18%	23%	20%
Yes, fairly often	5%	8%	6%
Yes, very often	2%	1%	2%
Total	100%	100%	100%
Sample	722	296	1018

[1] Please note two respondents did not provide their age – this is why the total of the 18 – 34's, 35 – 54's, and 55+'s equals 1016 (267 + 300 + 449), not 1018.

[2] A respondent was considered environmentally aware if they answered Strongly Agree / Agree to all of the following statements: "we need to be proactive now in reducing carbon emissions and trying to stop climate change"; "I suspect I do more recycling than most people in my neighbourhood"; and, "there are many natural places that I may never visit but I'm glad they exist"; as well as Strongly Disagree / Disagree to the statement "the natural environment is not relevant to me" (questions 14a-d).

Table D.1.1d [Q6] Do you ever consider the environmental health impacts of aeroplanes or environmental impact of helicopters on you or members of your households? (SEGMENTED BY ANNOYANCE TO AIRCRAFT, n=1018)3

	not annoyed %	annoyed %	Whole sample %
No, not really	69%	35%	51%
Hardly ever	19%	26%	22%
Yes, but only occasionally	10%	28%	20%
Yes, fairly often	2%	8%	6%
Yes, very often	0%	3%	2%
Total	100%	100%	100%
Sample	470	548	1018

Table D.1.2 [Q7] Please rank in order of importance the possible negative impacts of aeroplanes and helicopters to you and your household (n=503)

	Average importance score*
CO2 emissions from UK aviation nationwide, and world-wide	4.49
Air pollution from aircraft engines flying over/near your home	4.30
Noise of aircraft (aeroplanes or helicopters) flying over/near your home	4.28
Risk of an aircraft incident to/near your home	3.73
Sleep deprivation from noisy aircraft flying over/near your home	3.57
Local damage caused by turbulence caused by aircraft flying over/near your home	3.16
Visual impact of aircraft flying over/near your home	2.98

**Average importance score (best ranked = 7, 2nd = 6, 3rd = 5, … 7th = 1, 'not ranked' = 0)*

[3] A respondent was consider to be annoyed by aircraft if they showed any annoyance at all (a score of two or above) for any of the list of items involving aircraft in Q5a-c that concerned the effects of noise, damage to the environment and visual pollution.

Table D.1.3 [Q8] Would you like information on any of the following made publically available – either because you/your household would find it useful; OR because you think it would be in the public interest (n=1018)

	Yes, to me/my household	Yes, in the public interest	No	Total
Air pollution from aircraft engines flying over people's homes	17%	51%	32%	100%
Risk of an aircraft incident to/near people's homes	16%	47%	37%	100%
CO2 emissions from UK aviation nationwide, and world-wide	15%	51%	34%	100%
Noise of aircraft flying over people's homes	15%	48%	37%	100%
Sleep deprivation from noisy aircraft flying over people's homes	14%	47%	39%	100%
Local damage caused by turbulence caused by aircraft flying over people's homes	13%	49%	37%	100%
Visual impact of aircraft flying over people's homes	10%	38%	52%	100%

Table D.1.3a [Q8] Would you like information on any of the following made publically available – either because you/your household would find it useful; OR because you think it would be in the public interest (SEGMENTED BY WHETHER RESPONDENT LIVES UNDER A FLIGHT PATH, n=1018)

		Yes, information of interest to me/my household	Yes, in the public interest	No	Total
Noise of aircraft flying over people's homes	don't live under flight path	7%	50%	42%	100%
	live under flight path	22%	47%	32%	100%
	Whole sample	15%	48%	37%	100%
Visual impact of aircraft flying over people's homes	don't live under flight path	5%	37%	58%	100%
	live under flight path	14%	38%	48%	100%
	Whole sample	10%	38%	52%	100%
Air pollution from aircraft engines flying over people's homes	don't live under flight path	10%	53%	37%	100%
	live under flight path	23%	50%	28%	100%
	Whole sample	17%	51%	32%	100%
Local damage caused by turbulence caused by aircraft flying over people's homes	don't live under flight path	8%	50%	42%	100%
	live under flight path	18%	49%	33%	100%
	Whole sample	13%	49%	37%	100%
Risk of an aircraft incident to/near people's homes	don't live under flight path	9%	48%	43%	100%
	live under flight path	22%	45%	33%	100%
	Whole sample	16%	47%	37%	100%
Sleep deprivation from noisy aircraft flying over people's homes	don't live under flight path	8%	48%	44%	100%
	live under flight path	19%	45%	35%	100%
	Whole sample	14%	47%	39%	100%
CO2 emissions from UK aviation nationwide, and world-wide	don't live under flight path	12%	50%	38%	100%
	live under flight path	18%	52%	30%	100%
	Whole sample	15%	51%	34%	100%
All information combined	don't live under flight path	8%	48%	43%	100%
	live under flight path	19%	46%	34%	100%
	Whole sample	14%	47%	38%	100%
Sample	don't live under flight path	472			
	live under flight path	546			
	Whole sample	1018			

Table D.1.3b [Q8] Would you like information on any of the following made publically available – either because you/your household would find it useful; OR because you think it would be in the public interest (SEGMENTED AGE, n=1018) 4

		Yes, information of interest to me/my household	Yes, in the public interest	No	Total
Noise of aircraft flying over people's homes	18 - 34	20%	47%	33%	100%
	35 - 54	12%	58%	30%	100%
	55+	14%	43%	43%	100%
	Whole sample	15%	48%	37%	100%
Visual impact of aircraft flying over people's homes	18 - 34	14%	41%	45%	100%
	35 - 54	8%	42%	50%	100%
	55+	9%	33%	58%	100%
	Whole sample	10%	38%	52%	100%
Air pollution from aircraft engines flying over people's homes	18 - 34	21%	55%	24%	100%
	35 - 54	15%	59%	26%	100%
	55+	15%	44%	41%	100%
	Whole sample	17%	51%	32%	100%
Local damage caused by turbulence caused by aircraft flying over people's homes	18 - 34	16%	53%	31%	100%
	35 - 54	14%	56%	30%	100%
	55+	12%	43%	46%	100%
	Whole sample	13%	49%	37%	100%
Risk of an aircraft incident to/near people's homes	18 - 34	18%	49%	33%	100%
	35 - 54	16%	53%	31%	100%
	55+	15%	41%	44%	100%
	Whole sample	16%	47%	37%	100%
Sleep deprivation from noisy aircraft flying over people's homes	18 - 34	20%	45%	35%	100%
	35 - 54	10%	57%	32%	100%
	55+	13%	40%	47%	100%
	Whole sample	14%	47%	39%	100%
CO2 emissions from UK aviation nationwide, and world-wide	18 - 34	24%	52%	25%	100%
	35 - 54	14%	59%	27%	100%
	55+	12%	45%	43%	100%
	Whole sample	15%	51%	34%	100%
All information combined	18 - 34	19%	49%	32%	100%
	35 - 54	13%	55%	32%	100%
	55+	13%	41%	46%	100%
	Whole sample	14%	47%	38%	100%
Sample	18 - 34	267			
	35 - 54	300			
	55+	449			
	Whole sample	1018			

[4] Please note two respondents did not provide their age – this is why the total of the 18 – 34's, 35 – 54's, and 55+'s equals 1016 (267 + 300 + 449), not 1018.

Table D.1.3c [Q8] Would you like information on any of the following made publically available – either because you/your household would find it useful; OR because you think it would be in the public interest (SEGMENTED BY WHETHER CONCERNED ABOUT ENVIRONMENTAL OR HEALTH IMPACTS OF AIRCRAFT [Q6] , n=1018)5

		Yes, information of interest to me/my household	Yes, in the public interest	No	Total
Noise of aircraft flying over people's homes	not concerned	5%	44%	51%	100%
	concerned	25%	53%	22%	100%
	Whole sample	15%	48%	37%	100%
Visual impact of aircraft flying over people's homes	not concerned	3%	32%	65%	100%
	concerned	16%	44%	40%	100%
	Whole sample	10%	38%	52%	100%
Air pollution from aircraft engines flying over people's homes	not concerned	6%	49%	45%	100%
	concerned	28%	53%	19%	100%
	Whole sample	17%	51%	32%	100%
Local damage caused by turbulence caused by aircraft flying over people's homes	not concerned	4%	46%	50%	100%
	concerned	23%	53%	24%	100%
	Whole sample	13%	49%	37%	100%
Risk of an aircraft incident to/near people's homes	not concerned	6%	43%	51%	100%
	concerned	27%	50%	23%	100%
	Whole sample	16%	47%	37%	100%
Sleep deprivation from noisy aircraft flying over people's homes	not concerned	3%	45%	52%	100%
	concerned	25%	49%	26%	100%
	Whole sample	14%	47%	39%	100%
CO2 emissions from UK aviation nationwide, and world-wide	not concerned	5%	47%	48%	100%
	concerned	26%	55%	19%	100%
	Whole sample	15%	51%	34%	100%
All information combined	not concerned	5%	44%	52%	100%
	concerned	24%	51%	25%	100%
	Whole sample	14%	47%	38%	100%
Sample	not concerned	515			
	concerned	503			
	Whole sample	1018			

[5] A respondent is considered "not concerned" if they gave the answer "no not really" to Q6 "Do you ever find yourself thinking about the environmental or health impacts of aeroplanes or helicopters on you or members of your household?" – all other respondents considered as "concerned".

Table D.1.3d [Q8] Would you like information on any of the following made publically available – either because you/your household would find it useful; OR because you think it would be in the public interest (SEGMENTED BY ANNOYANCE TO AIRCRAFT, n=1018)6

		Yes, information of interest to me/my household	Yes, in the public interest	No	Total
Noise of aircraft flying over people's homes	not annoyed	3%	46%	51%	100%
	annoyed	25%	50%	24%	100%
	Whole sample	15%	48%	37%	100%
Visual impact of aircraft flying over people's homes	not annoyed	2%	31%	67%	100%
	annoyed	16%	44%	40%	100%
	Whole sample	10%	38%	52%	100%
Air pollution from aircraft engines flying over people's homes	not annoyed	7%	49%	44%	100%
	annoyed	25%	53%	21%	100%
	Whole sample	17%	51%	32%	100%
Local damage caused by turbulence caused by aircraft flying over people's homes	not annoyed	4%	45%	51%	100%
	annoyed	21%	53%	26%	100%
	Whole sample	13%	49%	37%	100%
Risk of an aircraft incident to/near people's homes	not annoyed	7%	43%	50%	100%
	annoyed	24%	50%	26%	100%
	Whole sample	16%	47%	37%	100%
Sleep deprivation from noisy aircraft flying over people's homes	not annoyed	6%	43%	52%	100%
	annoyed	21%	50%	29%	100%
	Whole sample	14%	47%	39%	100%
CO2 emissions from UK aviation nationwide, and world-wide	not annoyed	7%	46%	47%	100%
	annoyed	23%	55%	22%	100%
	Whole sample	15%	51%	34%	100%
All information combined	not annoyed	5%	43%	52%	100%
	annoyed	22%	51%	27%	100%
	Whole sample	14%	47%	38%	100%
Sample	not annoyed	470			
	annoyed	548			
	Whole sample	1018			

[6] A respondent was consider to be annoyed by aircraft if they showed any annoyance at all (a score of two or above) for any of the list of items involving aircraft in Q5a-c that concerned the effects of noise, damage to the environment and visual pollution.

Table D.1.3e [Q8] Would you like information on any of the following made publically available – either because you/your household would find it useful; OR because you think it would be in the public interest (SEGMENTED BY WHETHER A RESPONDENT FLIES, n=1018)

		Yes, information of interest to me/my household	Yes, in the public interest	No	Total
Noise of aircraft flying over people's homes	don't fly	10%	35%	55%	100%
	do fly	17%	53%	30%	100%
	Whole sample	15%	48%	37%	100%
Visual impact of aircraft flying over people's homes	don't fly	8%	26%	67%	100%
	do fly	11%	42%	47%	100%
	Whole sample	10%	38%	52%	100%
Air pollution from aircraft engines flying over people's homes	don't fly	10%	42%	48%	100%
	do fly	19%	54%	26%	100%
	Whole sample	17%	51%	32%	100%
Local damage caused by turbulence caused by aircraft flying over people's homes	don't fly	8%	40%	52%	100%
	do fly	15%	53%	32%	100%
	Whole sample	13%	49%	37%	100%
Risk of an aircraft incident to/near people's homes	don't fly	10%	40%	50%	100%
	do fly	18%	49%	33%	100%
	Whole sample	16%	47%	37%	100%
Sleep deprivation from noisy aircraft flying over people's homes	don't fly	8%	39%	53%	100%
	do fly	16%	49%	35%	100%
	Whole sample	14%	47%	39%	100%
CO2 emissions from UK aviation nationwide, and world-wide	don't fly	8%	41%	51%	100%
	do fly	18%	54%	27%	100%
	Whole sample	15%	51%	34%	100%
All information combined	don't fly	9%	38%	54%	100%
	do fly	16%	51%	33%	100%
	Whole sample	14%	47%	38%	100%
Sample	don't fly	265			
	do fly	753			
	Whole sample	1018			

Table D.1.4a [Q12] Would you be interested to find out more about any of the following aspects of civil aviation (n=1018)

- Noise levels by type of aircraft
- Numbers of aircraft (above a defined noisy threshold) by area of the country
- Numbers of aircraft by area of the country
- CO2 emissions by aircraft
- Number of aircraft by type at each airport
- CO2 emissions by area of the country
- CO2 emissions by airport/airline

	% of respondents
Yes	34%
No	66%
Total	100%

Table D.1.4b [Q12a] What aspects would it be useful to know more about (n=349 – i.e. those said yes in Table D.1.4a)

	Useful	Not necessary	Total
Noise levels by type of aircraft	54%	46%	100%
Numbers of aircraft (above a defined noisy threshold) by area of the country	52%	48%	100%
Numbers of aircraft by area of the country	49%	51%	100%
CO2 emissions by aircraft	47%	53%	100%
Number of aircraft by type at each airport	45%	55%	100%
CO2 emissions by area of the country	42%	58%	100%
CO2 emissions by airport/airline	38%	62%	100%

Table D.1.4c [Q12c] Have you ever tried to find this information (n=349 – i.e. those said yes in Table D.1.4a)

	% of respondents
Yes	17%
No	83%
Total	100%

Table D.1.4d [Q12d] How easy was this information to find (n=60 – i.e. those who said yes in Table D.1.4c)

	% of respondents
Easy	45%
Difficult to find, but found	42%
Impossible to find	13%
Total	100%

Table D.1.4e [Q12f] How easy was the information to understand (n=49 – i.e. those who found information [as Table D.1.4d])

	% of respondents
Very easy	23%
Fairly easy	51%
Neither easy or difficult	22%
Difficult	4%
Total	100%

Section 2:

How residents want information presented and by whom

Table D.2.1a [Q10] For each piece of information, indicate which form would be of most use to you (n=777)

	League tables, ranking performance	Star Ratings combining a number of measures	Pictures or maps (as per examples)	Raw statistical data only	Info not of any interest	Total
Numbers of aircraft by area of the country	19%	15%	38%	14%	14%	100%
Numbers of aircraft (above a defined noisy threshold) by area of the country	16%	19%	41%	12%	12%	100%
Noise levels by type of aircraft	20%	25%	33%	11%	11%	100%
Number of aircraft by type at each airport	21%	17%	29%	19%	14%	100%
CO2 emissions by aircraft	23%	23%	24%	18%	12%	100%
CO2 emissions by airport/airline	22%	23%	25%	18%	12%	100%
CO2 emissions by area of the country	19%	18%	34%	16%	12%	100%

Table D.2.1b Percentage of people who chose the same form for each piece of information in Q10 (n=777)

	% of respondents
Chose at least two different forms of information	66%
Always chose pictures or maps (as per examples)	14%
Always chose information not of any interest	7%
Always chose league tables	5%
Always chose star ratings	5%
Always chose raw statistical data	3%
Total	100%

Table D.2.1c [Q10] For each piece of information, indicate which form would be of most use to you (SEGMENTED BY PROXIMITY TO AIRPORT, n=777)

		League Tables	Star Ratings	Pictures or Maps	Raw Data	Not interested	Total
Noise of aircraft flying over people's homes	< 10 miles	21%	15%	34%	14%	16%	100%
	> 10 miles	17%	16%	42%	13%	12%	100%
	Whole sample	19%	15%	38%	14%	14%	100%
Visual impact of aircraft flying over people's homes	< 10 miles	17%	21%	38%	11%	13%	100%
	> 10 miles	16%	17%	44%	13%	10%	100%
	Whole sample	16%	19%	41%	12%	12%	100%
Air pollution from aircraft engines flying over people's homes	< 10 miles	20%	23%	33%	11%	13%	100%
	> 10 miles	20%	26%	34%	12%	8%	100%
	Whole sample	20%	25%	33%	11%	11%	100%
Local damage caused by turbulence caused by aircraft flying over people's homes	< 10 miles	21%	18%	28%	18%	15%	100%
	> 10 miles	21%	17%	30%	20%	13%	100%
	Whole sample	21%	17%	29%	19%	14%	100%
Risk of an aircraft incident to/near people's homes	< 10 miles	23%	23%	24%	16%	14%	100%
	> 10 miles	23%	23%	24%	21%	10%	100%
	Whole sample	23%	23%	24%	18%	12%	100%
Sleep deprivation from noisy aircraft flying over people's homes	< 10 miles	24%	24%	24%	15%	14%	100%
	> 10 miles	21%	21%	26%	22%	10%	100%
	Whole sample	22%	23%	25%	18%	12%	100%
CO2 emissions from UK aviation nationwide, and world-wide	< 10 miles	21%	21%	31%	14%	14%	100%
	> 10 miles	17%	15%	38%	19%	10%	100%
	Whole sample	19%	18%	34%	16%	12%	100%
All information combined	< 10 miles	21%	21%	30%	14%	14%	100%
	> 10 miles	19%	19%	34%	17%	10%	100%
	Whole sample	20%	20%	32%	15%	12%	100%
Sample	< 10 miles	433					
	> 10 miles	344					
	Whole sample	777					

Table D.2.2a [Q11] Which organisation would you most trust to provide the specified information?

	Government / CAA	Any third party approved by the CAA	Local Authority / Environmental Planning	On a specialist consumer group website	Each airport / airline individually	Total	Base
Numbers of aircraft by area of the country	28%	16%	17%	20%	18%	100%	696
Numbers of aircraft (above a defined noisy threshold) by area of the country	22%	17%	21%	25%	15%	100%	713
Noise levels by type of aircraft	21%	18%	22%	25%	14%	100%	720
Number of aircraft by type at each airport	20%	15%	14%	19%	33%	100%	695
CO2 emissions by aircraft	23%	20%	20%	24%	13%	100%	708
CO2 emissions by airport/airline	20%	18%	22%	25%	15%	100%	708
CO2 emissions by area of the country	23%	16%	28%	25%	8%	100%	708

Table D.2.2b Percentage of people who chose the same organisation for each piece of information in Q11 (n=723)

	% of respondents
Chose at least two different organisations	60%
Always chose Government / CAA (for those interested in getting information)	10%
Always chose any third party approved by the CAA (for those interested in getting information)	7%
Always chose Local Authority / Environmental Planning (for those interested in getting information)	5%
Always chose a specialist consumer group website (e.g. Which?, Consumer Focus) (for those interested in getting information)	14%
Always chose each airport / airline individually (for those interested in getting information)	4%
Total	100%

Table D.2.2c [Q11] Which organisation would you most trust to provide the specified information (SEGMENTED BY PROXIMITY TO AIRPORT, n=1018)

		CAA / Government	Third party	Local Authority / Environment Group	Consumer group	Airport / Airline	Total	Sample
Noise of aircraft flying over people's homes	< 10 miles	29%	17%	18%	20%	16%	100%	391
	> 10 miles	27%	15%	17%	21%	20%	100%	305
	Whole sample	28%	16%	17%	20%	18%	100%	696
Visual impact of aircraft flying over people's homes	< 10 miles	24%	18%	24%	24%	11%	100%	400
	> 10 miles	20%	15%	18%	26%	20%	100%	313
	Whole sample	22%	17%	21%	25%	15%	100%	713
Air pollution from aircraft engines flying over people's homes	< 10 miles	22%	19%	22%	23%	14%	100%	402
	> 10 miles	20%	16%	23%	27%	13%	100%	318
	Whole sample	21%	18%	22%	25%	14%	100%	720
Local damage caused by turbulence caused by aircraft flying over people's homes	< 10 miles	21%	16%	15%	17%	31%	100%	393
	> 10 miles	18%	14%	13%	20%	34%	100%	302
	Whole sample	20%	15%	14%	19%	33%	100%	695
Risk of an aircraft incident to/near people's homes	< 10 miles	25%	18%	23%	22%	12%	100%	396
	> 10 miles	21%	22%	17%	26%	15%	100%	312
	Whole sample	23%	20%	20%	24%	13%	100%	708
Sleep deprivation from noisy aircraft flying over people's homes	< 10 miles	21%	18%	23%	22%	15%	100%	396
	> 10 miles	19%	16%	22%	28%	15%	100%	312
	Whole sample	20%	18%	22%	25%	15%	100%	708
CO2 emissions from UK aviation nationwide, and world-wide	< 10 miles	25%	17%	26%	23%	8%	100%	396
	> 10 miles	22%	14%	30%	27%	7%	100%	312
	Whole sample	23%	16%	28%	25%	8%	100%	708

Section 3:

Would pictures showing flight information be useful to help residents/ the general public understand the noise, environmental and/or health impacts of aviation?

Table D.3.1 [Q9a] How useful and easy to understand would pictures showing flight paths be (n=777)

	Very	Fairly	Difficult	Total
Usefulness	35%	51%	14%	100%
Ease of understanding	30%	51%	19%	100%

Table D.3.2 [Q9b] How useful and easy to understand would pictures showing noise contours be (n=777)

	Very	Fairly	Difficult	Total
Usefulness	43%	47%	10%	100%
Ease of understanding	37%	49%	14%	100%

Table D.3.3 [Q9c] How useful and easy to understand would pictures showing aircraft numbers by time of day be (n=777)

	Very	Fairly	Difficult	Total
Usefulness	35%	51%	14%	100%
Ease of understanding	41%	49%	10%	100%

Table D.3.4 [Q9d] How useful and easy to understand would pictures showing up-coming days when there would be relative respite from noise be (n=777)

	Very	Fairly	Difficult	Total
Usefulness	24%	53%	23%	100%
Ease of understanding	23%	53%	25%	100%

Section 4:

Local issues and quality of life

Table D.4.1 [Q1] What is your opinion about the local area around where you live? Is it... (n=1018)

	% of respondents
Very good	25%
Good	52%
Neither good nor bad	17%
Poor	5%
Very poor	1%
Total	100%

Table D.4.2a [Q2] Please look through the list of features of your local area and indicate how much effect each feature has on your overall quality of life (n=1018)

	A large negative effect	A small negative effect	No effect	A small positive effect	A large positive effect	Total
Local employment	8%	19%	47%	19%	7%	100%
Local road traffic	7%	27%	42%	17%	6%	100%
Noise from aircraft flying overhead	7%	16%	66%	6%	5%	100%
Noise from road traffic	6%	28%	53%	8%	5%	100%
Street environment/cleanliness	6%	18%	23%	37%	16%	100%
Noise from emergency vehicle sirens	6%	22%	61%	7%	5%	100%
Noise from other sources nearby	5%	18%	65%	7%	5%	100%
Local air pollution	5%	18%	52%	17%	8%	100%
Good access to public transport	5%	9%	21%	38%	28%	100%
A sense of community	4%	10%	32%	39%	16%	100%
Personal safety and security	4%	13%	27%	34%	22%	100%
Local shops for groceries etc.	3%	9%	20%	44%	23%	100%
Things you can see from your house	3%	13%	41%	28%	16%	100%
Nearby facilities for sports and recreation	3%	8%	41%	35%	14%	100%
Good access to countryside/green spaces	2%	6%	19%	36%	37%	100%
Quality of local schools	2%	5%	44%	31%	18%	100%

Table D.4.2b [Q3] Have you ever considered moving away from this local area because of concerns about any of these features in the local area? (n=1018)

	% of respondents
Yes	24%
No	76%
Total	100%

Table D.4.3a [Q5a] Thinking about the last 12 months or so, when you are at home, how much does NOISE from the sources listed below bother, disturb or annoy you? (n=1018)

	Not at all	Slightly	Moderately	Very	Extremely	Total
Rowdy people at night	56%	23%	12%	6%	3%	100%
Road traffic noise	49%	29%	14%	5%	3%	100%
Neighbours	57%	24%	11%	5%	3%	100%
Dogs barking	52%	28%	12%	5%	3%	100%
Noise from helicopters	58%	24%	11%	5%	2%	100%
Children in the street	61%	20%	13%	4%	2%	100%
Sirens from emergency vehicles	54%	28%	12%	5%	2%	100%
Noise from airplanes	67%	18%	9%	4%	2%	100%
Burglar and car alarms	58%	25%	12%	4%	1%	100%
Noise from trains	81%	11%	6%	2%	1%	100%
Noise from factories/construction	82%	9%	6%	2%	1%	100%

Table D.4.3b [Q5b] Thinking about the last 12 months or so, when you are at home, how much do the local ENVIRONMENTAL EFFECTS listed below bother, disturb or annoy you? (n=1018)

	Not at all	Slightly	Moderately	Very	Extremely	Total
Local green spaces being built on	52%	19%	14%	8%	7%	100%
Local road traffic emissions	55%	25%	14%	4%	2%	100%
Discharge from factories into watercourses or the air	79%	10%	7%	2%	2%	100%
Mobile phone masts	77%	12%	7%	2%	2%	100%
Aircraft emissions and pollutants	74%	13%	8%	3%	2%	100%
Flooding	73%	15%	8%	3%	2%	100%
Farming emissions	76%	14%	6%	2%	2%	100%
Sewage works emissions	78%	11%	6%	3%	1%	100%
Neighbourhood emissions, bonfires	69%	19%	7%	3%	1%	100%

Table D.4.3c [Q5c] Thinking about the last 12 months or so, when you are at home, how much do each of the following things you can see bother, disturb or annoy you? (n=1018)

	Not at all	Slightly	Moderately	Very	Extremely	Total
Sheer volume of road traffic	51%	27%	12%	6%	4%	100%
Rubbish heaps outside peoples house or in the street	60%	19%	11%	6%	4%	100%
Children/teenagers hanging around in the street	53%	25%	12%	7%	3%	100%
Constant streams of aeroplanes in the sky	77%	12%	6%	3%	2%	100%
Emergency vehicles	69%	18%	8%	3%	1%	100%
Smoke from bonfires	74%	16%	7%	2%	1%	100%
Smoke from factories/construction	83%	10%	4%	2%	1%	100%

Table D.4.3d [Q5d] To what extent do the following national/ international issues interest you? (n=1018)

	Not at all	Slightly	Moderately	Very	Extremely	Total
UK financial crisis	10%	14%	28%	30%	18%	100%
UK unemployment levels	12%	16%	29%	28%	16%	100%
International terrorism	16%	20%	28%	22%	14%	100%
UK sustainability	18%	19%	28%	24%	10%	100%
Climate change	23%	21%	28%	18%	10%	100%
Fuel security	24%	19%	28%	20%	9%	100%
The worlds CO2 emissions	24%	23%	26%	18%	8%	100%
The Big Society Agenda	44%	22%	22%	8%	4%	100%

Section 5:

Residents profile information

Table D.5.1 [S1] Gender (n=1018)

	% of respondents
Male	48%
Female	52%
Total	100%

Table D.5.2 [S2] Age (n=1016)

	% of respondents
16-24	13%
25-34	13%
35-44	15%
45-54	14%
55-59	7%
60-64	8%
65-74	18%
75 and over	11%
Total	100%

Table D.5.3 [S3] Nature of residents' area (n=1018)

	% of respondents
Urban	42%
Semi-urban	36%
Rural	22%
Total	100%

Table D.5.4 [S5] Do you have any long-term physical or mental disabilities which limits your daily activities or the work you do, including problems due to old age (n=1018)

	% of respondents
Yes	20%
No	79%
Prefer not to say	1%
Total	100%

Table D.5.5 Internet access (n=1018)

	% of respondents
Yes	80%
No	20%
Total	100%

Table D.5.6 [Q13] Approximately, how often do you fly? (n=1018)

	% of respondents
Once a month or more	3%
1-11 times a year	45%
Less than once a year	26%
Very rarely/never	26%
Total	100%

Table D.5.7 [Q15] Which of these is closest to the occupation of the chief wage earner in your household? (n=1018)

	% of respondents
Professional/Senior Managerial	11%
Middle Managerial	10%
Junior Managerial/Clerical/Supervisory	21%
Skilled Manual (With professional qualifications/served an apprenticeship)	15%
Unskilled Manual (No qualifications/not served an apprenticeship)	6%
Full time student	2%
Retired	28%
Unemployed/Between jobs	3%
Housewife/Househusband	2%
Dont know	1%
Refused	0%
Total	100%

Table D.5.8 [Q16] What is you approximate total annual household income, before tax and other deductions? (n=1018)

	% of respondents
Less than £10,000	9%
£10,000 - £19,999	20%
£20,000 - £39,999	31%
£40,000 - £59,999	14%
£60,000 - £79,999	6%
£80,000 - £99,999	1%
£100,000 and over	1%
Prefer not to say	16%
Total	100%

Table D.5.9 [Q17] To which of these ethnic groups do you consider that you belong? (n=1018)

	% of respondents
Asian	4%
Black	2%
White	92%
Other	1%
Prefer not to say	1%
Total	100%

Table D.5.10 [Q14a-d] Degree to which residents agree with the following statements (n=1018)

	Strongly agree	Agree	Neither agree / nor disagree	Disagree	Strongly disagree	Total
There are many natural places that I may never visit but I'm glad they exist	50%	37%	10%	2%	1%	100%
We need to be proactive now in reducing carbon emissions and trying to stop climate change	31%	42%	19%	5%	3%	100%
I suspect I do more re-cycling than most people in my neighbourhood	18%	32%	38%	11%	2%	100%
The natural environment is not relevant to me	6%	7%	15%	32%	40%	100%

Table D.5.11a [Q18a] Approximately how near to an airport do you live? (n=1018)

	% of respondents
< 5 miles	18%
5-10 miles	35%
> 10 miles	47%
Total	100%

Table D.5.11b [Q18b] And is it a large city airport, or more provincial? (n=1018)

	% of respondents
Large International Airport (Heathrow or Gatwick)	25%
Large City (e.g. Birmingham, Manchester, Liverpool, Stansted, Luton)	55%
Other	20%
Total	100%

Table D.5.11c [Q18c] In your opinion does the airport stimulate the local economy (n=915)

	% of respondents
Yes, very considerably	42%
Yes, to a small degree	44%
No	14%
Total	100%

Table D.5.11d [Q19] Do you live under a flight path? (n=1018)

	% of respondents
Yes, directly underneath a flight-path	16%
Yes, but just to one side	38%
No	46%
Total	100%

Table D.5.11 [Q20] How long have you lived in the local area that you live in now? (n=1018)

	% of respondents
5 years or less	21%
6 – 10 years	14%
11 – 20 years	25%
21 – 30 years	16%
31 – 50 years	18%
Over 50 years	6%
Total	100%

Table D.5.13 [Q21] Does your home have any of the following … ? (n=1018)

	Yes	No	Total
Double glazing	88%	12%	100%
Loft insulation	25%	75%	100%
Wall insulation	50%	50%	100%
None of these	4%	96%	100%

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