Q3 2009/2010:

Passenger Feedback

January 25, 2010

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Passenger experience is positive.

► Confidence that security screening makes air travel more secure is high.

► High levels of satisfaction (86%). Only a small minority find the screening process annoying. Opportunity to ask questions of SOs is somewhat lower, but still positive.

► While overall satisfaction is marginally lower than previous years (86% vs. 92%), this is largely driven by different method of collection (self-administered with no surveyor involvement, resulting in a 4 point lower satisfaction).

► Ratings of SOs (instruction and professionalism) are positive. Consistency and signage receive lower ratings.

► Ratings are generally lower at certain airports and among more travelled (15+ trips, business) travellers.

Physical search of person (PSOP) is regarded positively.

► Only 1 in 10 reported their experience was negative.

► Strong ratings of PSOP conduct (professional, preserve dignity, time, privacy).

► There is a lean toward technology over physical pat down as preferred method of search (although far more definitive towards technology in research taken since December 25th).

Many PAX still bringing non-permitted LAGs into security area (and losing personal belongings as a result→ poor PAX experience).

► Overall, about 1 in every 10 PAX lose items due to restrictions (either surrender LAGs at PBS or throw away LAGs at pre-PBS that they had not planned on throwing away).

► Although support for restrictions remains strong, 1 in 5 are opposed or unsure of need (although support may have changed since December 25th).

► Most PAX believe items do pose a risk (a message they have been told for many years).

CATSA reports on ongoing satisfaction levels of PAX as an overall performance indicator. The purpose of the current study is to measure satisfaction levels related to the airport experience. Also addressed are basic awareness, attitude and behaviour indicators regarding LAGs restrictions.

The study is designed to capture a range of PAX experience, including large and small airports, and domestic, transborder and international checkpoints.

Many measures have comparison data from previous years at 1 or more airports.

A primary consideration in understanding the results is the timing of the collection (November and December, 2009). These results were, therefore, collected prior to the December 25th incident. In the aftermath of December 25th, 2009, with changes in security screening measures, controversy regarding new technological approaches and longer wait times, PAX views about security and its necessity, as well as their experiences are likely different than they were pre-December 25th.

The methodology involved a survey conducted with PAX shortly after having gone through the security screening process.

At the design stage, the decision was made to move towards a self-administered approach where PAX would complete the survey while they were waiting for their flights. In CATSA's previous research, the approach involved a surveyor asking PAX for their feedback and recording their answers.

▶ Given the transition to a new methodology, it was decided that approximately 15 per cent of the surveys should still be collected using the previous approach.

▶ This was done in order to be able to assess the impact of the new methodology by comparing the results from the two different data collection methodologies.

The decision to move towards this self-administered approach was based on considerations for cost and data quality:

▶ Self-administered surveys are significantly more cost-effective.

▶ Self-administered surveys remove the potential for social desirability bias (i.e., pressure exerted by presence of surveyor to respond more positively).

▶ This self-administered approach is also consistent with the broader trends in the industry which has seen a much larger emphasis on self-administered surveys through the use of online surveys.

The findings are based on PAX feedback collected at 8 airports during November and December 2009.

In total, surveys were completed by 6,055 PAX.

► Consistent with previous research, the survey data set was not weighted, with the exception of YQR.

► The research in YQR was designed to support other CATSA needs, and as such, involved a relatively larger sample size than would have normally been the case. As such, the YQR results were weighted down, relative to cases collected at the other 7 airports.

► The full details of the sampling approach are shown on the next page.

Sampling approach

Airport	Domestic	International	Transborder	Total	Dates of Interviews	Margin of Error (Total)
YVR	253	289	270	813	Nov. 30 – Dec. 9	+/-3.4%
YYC*	533	0	0	533	Nov. 19 – 26	+/-4.2%
YQR	1,545	0	0	1,545	Nov. 16 – 22 / Nov. 30 – Dec. 2	+/-2.5%
YYZ	250	259	230	739	Nov. 30 – Dec. 11	+/-3.6%
YUL	258	258	299	815	Nov. 30 – Dec. 11	+/-3.4%
YQB	536	0	0	536	Nov. 30 – Dec. 7	+/-4.2%
YHZ	282	288	0	573	Nov. 30 – Dec. 7	+/-4.1%
YYT	501	0	0	501	Dec. 8 – Dec. 15	+/-4.4%
TOTAL	**4,158**	**1094**	**799**	**6,055**		+/-1.2%

* The PAX feedback was collected at Concourse D only as it was designed to assess PAX feedback, and to support CATSA's efforts to improve throughput.

The report shows the following key findings:

- ► aggregated at the national level;

- ► on an airport-by-airport basis; and

- ► whether the checkpoint is domestic*, transborder or international.

The key differences on an airport-by-airport and type of checkpoint that are statistically significantly different from the national measure are identified by colour:

Differences are statistically **higher** than national measure

Differences are statistically **lower** than national measure
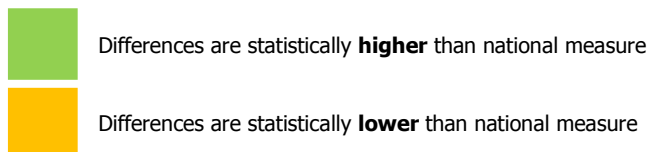
In the following example, perceptions are lower at YYC, YYZ and Transborder checkpoints, and higher at YHZ and International checkpoints.

High Confidence (5-7 on 7-point scale)

YVR	YYC	YQR	YYZ	YUL	YQB	YHZ	YYT	Dom.	Trans-border	Intl.
76	72	77	71	75	78	82	77	76	73	78

passenger experiences

Wayne with Susan and Paul, Halifax

PAX confidence in security screening making air travel more secure is reasonably high.

► Results are strongest among PAX screening through YHZ and weakest at YYZ and YYC checkpoints.

► Confidence is strongest among compliant, less travelled, pleasure travellers.

Only a small minority find the screening process annoying.

► Annoyance is strongest among the most travelled PAX – business, 15+ trips in 2 years, older, males.

► More prevalent among PAX who both discarded LAGs (unplanned) AND were asked to surrender LAGs, and those not aware of details of restrictions.

PBS is the first point of contact for 1 in 8 PAX.

► More often frequent business travellers, who are more aware but also more opposed and annoyed.

High levels of satisfaction, although opportunity to ask questions lower. PAX point to a range of suggestions to improve security screening, from additional security, modifying restrictions, more information, and improving training/hiring standards.
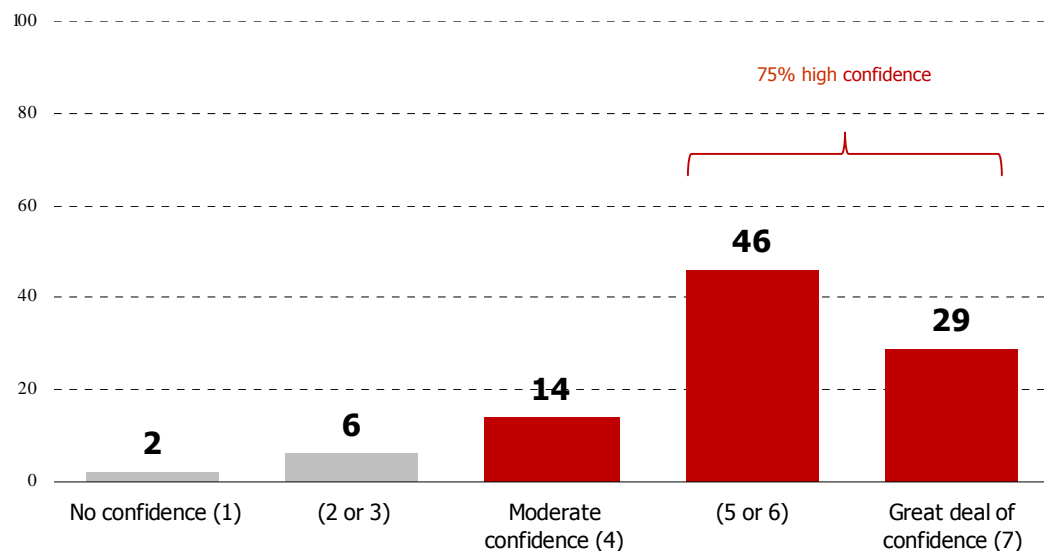
► Higher at YHZ and YYT (and Class 2's generally). Lower across the board at YYZ. Lower at YYC and YQR re: speed. Lower at transborder re: courtesy.

► Lower among the most travelled (15+ trips, business).

High ratings for SOs (instructions and professionalism). While still positive, lower ratings for consistency and signage.

► Higher at domestic checkpoints and YQB, YYT, YHZ. Lower at transborder and YVR and YYZ (YQR re: consistency)

► Higher with less travelled (5- trips, personal). Lowest from non-compliant (and most travelled re: SO conduct and consistency).

% PAX ...
Confidence that security screening at Cdn. airports makes air travel more secure.

75% high confidence

	100				
					46
					29
No confidence (1)	(2 or 3)	Moderate confidence (4)	(5 or 6)	Great deal of confidence (7)
2	6	14	46	29

**Security screening procedures at Canadian airports is perceived as making air travel more secure.**

In fact, 3 in 4 PAX express high confidence on this front.

High Confidence (5-7 on 7-point scale)

YVR	YYC	YQR	YYZ	YUL	YQB	YHZ	YYT	Dom.	Trans-border	Intl.
76	72	77	71	75	78	82	77	76	73	78

% PAX agreeing ...
They believe security screening at Cdn. airports increases security of air travel

Aug/Sep 08	Dec 08/Jan 09	Sep 09	Nov/Dec 09
72	74	68	75
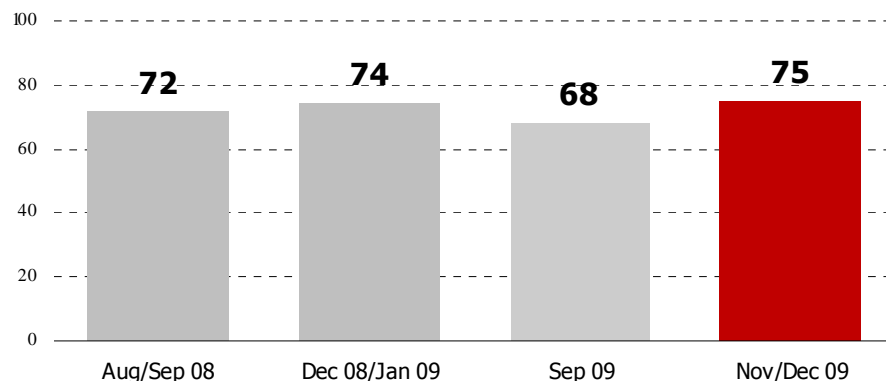
Likely reflecting the widely-held perception that security screening is seen as increasing the security of air travel, only a small minority of PAX – about 1 in 5 – report that they get really annoyed by the process.
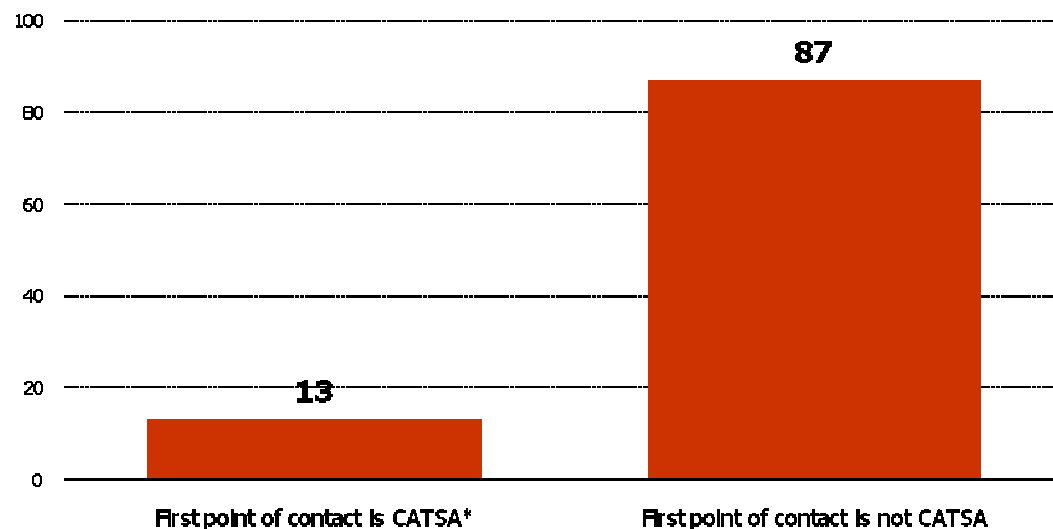
(NOTE: Pre-December 25, 2009)

% PAX agreeing ...
They get really annoyed with security screening process at Cdn. airports

Aug/Sep 08	Dec 08/Jan 09	Sep 09	Nov/Dec 09
20	20	20	20
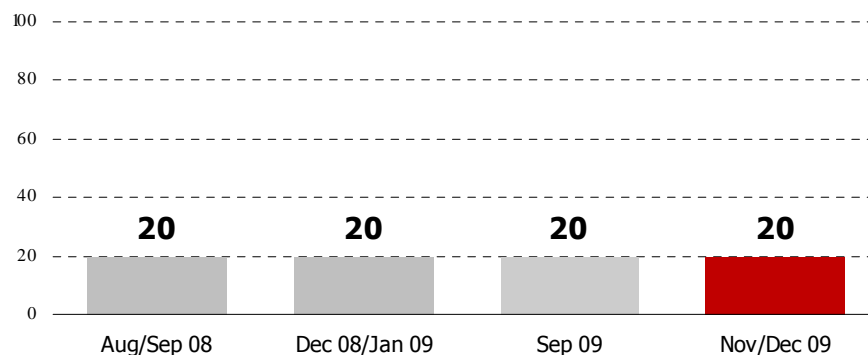
* The analysis assumes that PBS (CATSA) is the first point of contact for PAX who do not check luggage or use the check in counter (i.e., they do not interact with the air carrier prior to going to PBS).

Reinforcing the important role that CATSA plays in the overall PAX experience, a small, but significant proportion (1 in 8 or 13%) have their first main interaction at the airport with CATSA.

Given the trend towards electronic boarding passes and that PAX are increasingly responsible for placing their luggage into HBS in many airports, CATSA as the first point of contact is likely to grow going forward.

First point of contact is CATSA

YVR	YYC	YQR	YYZ	YUL	YQB	YHZ	YYT	Dom.	Trans-border	Intl.
15	14	11	15	15	10	13	10	14	5	17

	Dissatisfied (1 to 3)	Neither (4)	Satisfied (5 to 7)
Overall Experience	7	7	86*
Level of courtesy and respect	7	8	86
Speed of being processed	8	8	84
Opportunity to have questions answered or register any complaints**	8	19	74

CATSA enjoys relatively high levels of satisfaction when it comes to the overall PAX experience (with 86% report being satisfied). Similarly high levels of satisfaction are reported for courtesy and respect, and the speed of being processed.

When it comes to the opportunity to have questions answered or to register complaints, PAX are more likely to be indifferent compared to the other indicators. That said, 3 in 4 PAX still report being satisfied.

* Compared to previous years, there was a drop in satisfaction with PAX overall experience (86% vs. 92%). This is largely driven by the different method of collection (self-administered with no surveyor involvement compared to the approach involving a surveyor asking questions) as there was about a 4 percentage point difference between the two sets of results. The results were 89% in the surveys where PAX were interviewed, and 85% where the survey was self-administered (i.e., no interaction with a surveyor when the PAX completed the responses).

% Satisfied (5-7)	YVR	YYC	YQR	YYZ	YUL	YQB	YHZ	YYT	Dom.	Trans-border	Intl.
Overall Experience	85	86	83	83	83	88	91	94	87	85	85
Level of courtesy and respect	84	87	86	77	84	87	93	93	87	82	84
Speed of being processed	84	79	79	80	80	89	89	95	84	84	83
Opportunity to have questions answered or register any complaints	73	70	71	67	74	75	83	79	73	75	74

	Poor (1 to 3)	Neither (4)	Good (5 to 7)
Professionalism of SOs	5	7	**89**
Instruction from SOs	6	9	**86**
Clarity of signs	8	13	**78**
Consistency in security screening (with other Canadian airports)	11	10	**79**

When asked to rate different attributes of security screening, PAX point to very high ratings in relation to the professionalism of SOs and the instructions that they give.

While still positive, ratings for the clarity of signs and the consistency in screening are notably lower than those attributed to SOs.

% Good (5-7)	YVR	YYC	YQR	YYZ	YUL	YQB	YHZ	YYT	Dom.	Trans-border	Intl.
Professionalism of SOs	86	89	89	81	88	92	95	95	90	85	88
Instruction from SOs	82	85	85	78	85	89	92	94	88	81	84
Clarity of signs	70	81	82	73	78	86	82	83	82	75	72
Consistency in security screening (with other Canadian airports)	74	78	72	72	80	88	87	82	79	78	79

Suggested improvements

Suggestions for improving the pre-boarding security screening process	%
Additional security lines/designated lines/more staff to speed up the process (currently very slow, bottle-neck effect, keep traffic moving, separate lines, additional stations	18.9
Improve/modify restrictions and screening for items you are allowed to bring (obtain better machines/technology for screening of dangerous items rather than personal searches (removing shoes/clothing/ bottles/containers, should be allowed water/formula, more than 100ml containers, loosen restrictions, use common sense/judgment with certain items)	14.9
Everything is fine/went smooth/excellent work/keep it up	13.2
Improve security personnel training/hiring standards (e.g.: professionalism/work ethic lacking, language issues/communication skills, do not provide assistance to those in need, show lack of job care responsibility, should communicate rules and explanation of procedure...)	11.0
Adequate information or notification required, earlier reminders (e.g.: signage, pamphlets, videos showing rules/regs are before getting security section, provide information at airline desks/check in/agent)	10.2
Ensure consistency among ALL airports across Canada/standardize process in all airports	9.1
Unfriendly/Discourteous/Lack of personal skills of the security agents (felt like a criminal)	6.7
Improve methods and treatment DURING searches/screening (seating area for shoe removal, tables/bins for belongings, lockers/storage/posting option so they can keep items, privacy/need for separate area, poor treatment of belongings/cleanliness of area/surfaces/gloves, more space/privacy, crowded and rushed)	6.7
Tightened/improved methods of security (use of more efficient technology, need for more thorough inspections, check more people, screen staff/airline attendees/pilots, more security staff, more checkpoints for ID, closure/access to certain areas reviewed...)	4.5
Other	3.4

physical search of person

Physical search of person

Experience generally rated as positive. Only 1 in 10 reported negative experience.

▶ Most positive reported at YYT and YHZ.

Strong ratings of PSOP conduct (professional, preserve dignity, time, privacy) .

▶ Less positive at YQR (professional, time, privacy), YYZ (dignity maintained, privacy) and YVR (time).

▶ Less positive among non-compliant. Most travelled also concerned about time.

Only half of PAX aware of PSOP requirement.

▶ Particularly less travelled (5- trips). Also less aware in Quebec.

Lean towards technology over physical pat down as preferred method of search.

▶ Other research that has been taken since December 25th shows a much stronger lean towards a preference for a body scan than a PSOP.

▶ Preference for scan more pronounced among non-compliant, most travelled (15+ trips). Also more pronounced at YQB.

	Negative (1 to 3)	Neither (4)	Positive (5 to 7)
Overall experience with PSOP	10	22	**68**

	Unfavourable (1 to 3)	Neither (4)	Favourable (5 to 7)
PSOP conducted professionally	6	6	**88**
PSOP maintained PAX's dignity	9	7	**84**
The time PSOP took	11	9	**80**
PSOP provided enough privacy	13	11	**76**

In broad terms, only a small portion of PAX who went through a physical search reported that their experience was negative (10%).

Generally speaking, a strong majority of PAX point to favourable perceptions in terms of the way the search was done particularly in relation to professionalism and maintaining the dignity of PAX. While still strong, perceptions of the privacy that was provided is less positive.

Primary search of person (cont.)

% Positive (5-7)	YVR	YYC	YQR	YYZ	YUL	YQB	YHZ	YYT	Dom.	Trans-border	Intl.
Overall experience with PSOP	62	71	71	67	59	63	82	76	69	68	62

% Favourable (5-7)	YVR	YYC	YQR	YYZ	YUL	YQB	YHZ	YYT	Dom.	Trans-border	Intl.
PSOP conducted professionally	87	88	83	84	86	87	93	97	89	87	87
PSOP maintained PAX's dignity	82	84	82	77	83	83	93	94	85	81	85
The time PSOP took	72	78	73	75	82	83	84	94	82	77	76
PSOP provided enough privacy	74	76	70	66	76	78	85	88	78	75	71

	Awareness
Aware of govt. regulations requiring random selection of PAX for PSOP	57
Not aware of govt. regulations	43

PSOP in the future …	Preferences
(1) Strong preference for Screening Officer	16
(2 or 3)	7
(4) No preference	36
(5 or 6)	9
(7) Strong preference for technology	25

A large proportion of PAX (43%) are not aware that CATSA is required to randomly select individuals when there is no alarm set off at the walk-through metal detector. Based on CATSA's other research, it is known that PAX that tend to be more aware of what is expected tend to have more positive outlooks (likely reflecting they understand that SOs are doing what is required of them).

When asked about their preferences for physical searches in the future, most PAX who have just gone through a search indicate no preference. Among those who do hold a view, there is a stronger preference towards technology*.

*Since this survey was completed, the Government of Canada has announced its intention to introduce technology that would do just that. Other research done shows that PAX are far more likely to choose technology than a search by a person (72% prefer a body scan; 20% prefer physical pat down – Harris/Decima press release Jan. 12, 2010).

% Yes	YVR	YYC	YQR	YYZ	YUL	YQB	YHZ	YYT	Dom.	Trans-border	Intl.
Aware of govt. regulations requiring random selection of PAX for PSOP	64	54	64	56	47	50	69	60	55	51	70

% Preference	YVR	YYC	YQR	YYZ	YUL	YQB	YHZ	YYT	Dom.	Trans-border	Intl.
Officer	27	26	24	23	21	18	27	23	23	23	24
Scan	31	27	37	41	39	44	20	30	33	39	34

non-permitted and restricted items

Mark, Halifax

Non-permitted and restricted items

Support for restrictions is generally strong, although 1 in 5 are opposed or unsure of need.

► Greatest support found at YQB and YHZ. Least at YVR and YYC.

► Greatest opposition also found among non-compliant, and most travelled (15+ trips, business).

Given that the messaging over the past several years has been around their danger, it is not surprising that 2 in 3 PAX believe that small sharp objects do pose a threat (but some are less clear about LAGs).

► While there may be reasons for the relaxation of some of the security restrictions currently in place around the world, it would be important to inform PAX of the rationale for any potential future changes and why this would be appropriate.

► PAX at YVR and YQB, and transborder checkpoints less apt to believe in threat.

► Also true of non-compliant, and most travelled (10+ trips and business).

Almost all PAX say they have enough information about restrictions. When prompted, however, large numbers are missing important details.

Almost 1 in 10 (10.6%) PAX either had to surrender LAGs (9.4%) at PBS or unexpectedly throw-away items at the pre-PBS area (2.2%) due to restrictions.

► Less non-compliance reported in YQR and YHZ. Less travelled (and less aware of details of restrictions) are more often non-complaint.

% PAX supporting/opposing ...
Restrictions in place to prevent dangerous items from being carried on aircraft

	Strongly oppose (1)	(2 or 3)	Neither support nor oppose (4)	(5 or 6)	Strongly support (7)
	3	7	7	22	59
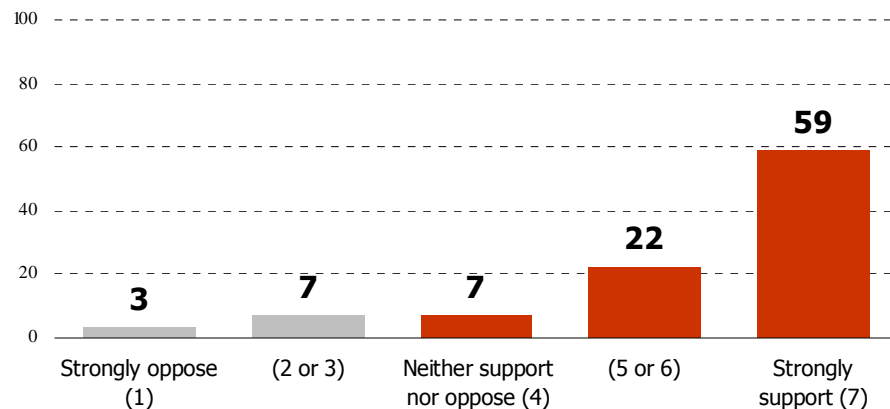
% PAX supporting ...
Restrictions in place to prevent dangerous items from being carried on aircraft

Jun/Jul 08	Dec 08/Jan 09	Sep 09	Nov/Dec 09
85	75	74	81
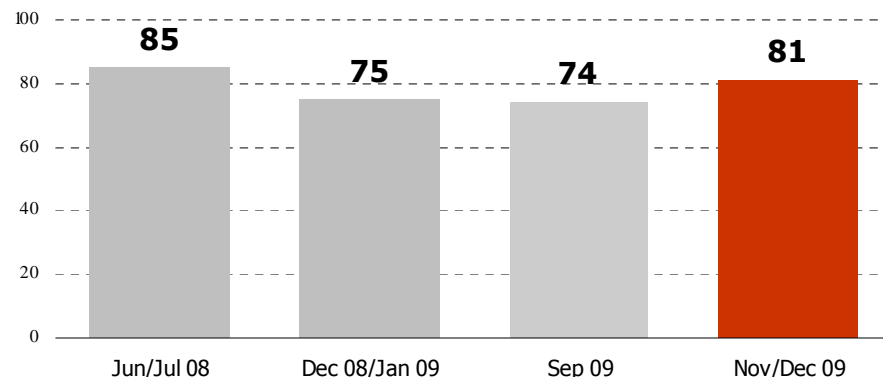
Likely reflecting stable acceptance of the need for security restrictions, over 8 in 10 support the policy. This is very similar to the levels of support that were observed in the summer of 2008.

That said, there is a solid (and stable 1 in 5 (17%) who are either opposed or unsure).

% Support (5-7)	YVR	YYC	YQR	YYZ	YUL	YQB	YHZ	YYT	Dom.	Trans-border	Intl.
Restrictions in place to prevent dangerous items from being carried on aircraft	78	76	84	83	80	85	85	87	82	82	80

	Disagree (1 to 3)	Neither (4)	Agree (5 to 7)
I don't really believe that LAGs pose any danger on airplanes	48	17	29
I don't really believe small items like scissors, pocket knives, and tools pose any danger on airplanes	64	9	24
Passengers should be allowed to bring small items such as scissors, pocket knives or tools in their carry-on baggage	69	9	20

While there may be reasons for the relaxation of some of the security restrictions currently in place around the world, it would be important to inform PAX of the rationale for any potential future changes and why this would be appropriate.

Given that PAX have been told of the potential dangers and the need for restrictions for numerous years now, it is not surprising that the majority do believe these risks are, in fact, do pose a danger.

% Agree (5-7)	YVR	YYC	YQR	YYZ	YUL	YQB	YHZ	YYT	Dom.	Trans-border	Intl.
I don't really believe that LAGs pose any danger on airplanes	31	28	26	26	32	37	25	25	29	29	28
I don't really believe small items like scissors, pocket knives, and tools pose any danger on airplanes	31	26	22	22	25	24	20	22	24	27	25
Passengers should be allowed to bring small items such as scissors, pocket knives or tools in their carry-on baggage	27	21	19	19	18	20	20	16	19	21	22

Do PAX have sufficient information on restrictions

% of PAX who believe they had sufficient information about non-permitted items prior to arriving at PBS	91

PAX broad awareness of restrictions

Believe PAX NOT ALLOWED to bring ANY LAGs through PBS	7	❌
Believe PAX allowed to bring SOME TYPES of LAGs, like toothpaste or shampoo, through PBS but not other types	6	❌
Believe PAX can only bring through SMALL AMOUNTS (100mls) of any LAGs, through PBS, in a 1 litre clear plastic bag	83	✅
PAX is not aware	4	❌

While most PAX (9 in 10) seem to think that they have sufficient information on non-permitted items, it is clearly evident that this is, in fact, not the case.

When asked about the restrictions in broad terms, only about 1 in 2 PAX can correctly identify the correct answers to two basic awareness questions.

PAX specific awareness of restrictions

Believe restrictions involve the <u>actual amount</u> of LAG/not aware	45	❌
Believe restrictions involve the maximum <u>size of the container</u>	55	✅

Items thrown away and surrendered

Pre-Board Screening (PBS)	Prior to Pre-Board Screening (at the airport)

Excluded

LAGs thrown away prior to PBS which were PLANNED (e.g., a beverage that traveller planned to throw away)

LAGs thrown away UNEXPECTEDLY prior to PBS (e.g., cosmetics that traveller did not plan to throw away)

Part of the public interest

Welcome Table
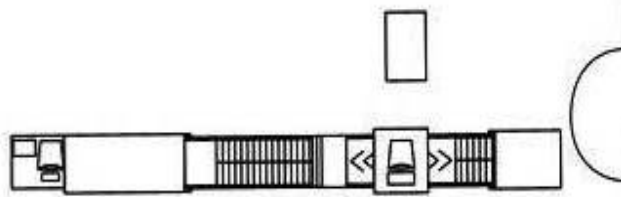
LAGs surrendered going through PBS

Garbage

Travellers

Compliance with prohibited items list measured here

	% PAX/Ave # of items
% of PAX who **threw away** items unexpectedly (pre-PBS)	2.2%
ave. number of items thrown away unexpectedly (pre-PBS)	1.48
% of PAX who **surrendered** items (PBS)	9.4%
ave. number of items surrendered (PBS)	1.42
% of PAX who **threw away** unexpectedly <u>or</u> **surrendered** items	10.6%*

There continue to be a significant proportion of PAX who show up at security screening checkpoints with non-permitted items.

Overall, 9.4% of PAX report having had to surrender an item at PBS, and 2.2% had to unexpected throw away an item that they were not allowed to bring through PBS.

Taken together, more than 1 in 10 (10.6%) PAX had to either surrender or throw away items unexpectedly (or done both) — something which most of them will have found to be a poor PAX experience.

*10.6% includes a 1.0% overlap of PAX who both threw away and surrendered items.

	YVR	YYC	YQR	YYZ	YUL	YQB	YHZ	YYT	Dom.	Trans-border	Intl.
% of PAX who **threw away** items unexpectedly (pre-PBS)	2.2	2.2	2.2	2.6	2.7	1.4	0.8	2.4	2.2	2.5	1.6
ave. number of items thrown away unexpectedly (pre-PBS)	1.33	1.46	1.52	1.65	1.36	1.50	2.40	1.25	1.45	1.56	1.53
% of PAX who **surrendered** items (PBS)	10.2	10.5	7.9	9.4	8.8	9.3	7.3	10.8	9.4	10.1	8.5
ave. number of items surrendered (PBS)	1.40	1.29	1.65	1.39	1.51	1.32	1.68	1.23	1.37	1.66	1.34
% of PAX who **threw away** unexpectedly <u>or</u> **surrendered** items*	11.7	11.8	8.9	10.6	10.3	10.1	7.9	12.2	10.5	11.6	9.7

*Includes approximately a 1.0% overlap of PAX who both threw away and surrendered items.

	Pre-PBS (Thrown away unexpectedly)	PBS (Surrendered)
Bottled water	37	31
Other beverages	20	16
Alcohol	1	9
Cosmetics/toiletries	26	25
Perfumes	13	15
Sharp objects	2	15
Lighter	1	5
Food products	1	2
Other	19	22

The items that PAX throw away unexpectedly or surrender at PBS continue to be the same range of items, led by water, cosmetics/perfumes and other beverages.

Reasons why items were surrendered at PBS	% of PAX
Did not know about the restrictions	11
Did not know that a specific item was not permitted to be brought through security	18
Forgot about the restrictions	12
Forgot they had a specific item with you	41
Hoped that SOs would let you through with it or would not notice it	4
Other reason (specify):	13

When asked about the reasons for why they had to surrender items at PBS, the most common reasons are not remembering or not being aware of the restrictions in the first place.

Appendix A:
travelling profile of PAX

Charnell, Halifax

Times Flown (Past 2 years)

Once	4
2 – 4 times	25
5 – 9 times	22
10+ times	49

Times Flown (Past 2 years)	YVR	YYC	YQR	YYZ	YUL	YQB	YHZ	YYT	Dom.	Trans-border	Intl.
Once	4	3	3	3	9	5	3	3	3	8	4
2 – 4 times	24	26	24	23	33	23	23	20	23	38	22
5 – 9 times	24	22	22	25	21	20	22	20	21	25	22
10+ times	48	48	51	49	37	52	52	56	53	29	52

Type of Traveller

Business	37
Personal	59
Business and Personal	4

Type of Traveller	YVR	YYC	YQR	YYZ	YUL	YQB	YHZ	YYT	Dom.	Trans-border	Intl.
Business	27	33	40	37	31	52	41	46	44	16	35
Personal	70	61	55	58	66	43	55	53	52	81	62
Business and Personal	3	6	5	5	4	5	4	2	4	3	4

Type of Boarding Pass

Paper	88
Electronic	12

Type of Boarding Pass	YVR	YYC	YQR	YYZ	YUL	YQB	YHZ	YYT	Dom.	Trans-border	Intl.
Paper	88	85	89	88	85	89	89	89	88	85	89
Electronic	12	15	11	12	15	11	11	11	12	15	11

Method of Check-in

Check-in counter	55
Self-service kiosk	24
Checked-in through website	21

Method of Check-in	YVR	YYC	YQR	YYZ	YUL	YQB	YHZ	YYT	Dom.	Trans-border	Intl.
Check-in counter	56	48	54	51	53	61	60	58	50	67	59
Self-service kiosk	24	23	20	28	29	24	23	19	26	17	24
Checked-in through website	20	29	27	21	18	15	18	23	24	16	17

Luggage

Checked luggage	78
Did not check luggage	22

Luggage	YVR	YYC	YQR	YYZ	YUL	YQB	YHZ	YYT	Dom.	Trans-border	Intl.
Checked luggage	77	79	83	77	77	80	73	80	78	90	70
Did not check luggage	23	21	17	23	23	20	27	20	22	10	30

Appendix B:
survey instrument

Your experience today

1.a Using a 7-point scale where 1 means extremely dissatisfied, 4 means neither satisfied nor dissatisfied, and 7 means extremely satisfied, how satisfied were you with the following aspects of securing screening?

	Extremely Dissatisfied			Neither Satisfied Nor Dissatisfied			Extremely Satisfied	Not Applicable
	1	2	3	4	5	6	7	8
The speed of being processed (including the waiting time in line and actual process through security screening)	☐	☐	☐	☐	☐	☐	☐	☐
The level of courtesy and respect with which security Screening Officers treated you	☐	☐	☐	☐	☐	☐	☐	☐
The opportunity to have your questions answered or register any complaint you had	☐	☐	☐	☐	☐	☐	☐	☐
Your overall experience with the security screening here today	☐	☐	☐	☐	☐	☐	☐	☐

1.b Using a 7-point scale where 1 means extremely poor, 4 means neither good nor poor, and 7 means extremely good, how would you rate the following aspects of securing screening?

	Extremely Poor			Neither Good Nor Poor			Extremely Good	Not Applicable
	1	2	3	4	5	6	7	8
The clarity of the signs that tell passengers what they need to do before going through security screening	☐	☐	☐	☐	☐	☐	☐	☐
The level of professionalism of security Screening Officers (e.g., appearance, conduct)	☐	☐	☐	☐	☐	☐	☐	☐
The instructions from security Screening Officers where passengers wait for the security screening process	☐	☐	☐	☐	☐	☐	☐	☐
The consistency you found in the security screening procedures from previous trips through Canadian airports	☐	☐	☐	☐	☐	☐	☐	☐

2. Overall, how much confidence do you have that security screening procedures in place at Canadians airports make air travel more secure?

	No Confidence			Moderate Confidence			Great Deal of Confidence	Do Not Know
	1	2	3	4	5	6	7	8
	☐	☐	☐	☐	☐	☐	☐	☐

Security Screening Process

3. To the best of your knowledge, which BEST describes the restrictions on the liquids, aerosols, and gels (LAGs) that air travellers can bring through the security screening point at Canadian airports?

Passengers are NOT ALLOWED to bring ANY LAGs through security screening ☐

Passengers can only bring through SMALL AMOUNTS (100mls), of any LAGs, through screening, in a 1 litre clear plastic bag ☐

Passengers are allowed to bring SOME TYPES of LAGs, like toothpaste or shampoo, through security screening but not other types ☐

Do not know ☐

4.a The actual security screening process starts when passengers are asked to place their belongings into plastic bins that will go through the X-ray machines.

At any point in the process, starting with placing your belongings into plastic bins, were you told by a Screening Officer that you had something that could **NOT** be taken through?

Yes, I had something that could not go through security ☐

No, I did not have anything that could not go through security ☐ ➔ **Go to Question 5a (next page)**

4.b How many items were you told could not go through security screening today?

items that could not go through security [____]

4.c What were you told could not go through? (Select all that apply)

Bottled water	☐	Cosmetics/toiletries	☐
Coffee, juice, other on-alcoholic beverage	☐	Sharp object	☐
Alcohol (wine, liquor)	☐	Other (specify):	
Perfumes	☐	_____	☐

4.d Which best describes why you had items that could not go through? (Select only one)

You did not know about the restrictions	☐	You hoped that the officers would let you through with it or would not notice it	☐
You did not know that a specific item was not permitted to be brought through security	☐	Other reason (specify):	
You forgot about the restrictions	☐	_____	☐
You forgot you had a specific item with you	☐		

5.a Preparing for the security screening process, did you **throw anything away** at the airport BEFORE you got to the table where passengers are asked to place their belongings into plastic bins?

Yes ☐

No ☐ → **Go to Question 6a (bottom of page)**

5.b Did you expect to throw these items away or did you have to throw away some of these items unexpectedly (either because you didn't know they couldn't go through or that you forgot about)?

I EXPECTED to throw these items away ☐ → **Go to Question 6a (bottom of page)**

I had to throw away some items UNEXPECTEDLY ☐

5.c How many items did you throw away unexpectedly?

items thrown away unexpectedly [|]

5.d What did you throw away unexpectedly? (Select all that apply)

Bottled water	☐	Cosmetics/toiletries	☐
Coffee, juice, other on-alcoholic beverage	☐	Sharp object	☐
Alcohol (wine, liquor)	☐	Other (specify)	
Perfumes	☐	_____	☐

6a. Prior to arriving at the security screening today, did you feel that you had sufficient information about items you are not permitted to bring on the aircraft?

Yes ☐   No ☐

6b. When you hear that the restriction is in place for amounts of more than 100 ml, as far as you know is that referring to the actual amount of liquid, aerosol or gel in the container or is it referring to the maximum size of the container itself?

The actual amount of LAG ☐   The maximum size of the container ☐   Do not know ☐

Physical Search

7.a Did a Screening Officer conduct a physical search on you today?

Yes ☐

No ☐ → **Go to Question 8a (next page)**

7.b How would you rate your experience with the physical search you underwent?

Very Negative			Neither Positive nor Negative			Very Positive	Do Not Know
1	2	3	4	5	6	7	8
☐	☐	☐	☐	☐	☐	☐	☐

7.c How would you rate the physical search you just experienced in each of the following areas?

	Very Unfavourable			Neither Favourable Nor Unfavourable			Very Favourable	Not Applicable
	1	2	3	4	5	6	7	8
Conducted professionally	☐	☐	☐	☐	☐	☐	☐	☐
Maintained your dignity	☐	☐	☐	☐	☐	☐	☐	☐
Provided enough privacy	☐	☐	☐	☐	☐	☐	☐	☐
The time it took	☐	☐	☐	☐	☐	☐	☐	☐

7.d If you were going through the physical search process again in the future, would you prefer to have it done by a Screening Officer or would you prefer it done by a machine which would scan your body?

Strong Preference For Screening Officer			No Preference			Strong Preference For Technology	Do Not Know
1	2	3	4	5	6	7	8
☐	☐	☐	☐	☐	☐	☐	☐

7.e Are you aware that Screening Officers are required by government regulations to randomly select passengers for a physical search even when there is no alarm set off at the walk-through metal detector?

Yes ☐   No ☐

Views about the Policy

8a.	The restrictions in what items you can bring through security screening are in place to prevent dangerous items such as liquid explosives from being carried aboard an aircraft. Using a 7-point scale, would you say you support or oppose these restrictions?

	Strongly Oppose			Neither Support Nor Oppose			Strongly Support	Do Not Know
	1	2	3	4	5	6	7	8
	☐	☐	☐	☐	☐	☐	☐	☐

8b.	How strongly do you agree or disagree with each of the following statements?

	Strongly Disagree			Neither Disagree Nor Agree			Strongly Agree	Do Not Know
	1	2	3	4	5	6	7	8
I get really annoyed with the whole screening process at Canadian airports	☐	☐	☐	☐	☐	☐	☐	☐
I believe that security screening at Canadian airports really does increase the security of air travel	☐	☐	☐	☐	☐	☐	☐	☐
I don't really believe that LAGs pose any danger on airplanes	☐	☐	☐	☐	☐	☐	☐	☐
I don't really believe small items like scissors, pocket knives, and tools pose any danger on airplanes	☐	☐	☐	☐	☐	☐	☐	☐
Passengers should be allowed to bring small items such as scissors, pocket knives or tools in their carry-on baggage	☐	☐	☐	☐	☐	☐	☐	☐

About you

9.a	Including today, how many times have you traveled by air in the past two years?

|__|__|__|__|
Times traveled by air in past 2 years

9.b	Over the past two years, did you fly mostly for business or personal travel?

Business	☐
Personal	☐
Both Equally	☐

10.a	Purpose of today's trip?

Business	☐
Personal	☐
Both Equally	☐

10.b	Method of check-in today?

Self-Service Kiosk	☐
Check-in Counter	☐
Checked-in through website	☐

10.c	Type of boarding pass?

Paper copy of boarding pass	☐
Electronic copy of boarding pass (e.g., on your Blackberry)	☐

10.d	Did you check any luggage today?

Yes, checked luggage today	☐
No, did not check luggage today	☐

11.	What is the highest level of schooling that you have completed?

High school	☐	Community/Technical College or CEGEP	☐
Graduated from high school (grade 12-13)	☐	University	☐
Community/Technical college or CEGEP	☐	Other (specify)	
Trade certification	☐	_____	☐
Some community college or university		Prefer not to answer	☐

12.	How old are you?

Under 25	☐	25 to 34 years	☐	35 to 44 years	☐	45 to 54 years	☐
55 to 64 years	☐	65 years or older	☐	Prefer not to answer	☐		

13.	Are you a resident of Canada?

Yes	☐	No	☐

14. Do you have any suggestions about improving the pre-boarding security screening process?

_____

_____