



SURFACE TRANSPORT

YOUR LONDON AIRPORT
Gatwick

Interchange Matters to Gatwick

Richard Higgins

Head of Surface Access Strategy, Gatwick Airport Limited

1956 – before the modern airport



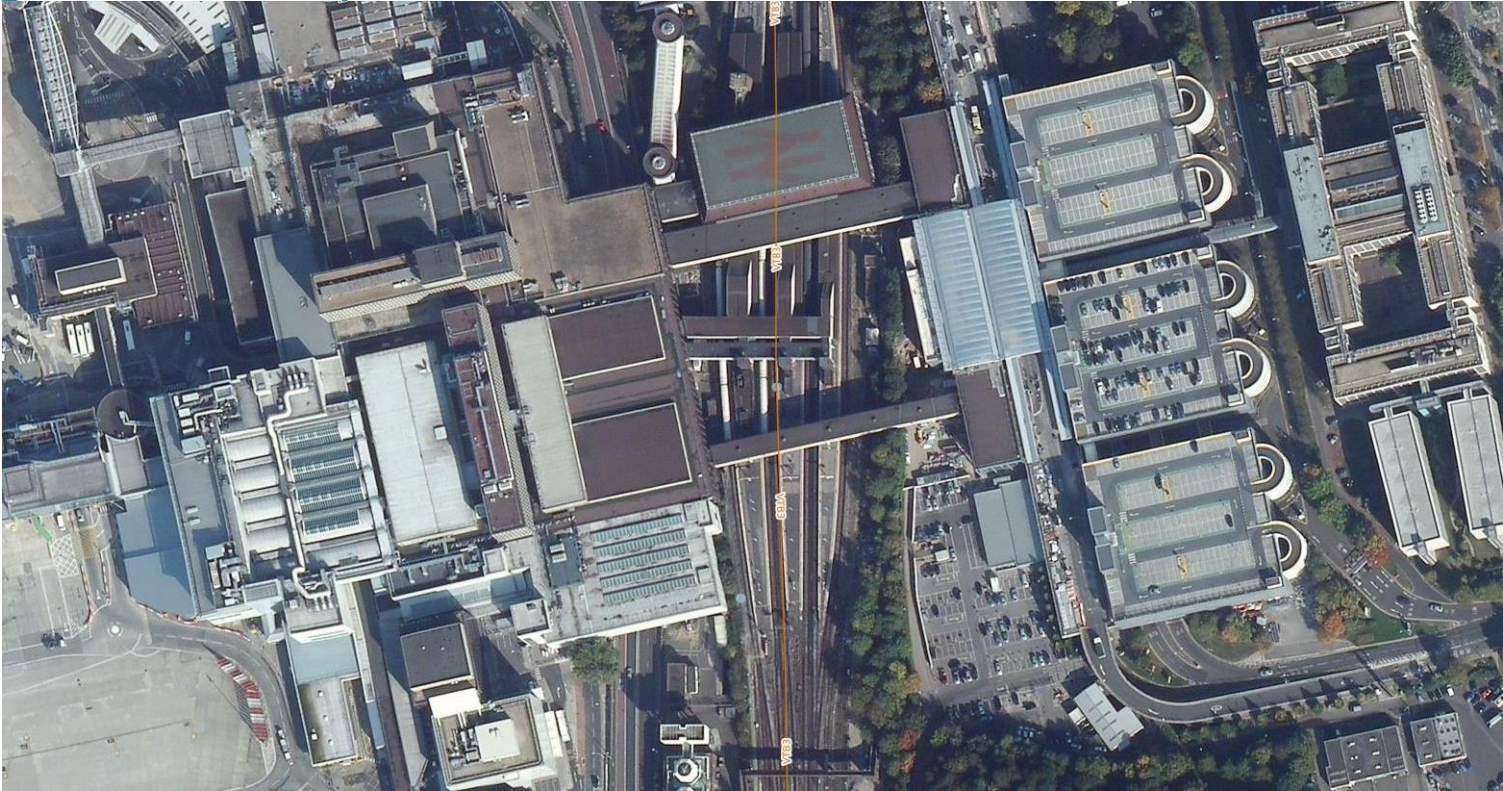
Interchange by design - 1958

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Gatwick



Integrated railway station and terminal

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Gatwick



2018 – Where are we now...

46 million



Public transport mode share for passengers

44%

Sustainable transport mode share for staff

37%

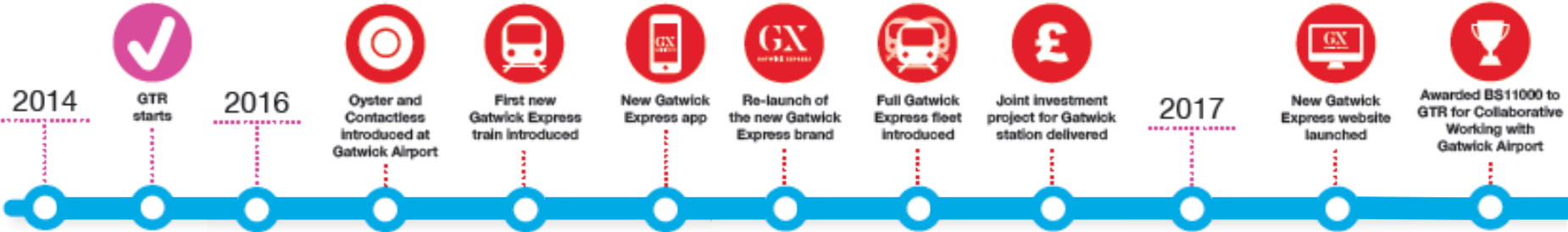
~23,800



>19 million






Recent Milestones with GTR



New trains – Class 700 and Gatwick Express fleet



 <p>← DOORS →</p>	 <p>(MORE SPACE)</p>	 <p>2x2 SEATING</p>	 <p>BAGS MORE STORAGE</p>	 <p>More storage</p>	 <p>Easier boarding</p>	 <p>More help</p>	 <p>Free WiFi</p>
 <p>YOUR CLIMATE, CONTROLLED</p>	 <p>MORE SEATS IN CARRIAGE D</p>	 <p>WC</p>	 <p>BETTER FOR BIKES</p>	 <p>Better lighting</p>	 <p>Power sockets</p>	 <p>New app</p>	 <p>Simplified timetable</p>

A successful partnership agreement



Perception



What changes have we made?

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Oyster and contactless payment

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Common signage



Travel with ease
Train and airport information

GX
GATWICK EXPRESS

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Prepare for security

- ✗ Liquids over 100ml**
In checked-in baggage only
- ✗ Sharps over 6cm**
In checked-in baggage only
- ✗ Lithium batteries and e-cigarettes**
Can only be carried in your hand baggage

✓ 100ml and under
Separate from your hand baggage
In one plastic bag per person

1x

JOIN MYGATWICK. EXCLUSIVE OFFERS RIGHT HERE, RIGHT NOW.

WHETHER YOU'RE FLYING OUT, FLYING IN OR PICKING UP, WE'VE SOMETHING FOR EVERYONE.

GATWICKAIRPORT.COM/MYGATWICK

Terms and Conditions apply. See website for details.

Gatwick



LIVE TRAVEL INFORMATION

Train

Next train to	Time	Platform	Status
Bellbus	10:10	4	On time
Brighton	10:12	7	On time
London Victoria	10:15	4	On time
Oxt	10:19	7	On time
London Bridge	10:22	1	On time
Portsmouth Harbour	10:29	1	On time
Reading	11:09	2	On time

See Train station departure boards for more information
 Order and contactless available at the station

Journey to Train station

Baggage trolleys Shuttle 3 mins Train station

Get more info: Gatwick Rail Express

Bus & Coach

Next bus to	Time	Service	Bus stop	Expected
London	09:45	A3	48.5	09:45
Derby	10:05	336	48.5	10:15
Northampton	10:15	707	48.5	10:15
London	10:15	A3	48.5	10:15
Heathrow Airport	10:25	747	48.5	10:25
Brighton	10:40	747	48.5	10:40
London	10:40	A3	48.5	10:40
Peak	10:45	308	48.5	10:45

For more information go to: Ticket desk

Follow signs to Buses and coaches

Get more info: Gatwick Express

Road

Destination	Route	Road number	Current duration	Estimated duration
Central London	M23, A26	10/186	1hr 23m	1hr 23m
M25	M25	10 mins	11 mins	
Heathrow Airport	M23, M25	47 mins	51 mins	
Orpington Crossing	M23, M25	27 mins	38 mins	
Brighton	A21, M23	26 mins	27 mins	
Braintree	M23, M45	2hr 20m	2hr 24m	
Oxford	M23, M40	1hr 54m	1hr 46m	

Check status: Gatwick Express

Join myGatwick for roadside offers.
 gatwickairport.com/mygatwick

Wednesday 26 July 2017 09:43

TRAVEL OPTIONS

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TERMINAL INFORMATION

SOUTH TERMINAL



Airline:
British Airways

Airline code:
BA

Airline contact number:
0844 493 0787

BA terminal changes: From 11 January 2017, British Airways flights to New York (BA2273) will depart from South Terminal and from 19 January, BA2612 to Naples will also depart from South Terminal.

Other moves are taking place from 24 January.

[More information](#)

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Walking time to Departure gates

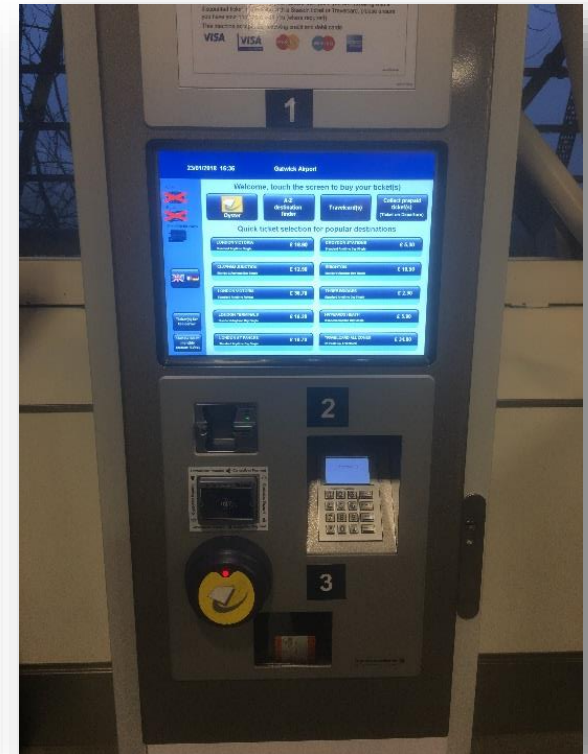


Gate 45	5 minutes
Gate 46-55	10 minutes
Gate 101-113	12 minutes
Gate 557-574	10 minutes

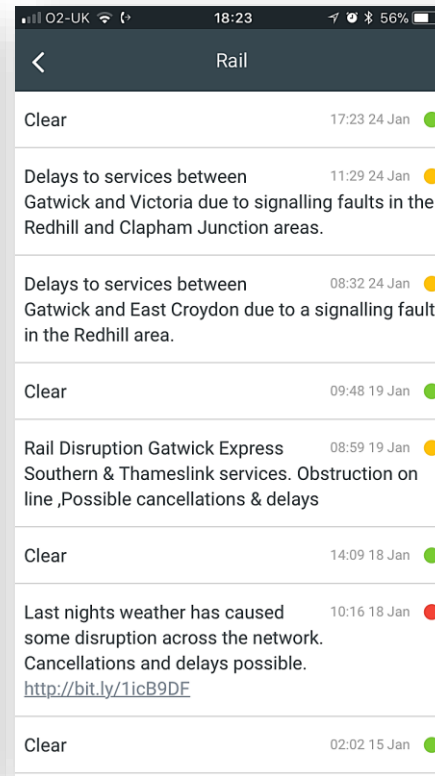
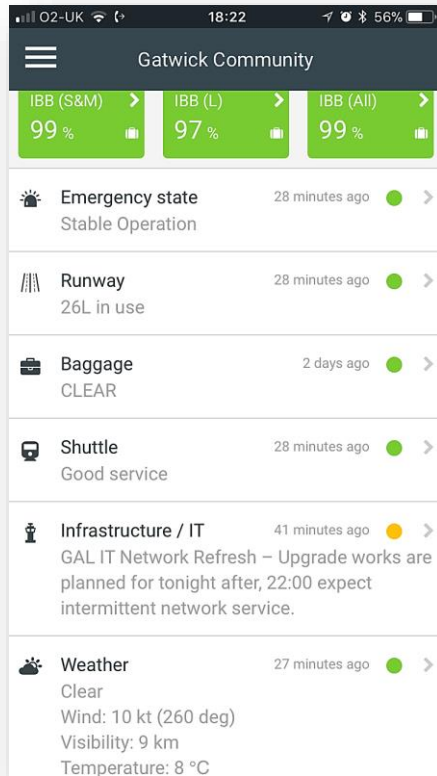
- Toilets – available along your journey
- Seating – available along your journey



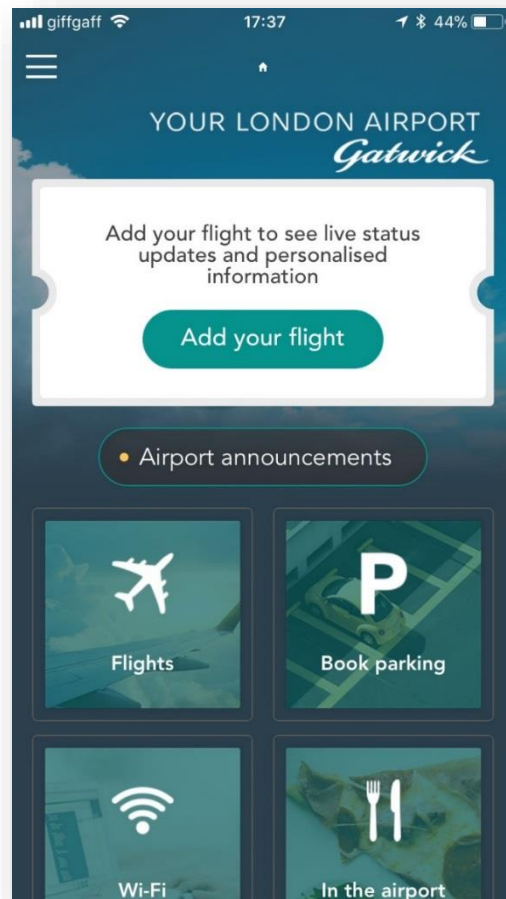
New ticket machines



Sharing information across the airport



New Airport App



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Accessible airport

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Gatwick

Aiming to be the most accessible airport in the UK, where everybody has an equal opportunity to fly.

Not all disabilities
look like this



Some disabilities
look like this



Not all customers with hidden disabilities require assistance through the airport. However we believe there is an optional opportunity to provide them with a 'discreet sign' which demonstrates to airport staff that they may need additional support or help as they travel through the airport.

This could simply mean:

- Giving them more time to prepare at check-in, security etc
- Allowing them to remain with their family at all times
- Giving them a more comprehensive briefing on what to expect as they travel through the airport
- Reading a departure board or sign



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www.gatwickairport.com



Not every disability
is visible

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Examples of Engagement



So what's next?





Five year forward plan - 2022

Our new ASAS targets show how we estimate mode shares will change

2016



2022



Continue to promote rail as access mode of choice

By the time we reach 2022 we will have:

- A train every 3 minutes to/from London
- And we expect to be preparing to open a new railway station

We will continue to provide “best in class” sustainable access

- 48% or more of our passengers will be using public transport
- Over 42% of staff will be using sustainable modes

“If God had really intended men to fly, he’d make it easier to get to the airport.”
(George Winters)

THANK YOU