

London **TravelWatch**



***Getting to the airport by public transport:
The passenger perspective
Janet Cooke - CEO, London TravelWatch***

What do passengers travelling to the airport want?

- Broadly the same as other passengers – except they may be more anxious, unfamiliar with the route, be travelling with luggage and perhaps with young children
- Unlike many others, especially commuters, passengers travelling to airports **do have a choice**. If their journey is difficult they may not choose public transport next time.

What do passengers travelling to the airport want? (cont.)

- Reliable, accessible and value for money
- Clear information at every stage of the journey – not only makes it easier to use, it provides reassurance along the way
- Easy to use ticketing
- Good customer service, especially when things go wrong

- Will concentrate on travel to the airport by rail (including Underground and DLR) as that's the main form of public transport used to access London's five main airports
- A few examples from Clapham Junction, East Croydon and Stratford as these are not just very busy stations they are also some of the country's busiest interchanges
- But first, what is probably the best value for money means of getting to the airport by public transport



X26 bus – £1.50 from West Croydon to Heathrow

Ease of finding the train

Clapham Junction – changing trains and trying to find the correct platform



Clapham Junction

.....2	Dauston Kingsland	1	Farncombe	9,(11)
.....1,2	Datchet	5,6	Farnham	9,(11)
.....15	Denmark Hill	2	Feltham	5,6
.....15	Dorchester South	9,(11)	Fleet	9,(11)
.....15	Dorking	11,15	Ford	13
.....15	Earlsfield	11	Fratton	9,13,(11)
.....5, 6, 11	Eastbourne	13	Frimley	5,6,9
& South) 11	East Croydon 	13	Fulwell	11,(5,8)
.....13	East Grinstead	13	Gatwick Airport ←	13
.....5,6	Eastleigh	9,(11)	Gillingham (Dorset)	9,(11)
.....9,(11)	Effingham Junction	11	Gipsy Hill	15
.....13	Egham	5,6	Godalming	9,(11)
.....11	Emsworth	13	Goring by Sea	13
et	Epsom	11,15	Gospel Oak	1
.....11	Epsom Downs #	15	Guildford	9,11

enquire on Sundays. Not all destinations have direct trains. You may need to change to reach you

Airport
marked

Clapham Junction



- Love the bright yellow airport-style signage
- But understand that when Crossrail/Elizabeth line comes in, Heathrow will have yellow airport and blue train signs
- Great but please TfL/RDG and airports join up and adopt the same convention!

East Croydon main entrance



- Several trains to Gatwick BUT need to stop and examine – getting in everyone's way
- Likely to miss your train by the time you have found out where to catch it!

East Croydon main entrance



- Space on opposite side of main entrance could be better used to show key departures

East Croydon platform

Departures			
Time	Destination	Plat	Expt
0856	London Bridge	4	0901
	Service delayed due to a fault on this train which is now fixed		
0859	London Bridge	4	0903
0901	Tonbridge via	5	0902
0902	London Bridge		Cancelled
	Service cancelled due to a fault on this train		
0903	Ore & Littlehampton	3	0906
Page 1 of 2		09:02:00	

Next Direct Train To			
Destination	Plat	Time	Expt
Balham	5	0910	On time
Clapham Junction	1	0858	On time
London Bridge	4	0856	0902
London Victoria	1	0858	On time
Luton Airport Pkwy	2	0854	0856
New Cross Gate	4	0921	On time
Norwood Junction	4	0905	On time
Shepherds Bush	5	0910	On time
London St Pancras	2	0854	0856
Watford Junction	5	0910	On time
Page 1 of 2		09:01:59	

- More useful information needed here to help passengers find their trains quicker

Now on the Jubilee Line



Nice

Nice – and
announcements
at stop

Jubilee Line

- BUT... Why not highlight connection for Heathrow via the Piccadilly Line?



Stratford



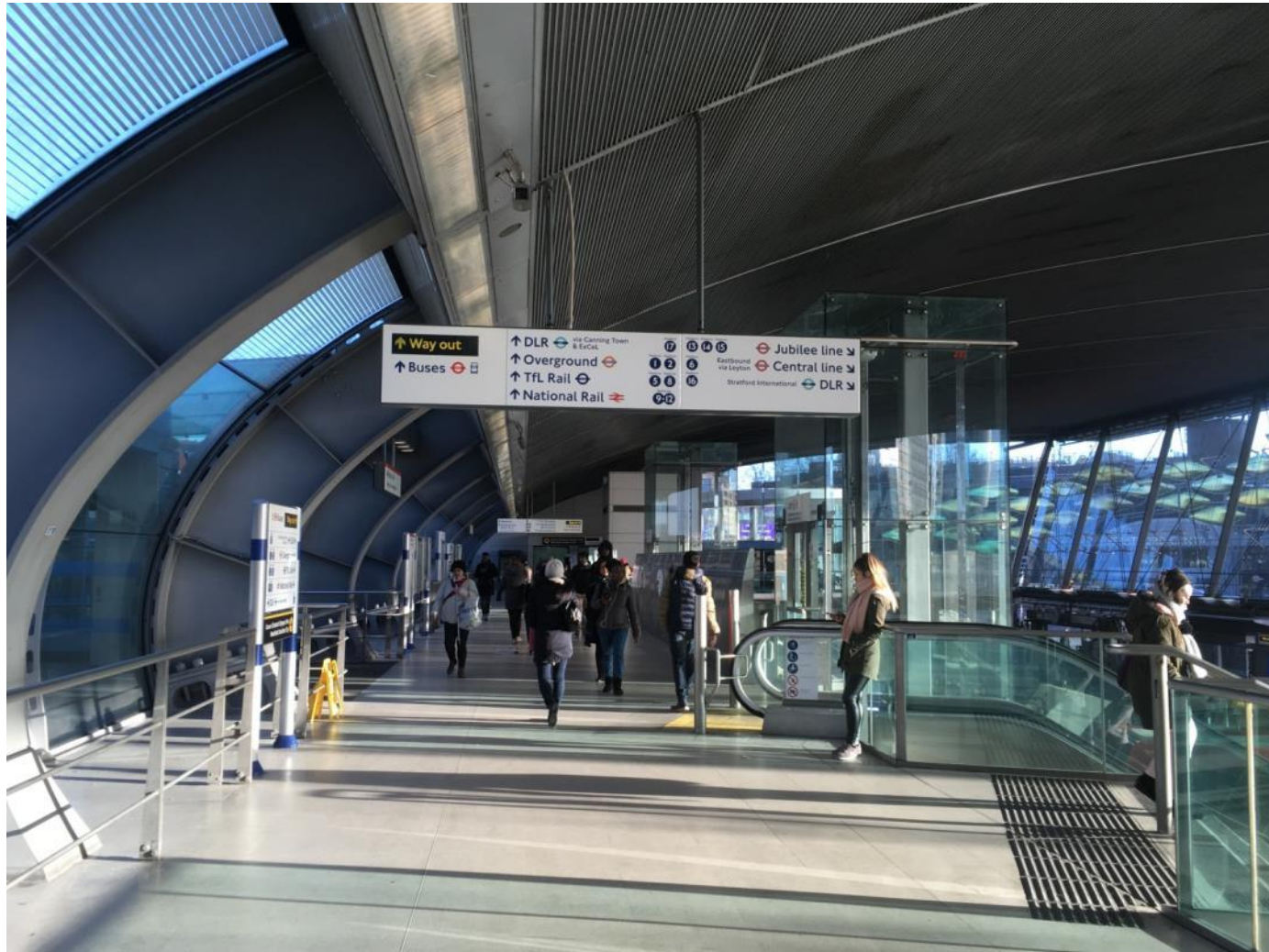
- Arriving at Stratford on the Jubilee Line – but where's the airport connection signage?

Still at Stratford ...



- Still no signage to airport connections

Still no signage to airport connections



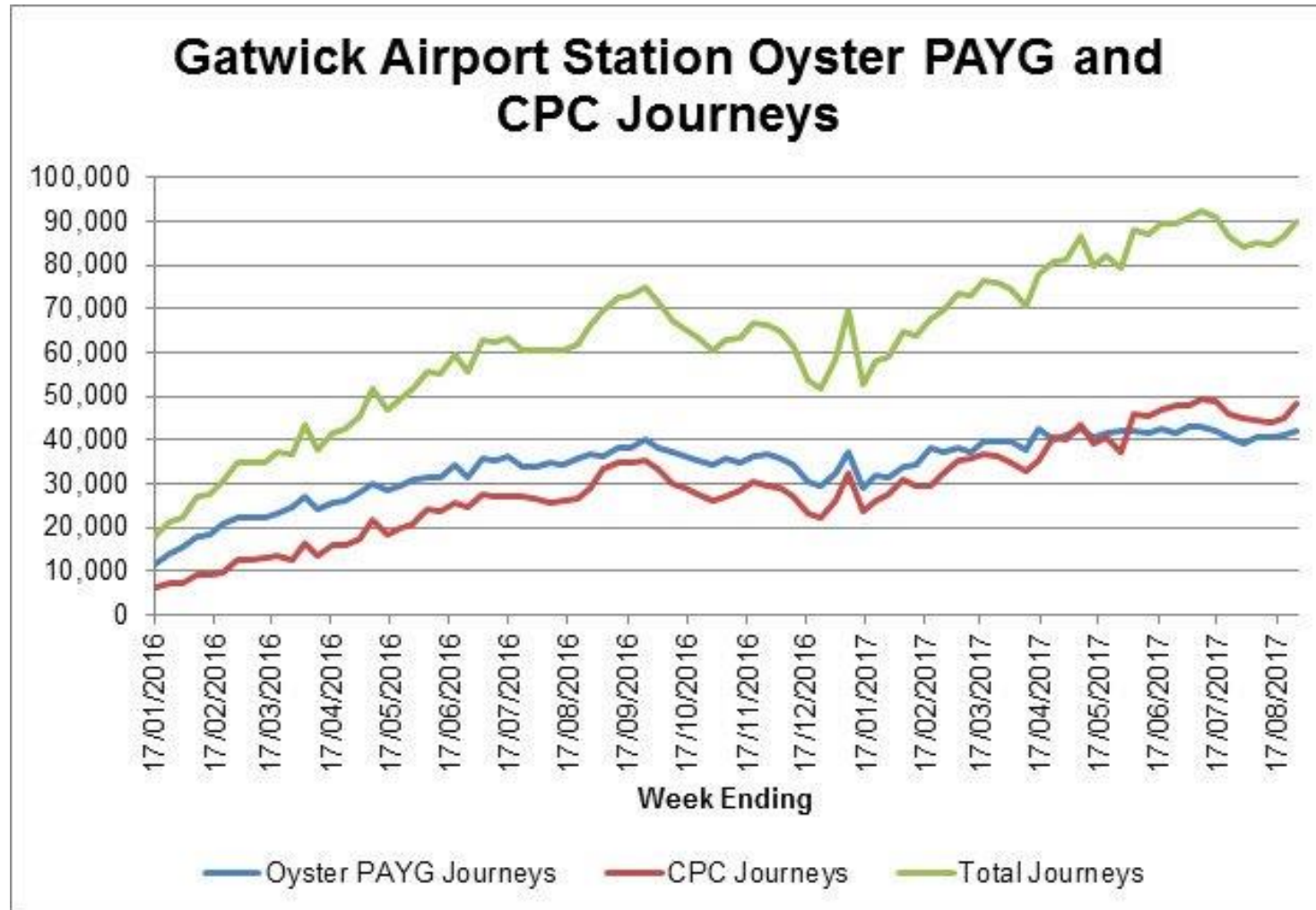


- Here's an airport sign BUT not only a different airport, that connection no longer runs!
- How confusing is that?
- And the train service to Southend Airport is good and direct but not easy to find

Ease of ticketing

- Compared to elsewhere Oyster/Contactless cards make travel much more convenient in and around London
- Two major successes since we published our 2014 access to airports research:
 - 1) Crossrail will call at Heathrow's busiest terminal
 - 2) Oyster to Gatwick

Look how popular Oyster to Gatwick has been



The passenger experience/ confusion at airport stations

- Approximately 6,000 penalty fares per annum at Gatwick Airport Station before Oyster/CPC introduced – on passengers wrongly expecting they could use this to travel to the airport
- First 11 months of 2017 – approximately 14.5k (3/4) penalty fares issued to passengers at Stansted Airport Station who had wrongly expected they could use Oyster/CPC to travel to the airport
- A quick look at London TravelWatch casework for past two years shows more than 200 appeals about Oyster/CPC not being accepted at Stansted and Luton Airports
- People expect to be able to use London's Oyster/CPC cards to travel to 'London's' airports

Luggage



More advice and assistance is needed during the journey

- Before the train arrives – where are the stepping distances smaller (e.g. at Clapham Junction), if there is somewhere further along the platform where it is likely to be a little easier to get onto a crowded train with luggage
- On the train – where to place suitcases, warning if train is likely to become significantly busier en route, which side the doors open
- Leaving the train – **exactly where are the lifts**
- At the airport – advance warnings if the travelators are not working

In conclusion

- Don't just call them customers, treat people travelling to airports as customers who have other options and tailor your service to better meet their needs
- Make it very easy to see when the next direct trains to London's airports leave - at the entrance to the station, on walkways used by passengers changing trains, and on the platforms. And what about some maps or leaflets explaining where to go on arrival at the airport?
- Oyster/CPC is coming to Heathrow in May but must be extended to Luton and Stansted as a priority
- Passengers travelling with luggage need better advice
- Will pick up on these themes and many more in the next version of this research in September 2018