
Secretariat memorandum

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Agenda item 11

LTW 311

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Passenger Focus remit extension to airline passengers consultation

1 Purpose of report

- 1.1. To apprise the Board of the Department for Transport (DfT) consultation document which proposes extending Passenger Focus's remit to include airlines and airports and the proposed London TravelWatch response.

2 Recommendations

- 2.1. If Passenger Focus are given an extended remit covering airline passengers encompassing the Air Transport Users Council's current role, then London TravelWatch requests assurances that Passenger Focus will be adequately resourced to do this work and that its existing commitments to rail and bus passengers are not compromised in terms of resources devoted.
- 2.2. That the legislation to be drawn up gives clarity to the respective remits of Passenger Focus and London TravelWatch regarding surface access to airports in the London TravelWatch area.
- 2.3. That the London TravelWatch response to the DfT should strongly emphasize that 'the voice of through passengers on rail services to airports is not given preference over that of local and suburban passengers using the same route', and this applies equally both in the London area and at other airports nationwide.

3 Background information

- 3.1. The DfT's consultation document may be found online at <http://www.dft.gov.uk/consultations/open/ukairports/consultationdocument.pdf> . The principle proposal as it affects London TravelWatch and Passenger Focus is set out in paragraph 10.13 :-

Reflecting the need for an independent body to represent the interests of air passengers as part of an integrated transport system within a wider end-to-end journey, we propose that Passenger Focus should be given responsibility for air passenger representation with regards to airline and airport issues. Currently Passenger Focus carries out passenger representation for Great Britain's National Rail passengers. Soon Passenger Focus will start to represent bus, coach and possibly light rail passengers in England, outside of London. The Secretary of State would ensure that appointments to the board of Passenger Focus would include appropriate knowledge of the air travel market. This approach further builds on the Pilling Report's principle of a statutory body separate from the

regulator, but better reflects the needs of air passengers – as customers of both airlines and airports – and the role of airports within a wider integrated transport system. **We are aware that some users of airports will use modes of public transport outside Passenger Focus’ remit. There are other statutory consumer bodies representing these passengers and we would welcome views on how we can maximise the end-to-end approach to airport journeys, without duplicating effort.** [our bolding]

- 3.2. When London TravelWatch’s boundary was last adjusted, it was explicitly drawn in such a way as to include all London’s airports (which is why Gatwick and Stansted are boundary stations). Rail access to these is within our statutory remit, and unless the law is changed, it will remain there. The law also explicitly makes Heathrow Express a London TravelWatch responsibility, not a Passenger Focus one.
- 3.3. The rail routes to these airports (plus Luton, the DLR to London City and the Piccadilly line to Heathrow) are shared with other users, and form an integral part of London’s surface transport network.
- 3.4. Direct surface access from the rest of the country remains Passenger Focus’s responsibility.
- 3.5. London TravelWatch has existing working protocols in place with Passenger Focus covering National Rail and cross boundary bus issues. In the event that Passenger Focus were to assume responsibility for airline passengers these would need to be revised to take account of any change in remit.
- 3.6. The deadline for formal responses is 1st June.

4 Equalities and inclusion implications

- 4.1 The proposal is likely to enable greater representation of transport users interests including those of users with reduced mobility, and as such is likely to be beneficial overall.

5 Legal powers

- 5.1. Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

6 Financial implications

- 6.1. No financial implications arise from this report for London TravelWatch.