

19th April 2016

**Response by Liverpool John Lennon Airport to The CAA Consultation on issues affecting passengers' access to UK airports: a review of surface access - CAP 1364**

**Airport background information**

Liverpool John Lennon Airport (LJLA) currently handles over 4.3 million passengers per year with flights to over 60 destinations in the UK and across Europe with onward worldwide connections.

LJLA is recognised for its relaxed, hassle free environment and best in class operational performance and is the Faster, Easier, Friendlier Airport of choice for passengers from across the region.

Passenger numbers have grown by almost 10 fold since the mid 1990's firmly establishing the Airport not only as a gateway for Merseyside but for the North West and North Wales as a whole.

The Airport is also one of the area's major employers, attracting inward investment and bringing significant tourism benefits, helping to boost the region's economy. LJLA is a significant driver of prosperity in the region and the North West and North Wales as a whole, bringing an estimated £240 million per annum in GVA and supporting 5,800 jobs.

Liverpool John Lennon Airport and Merseytravel, who are the Executive body that provides professional, strategic and operational transport advice to the Liverpool City Region Combined Authority, have worked work closely to develop an Airport Surface Access Strategy (ASAS). The primary aim being to facilitate long term sustainable growth of the Airport by increasing the proportion of journeys made using sustainable transport modes.

By also working in partnership with a comprehensive list of public and private sector stakeholders, the ASAS sets out how to enhance the public transport provision and encourage more airport customers and employees to use sustainable modes of transport.

The ASAS has been produced in order to set out a strategy going forward, that will help all stakeholders achieve their aims to deliver a level of surface access provision and usage befitting of Liverpool John Lennon Airport and the region it serves. This in turn will maximise the benefit that the Airport provides not only to the City but across the Northern Powerhouse.

## Consultation response

Liverpool John Lennon Airport (LJLA) welcomes the opportunity to respond to the *CAA Consultation on issues affecting passengers' access to UK airports: a review of surface access - CAP 1364*. Set out below are answers to each of the questions posed by the consultation for Airport operators to complete.

### **a) Which surface access facilities from the airport's portfolio of assets are made available and their attitude to the development of facilities outside the airport perimeter?**

The closest access to the terminal frontage and building entrances/exits is reserved solely for the use of public transport providers. Bus stops for all service buses are located immediately outside the terminal front, coach pick up/drop is on the next nearest lane in front of the terminal, whilst there is a hackney carriage rank immediately outside the main exit used by arriving passengers.

Drop off and pick up areas for use by all private cars, mini-buses, private hire taxis etc are located slightly further away. Closest is the Express Drop off and pick up car park with a minimum £2 charge for up to 20 minutes parking and located opposite the terminal building. A free drop off and pick up car park is located an approximate 10 minute walk away from the terminal front.

In addition there is a mix of different on site car parking products including a Fast Track parking area, multi-storey short stay car park and various long stay car parks, all operated by the Airport company located different distances from the terminal and reflected in the charges that apply.

Part of the revenue raised from the car parking at LJLA is used to enhance Airport facilities and this includes services aimed at non-car users, helping to reduce the reliance on car use and contribute to increasing public transport mode share. However, sustainable transport initiatives at the Airport do not benefit from parking outside the Airport boundary.

If the objectives of the ASAS are to be met, off-Airport parking provision must continue to be controlled by the relevant Local Authorities.

Whilst Local Authorities have been instrumental in denying planning permission to such developments and enforcing closure upon those that operate illegally, some persistent offenders remain.

### **b) How they make available facilities that can be used by surface access operators and an explanation of any restrictions to the range of operators or the type of services that can be operated at the airport.**

All service buses currently operate without charge, whilst private coaches are charged £5 for access to the front of the terminal for coaches to pick up passengers.

All Hackney Carriage vehicles wishing to use the rank at the front of the terminal must apply for an airport approved hackney driver badge which includes compliance with an airport code of conduct. Passenger access is facilitated by an Airport funded taxi marshaller. All drivers must pay £1.50 to use this rank, however this is reclaimed from passengers as a compulsory add-on to the journey fare.

All vehicles using the express drop off/pick up area pay a minimum £2 fee for stays of up to 20 minutes, with blue badge holders able to park for free for up to 30 minutes in this area. However there is a 'frequent user scheme' for regular airport visitors such as private hire firms to apply to use and who are charged £1 for up to 20 minutes of parking in this area.

All on site car parks are operated by the Airport Company and are close enough not to require the use of any car park shuttle busses.

Off site car parks who use vehicles to drop off /pick up their customers are charged for using the drop off/pick up areas and are eligible for the 'frequent user scheme' which allows for up to 20 minutes of parking for £1.

**c) How airport operators derive charges for the use of facilities by surface access providers and to explain whether and how these charges relate to costs or any other relevant factors. In particular, airports should explain if these lead to differentiation between providers of surface access products or between segments of consumers. Particular attention should be provided to areas where airport operators themselves compete with independent surface access operators.**

Charges highlighted in the response to question (b) and charges made within the airport car parks are derived from a variety of factors, including the cost of provision for such facilities, the need to encourage public transport usage and the need to make an important contribution towards the running costs of the airport, within the financial constraints of the business and the mix of airline operators.

**d) How airport operators consult with users on general charging principles and structures of airport services (access to facilities at or near the forecourt) required by surface access operators and how they provide relevant information on the costs of providing such services.**

The Airport meets regularly with bus operators to discuss operational issues and promotional activity. The Airport Transport Forum discusses a variety of surface access issues with a wide cross section of public transport stakeholders who have contributed to the production of an updated Airport Surface Access Strategy.

Proactive public relations have also been undertaken when changes to the front of the terminal, drop off/pick up car parks and restrictions to vehicles stopping on airport roads have been introduced.

In addition there are numerous signs advising of relevant charges for the different car park options along with information on the airport website regarding Airport Company on site car parks, their various tariffs and mechanisms to make bookings in advance.

**e) The extent of any agreements with other surface access operators and with distributors regarding the sharing of pricing information, the provision of information on costs, capacity management or any other practices and how they ensure these do not allow undue coordination among competitors.**

In relation to the Airport's on site car parks, there is price parity with various third party distributors to ensure that Airport products are the same price on every website.

Should an Airport Company car park reach its capacity, the product is shown as sold out.

**f) Their efforts to ensure that consumers have access to information about all options to get to and from the airport at the time they need to make informed choices (both on the airport operators' websites and on onward travel kiosks) and, insofar as it is the airport operators' ability to influence, those options are presented in a neutral and transparent way.**

The Airport website is the most popular source of information for airport users looking to find out more about the various surface access options at the Airport. Plenty of information is provided regarding all forms of public transport and car parking options in a clear and transparent way with various links through to more detailed information either from the Airport Company or third party providers.

**g) Details of surface access options that are available at no charge to consumers that allow for the drop-off and pick-up of passengers.**

Drivers of vehicles dropping off or picking up passengers at the Airport have a choice of parking areas which includes 'Drop off 2' - an area located a short walk from the terminal building where vehicles can park for up to 20 minutes at no charge.

Those drivers who are Blue Badge holders are allowed to park in the closer Express Drop off/pick up area for up to 30 minutes at no charge.

In addition, passengers using any of the service buses at the Airport do not incur any additional charges for access closest to the terminal front and all coaches and hence their passengers are not charged to drop off.