



**Submission by the Chartered Institute of Logistics and Transport  
to the CAA consultation on  
Issues affecting passengers' access to UK airports: a review of surface access**

- 1 The Chartered Institute of Logistics and Transport (CILT) is a professional institution embracing all transport modes whose members are engaged in the provision of transport services for both passengers and freight, the management of logistics and the supply chain, transport planning, government and administration. We have no political affiliations and do not support any particular vested interests. Our principal concerns are that transport policies and procedures should be effective and efficient and based, as far as possible, on objective analysis of the issues and practical experience and that good practice should be widely disseminated and adopted. The Institute has a specialist Aviation Policy Group as well as other groups considering different modes, a nationwide structure of locally based groups and a Public Policies Committee which considers the broad canvass of transport policy. This submission draws on contributions from all these sources.
- 2 Airports have two main travel constituencies - air passengers and staff. CAA surveys are a major source of information and data about air passengers and should be used to provide an in-depth analysis of passengers' choice of surface access. Every airport is different, but there are some clear general trends, including:
  - For air passengers, surface access choice is a second order factor after the first choice of airport based on the availability of a flight at the required time and price. Given that the first concern of a departing air passenger is to catch the plane, reliability is a key factor in deciding between modes of surface transport.
  - If available, private car transport is generally the first choice because of its door-to-door nature, ability to carry baggage, and is often cheapest in immediate costs.
  - Public transport is more likely to be used by inbound visitors, for the simple reason that they are less likely to have access to a car, and are more likely to have origins and destinations in a city centre, for which there are more public transport options. However, note that CAA surveys do not distinguish between inbound and outbound passengers, only between UK and Non UK residents (and indeed only survey departing passengers, so any differences between arriving and departing passengers are not captured).
- 3 Government objectives and policy are directed towards sustainable transport. For air passengers, this means giving priority to public transport, followed by park & fly, with kiss & fly and other journeys involving multiple access journeys (four, in the case of kiss & fly) having the lowest priority. Priorities can be supported by carrot and stick incentives, with physical arrangements for public transport access such as direct forecourt access or well located rail stations, or by adding costs to deter kiss & fly.
- 4 Employee journeys to airports are a significant minority but have particular requirements in terms of the time of the journey related to shift patterns. Staff are a major component in fare box contribution to new or upgraded services.

- 5 Airports are required to produce Airports Surface Access Strategies, co-ordinating with surface access providers and other stakeholders through Airport Transport Forums. These arrangements began in 1995 and have built up a great deal of experience and knowledge of air passenger and staff transport requirements, and have worked well at large and small airports, achieving significant successes in making surface access journeys easier.
- 6 The CAA should remind itself of the history of surface access at airports. In earlier times before forecourt management and better public transport, passengers were subject to congested forecourts and poor quality of service because of uncontrolled parking and waiting. Better public transport was in part justified by some of these poor conditions.
- 7 The CAA is therefore urged to consider very carefully any proposal which enables greater access to the least sustainable modes. Much of the good work achieved by airports, transport operators and other stakeholders could be easily undone by a misplaced ambition to provide more choice for passengers.

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