

Civil Aviation Authority - Consultation on issues affecting passengers' access to UK airports

Response from Robin Hood Airport Doncaster Sheffield

Questions for Airport Operators	RHADS Response
<p>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.</p>	<ul style="list-style-type: none"> • Bus stops for local bus routes • Taxi pick-up point • On-site short and long stay car parks • Parrot's Corner Park and Ride site is beyond the airport perimeter and is connected by bus to the Airport • DMBC planning policy prevents off-site parking and this is supported by the Airport Transport Forum
<p>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.</p>	<ul style="list-style-type: none"> • Bus X19 operated by Stagecoach Yorkshire • Bus X91 operated by First South Yorkshire • Little Arrows are the Airport's exclusive taxi partner and have an exclusive pick-up point and customer service desk in the terminal; this suggests that other taxi operators cannot 'ply for hire' • Restrictions on operators or types of service are not known • Doncaster Bus provision is under review and the airport faces losing the 91 service. Public transport to the airport should be better regulated to ensure minimum connectivity requirements are met for passengers and employees.
<p>c) How airport operators derive charges for the use of facilities by surface access providers and to explain how these charges relate to costs or any other relevant factors and, in particular, if these lead to differentiation between different providers of</p>	<ul style="list-style-type: none"> • Charges not known – assume these are confidential • Assume there is a cost to Little Arrows for exclusive access • No bus and taxi services are provided directly by RHADS and so there is no competing surface access provision • Are the short and long stay car parks managed directly by RHADS or via a third party?

<p>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.</p>	
<p>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.</p>	<ul style="list-style-type: none"> • Consultation on charging principles not publicly available • No information on costs is publicly available
<p>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.</p>	<ul style="list-style-type: none"> • No information on these agreements is publicly available • Assume there are no capacity issues relating to surface access at the Airport and so capacity management is not required
<p>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.</p>	<ul style="list-style-type: none"> • The Airport website includes information for all surface access options, including parking costs - http://www.robinhoodairport.com/getting-to-the-airport/ • Bus timetable information is not provided directly, but users are directed to the Travel South Yorkshire website (run by South Yorkshire PTE) which is neutral and transparent with respect to the available services • Bus fares and indicative taxi fares are not provided. • The options for parking are presented in a neutral and transparent way - http://www.robinhoodairport.com/getting-to-the-airport/ • A web-based information point is provided within the terminal

<p>g) Details of any surface access options that are available at no charge to consumers that allows for the drop-off and pick-up of passengers.</p>	<ul style="list-style-type: none"> • The short stay car park allow a maximum of 15 minutes free parking for dropping off and picking up passengers, to discourage this type of travel in favour of more sustainable options
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<p>General Questions</p>	
<p>h) Have we identified the key issues on market structure within the scope of this review?</p>	
<p>i) Have you any views and/or evidence on the market position of airport operators in the provision of airport services used to access the airport?</p>	
<p>j) Have you any evidence or views on how well informed consumers are of their airport surface access options and on what is most important to passengers in accessing an airport? Is this an area that merits further research?</p>	
<p>k) Have we identified the key issues related to the distribution of airport car parking? Do you have any views on what, if anything, would improve outcomes to consumers?</p>	

<p>l) Have you any views and/or evidence on how the information set that passengers have when choosing between airport surface access products could be improved for consumers?</p>	
<p>m) Have you any views on our proposed way forward and, in particular, the development of good practice principles by airport operators?</p>	

Input from Robin Hood Airport Doncaster Sheffield Airport Consultative Committee

The Robin Hood Airport Consultative Committee (RHACC) is the forum via which the management of Doncaster Sheffield Airport Limited interacts and exchanges information and ideas with communities in the vicinity of the airport, local authorities, local business representatives and other Airport users and other interested parties. Information on the committee can be found here <http://www.southyorks.gov.uk/SYJSHome/AirportConsultativeCommittee.aspx>

The forum consulted its members and they fed to us the following comments on the below, submitted to Doncaster Sheffield Airport by the Chair, Alan Tolhurst OBE

Surface Access Options

The members felt that, in general, passengers were well informed on the options they have for getting to the airport and on the facilities and services available on site. The website has recently been updated, is clear and easily accessible.

Opening of the Great Yorkshire Way has reduced significantly travel times to the Airport especially from the West, and the completion of the further stage of the development will make travelling by road to the Airport even more attractive.

Signage

As regards highway signage, the consensus was that this could be improved, especially from the centres of local towns and on the M1 and M18. Signage from the A1 (M) is confusing and could also be improved. The members understand that the solution to the problem rests essentially with the Highways Agency but they took the view that the shortcomings of the present arrangements impact adversely on the Airport. Moreover, the sooner satellite navigation systems can be updated to show the new route the better: this is outside RHADS control but you might have some influence!

Signage within the Airport site and in the Terminal is good.

Parking

Parking facilities at the Airport more than meet the needs of the current business and the closeness of the parking sites to the Terminal is seen as a real marketing plus point. On the other hand, the problem associated with the policing of the access roads is well known and has been recorded several times in the past. It is recognised that provision needs to be in place to prevent passengers and others from parking unnecessarily on the approach roads to the Airport, but the members took the view that the enforcement company could exercise more discretion in cases of real emergencies, before issuing penalty

notices. The publicity attached to the problem adversely impacts on Peel Airports Ltd and on Peel, which is something the members would hope could be avoided.

Public Transport

The current bus schedules to and from the Airport leave much to be desired. There are reports of passengers arriving at night without transport having been arranged and having only the options of using taxis or walking because the buses to town have stopped running. This appears to be particularly relevant to Wizzair flights, but could affect passengers from other flights which have been delayed.

Airport Station

The first iteration of the Airport Master Plan included a proposal to develop a rail station at RHADS; but this provision seems to be missing from a report published by Transport for the North on the Northern Transport Strategy which set out a shared vision for rail in the future.. It is felt that providing a rail link would have a very positive impact on the marketing of the Airport and on its development. Perhaps discussions on the development of a rail station could be resurrected. Just look at the impact the Great Yorkshire Way has had.

Members also felt that Peel should consider connectivity across the whole of the Sheffield City Region, linking in with the Tram-Train project and High Speed Rail 2 (HS2)