

CAA CONSULTATION ON ISSUES AFFECTING PASSENGERS' ACCESS TO UK AIRPORTS: A REVIEW OF SURFACE ACCESS

GLASGOW AIRPORT LIMITED SUBMISSION

Date: April 2016

Prepared by: Glasgow Airport Limited

Overview

Glasgow Airport welcomes the opportunity to respond to the CAA's consultation on surface access to UK airports.

Glasgow Airport is one of the UK's largest regional airports, providing vital connectivity to over 120 destinations across the UK, Europe, the Middle East and North America.

According to trade body ACI Europe Glasgow was one of Europe's fastest growing airports in 2015, during which it handled more than 8.7 million passengers – an increase of 13% on the previous year.

Glasgow Airport's master plan suggests passenger numbers could increase to 10.04 million in 2020 and over 16 million by 2040. The airport supports nearly 5,000 jobs directly and over 7,300 jobs across Scotland as a whole. It also generates nearly £200 million in GVA per annum.

Convenient and reliable access by a range of modes of transport is of fundamental importance to the operation and success of any airport. Glasgow Airport is no different in this respect, and is therefore committed to working with partners to develop a range of convenient, attractive and sustainable options for people to travel to and from the airport.

It is vitally important that passengers can access the airport efficiently and reliably. If they cannot, then the natural growth of the airport could be restricted.

Good access is not only important from the airport perspective. As numerous policy documents recognise, Glasgow Airport plays a key role in supporting the nation's economy and is an important source of employment. The ability of the airport to maintain and enhance this role is undoubtedly linked with the quality and performance of the surface access network which connects the airport with the rest of the country.

Glasgow Airport continues to work in partnership to deliver enhancements to existing public transport services and facilities, improvements to active transport infrastructure and improvements to sustainable transport information.

We have responded to specific questions contained within the consultation document and would be happy to provide further detail should it be required.

Glasgow Airport response to consultation questions

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 following surface access facilities are available at Glasgow Airport:

- Three on-site car parks (SHORT STAY 1 & 2, LONG STAY 3)
- Dedicated drop-off area
- Dedicated pick-up area located in the ground floor of Car Park 2
- Coach parks
- On-forecourt taxi rank
- 10 forecourt bus bays for scheduled services

In regards to the development of facilities outside the airport perimeter, all off-site car park operators must enter into an agreement with the airport which details expected service levels as agreed by the Glasgow Airport Parking Association (GAPA), an independent body that represents the off-airport parking operators.

We provide access to the correct/relevant facilities to all off-airport service providers through a variety of agreements or dedicated facilities. For example, off-site car park operators have dedicated pick-up points within our forecourt area. In order to gain access, they must adhere to our licensing conditions which stipulate agreed service standards. All bus operators must have a valid bus license in place issued by the Transport Commission for Scotland and off-site car park operators must have the necessary local authority approvals in place for the service they offer.

By entering into such agreements, Glasgow Airport is able to ensure:

- all operators deliver and adhere to an agreed level of service
- bus operators have a valid bus license
- off-site car parks have the necessary approval from local authorities

Any operator which does not meet these standards is not permitted access to facilities within the airport's security controlled area.

How they make available facilities that can be used by surface access operators and an explanation of any restrictions to the range

Where we have capacity we do not restrict access to any of our facilities. All coach operators and off-airport bus companies can access our forecourt.

Where several companies would like to operate the same service and satisfying all their requirements could have an impact on capacity, Glasgow Airport will manage capacity through a tender process. For example, in 2015 five bus companies tendered for the dedicated stands located at the front of the terminal reserved for the direct Glasgow Airport to city centre route.

All taxis and private hire are able to use our dedicated pick-up and drop-off facilities located in Car Parks 1 & 2. Please see below for current tariffs:

Current tariffs for Glasgow Airport's car parks as correct on 22 April 2016

Duration	Car Park 1	Multi Storey Car Park 2
Up to 10 minutes	n/a	£2
Up to 20 minutes	£3	£3
Up to 1 hour	£6	£6
Up to 3 hours	£10	£10
Up to 6 hours	£16	£16
Up to 24 hours	£26	£26
Up to 48 hours	£48	£48
Each 24 hours thereafter	£23 per day or part thereof per day	£23 per day or part thereof per day

For any passenger, member of the public, taxi or private hire operator who does not wish to use paid for facilities, a free service is available in our long stay car park. A free shuttle service to the terminal is provided as part of this package.

Glasgow Airport falls within the boundary of Renfrewshire Council which has 211 licensed taxis for the region. We have provided taxi licenses to 180 of these all of which have access to the taxi rank at the front of the terminal building.

We have a free to use coach park which has capacity for five vehicles.

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.

All of our charging structures are based on volume of use. We have noted below the charges and access for the different modes of transport and facilities.

Off-airport car parking

Operators have the option to pay per movement/visit to our forecourt or if they would rather operate from a dedicated stance to ensure continuity of service we will enter into a commercial negotiation to determine a set price per annum. At Glasgow Airport we have two companies (Park First and Flying Scot) who have entered into such a contract.

On-site car parking

Please see above charging structure which is based on a commercial tariff.

Coaches

We operate a free to use coach park. For those wishing to access our forecourt, we grant licenses with charges ranging between £200 for 50 departures and £10,000 for up to 4,975 departures per annum.

Renfrewshire licensed taxis

In order to access the dedicated taxi rank at the front of the terminal, Renfrewshire taxis are charged £1.50 per departure.

Taxis / private hires

We currently provide a free drop-off facility, however, a paid for facility will be introduced at some point within the next 12 months. All taxis and private hire vehicles have access to the car parks based on the above charging table.

Public buses

The following public bus services operate from the airport's forecourt and information on each is available on the [airport's website](#):

- First 77 Hospital Connect - Glasgow City Centre (via Renfrew, Braehead shopping centre, South Glasgow University Hospital and Partick) from Stance 6
- McGill's 757 - Paisley Gilmour Street Train Station from Stance 7
- Citylink 915 - Skye (via Loch Lomond and Fort William) from Stance 9

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 Glasgow Airport Transport Forum meets twice a year and comprises representatives from those surface access providers that wish to participate. They include bus, rail and taxi operators, Strathclyde Partnership for Transport (SPT); Transport Scotland; the Confederation of Passenger Transport UK and local authorities.

The forum provides an opportunity to review and discuss surface access provision including pricing structures. In addition, we have agreed the service standards for off-airport parking operators with GAPA – the independent body that represents the off-airport parking operators.

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.

We have contracts in place with a number of consolidation companies including Holiday Extras, Airport Parking & Hotels (APH), BookFHR.com and Purple Parking to sell Glasgow Airport parking. These companies charge commission and take a direct pricing feed from our car park booking engine.

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.

All surface access options are listed on [Glasgow Airport's website](#). These include links to public transport operators includes including:

- Traveline Scotland
- First Bus
- McGill's
- Citylink
- Road Network Information
- Regional Transport Information

Passengers can access information on all available modes of transport from the passenger information desk located within domestic arrivals. At the same desk, SPT has installed a touch screen bus information facility. All travel options are also available on SPT's website.

Whilst Glasgow Airport does not have a direct rail link, we have installed a rail ticketing kiosk within domestic arrivals. Passengers can book onward travel on all Scottish rail services operated by ScotRail.

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

We provide a free dedicated pick-up and drop-off facility in our long stay car park (Car Park 3). There is a maximum free stay of 20 minutes. We also provide a free 30 minute period for blue badge holders in both car parks one and two (please refer to terminal map in Appendix one).

We currently offer a free drop-off facility, however, we are currently conducting a review of this facility with a view to introducing a paid for service in 2017. Despite very clear signage, the area suffers from severe congestion and those who are genuinely seeking to drop off are often prevented from doing so by parked vehicles.

Glasgow Airport Limited

22 April 2016