

## IARO Press Briefing - Heathrow Express

The International Air Rail Organisation (IARO) has noted recent claims in the media that Heathrow Express is the UK's most expensive railway. This is simply not the case. Heathrow Express is not the most expensive railway in the UK, nor is it the most expensive air-rail connection internationally, as this paper by IARO makes clear.

Please find below answers to some of the questions/comments that are sometimes raised:

### **1. Is Heathrow Express the most expensive airport railway in the world?**

There are two possible measurements – the ticket price (what the one-way fare is) or the fare divided by the distance (cost per mile).

#### **Heathrow Express**

The normal one-way Express Class ticket is £21. The distance is 15 miles, or £1.40 per mile.

#### **Higher one-way fares**

Stansted Express costs £23.40 - and for a multi-stop journey.

The ride from Newark Liberty International Airport to New York Penn Station is either US\$33 or US\$54 (£19.82 or £32.43), depending on the train you take. As at Heathrow, there is a cheaper option – the suburban New Jersey Transit.

Arlanda Express in Stockholm costs 260 Swedish Krona one way: that is £22.63.

*Conclusion - Heathrow Express does not have the highest ticket price.*

### **2. Higher fares per mile**

As at Heathrow, Frankfurt passengers have a choice. The express service between Frankfurt Hbf and the airport costs €13 (£10.38) for 5.6 miles or £1.85 per mile.

The Newark fares cited above are also more expensive per mile. It is 16 miles between New York Penn Station and Newark International Airport. Fares for the trip are either \$33 or \$54 (£19.82 or £32.43) or £1.24 or £2.03 per mile.

In Sydney, the fare between the city and the International Terminal is A\$17.20 (£9.63) for just over four miles or £2.20 per mile. The fare from the Domestic Terminal station is a little less.

*Conclusion - Heathrow Express is not the most expensive airport railway in £ per mile.*

### **3. Is Heathrow Express the most expensive railway in the UK?**

Here, the fare per-mile is the most appropriate measurement. Heathrow Express costs £1.40 per mile (see above).

The standard one-way London Underground Zone 1 full-fare ticket is £4.70, or £2.20 on an Oyster card pay-as-you-go. So a one-mile trip on the Tube costs £4.70 per mile full fare or £2.20 on Oyster – both more expensive than Heathrow Express. Indeed, any full-fare journey in Zone 1 which is less than 3.3 miles costs more for each mile travelled than Heathrow Express.

*Conclusion - Heathrow Express is not the most expensive railway in the UK.*

### **4. Is Heathrow Express value for money?**

According to the latest National Rail Passenger Survey, 94% of Heathrow Express passengers rated it 'Satisfied' or 'Good' (a score only beaten by First Hull Trains, and equalled by Grand Central). Heathrow Express is usually in the top three. The overall average is 86% for regional and long-distance trains, and 80% for London commuter services. The survey also measures value for money for the ticket price and Heathrow Express scores above average for London and the South East, which reflects the fact that the fast, non-stop journey on a dedicated train is highly valued by its customers.

The Eurobarometer survey assesses customer satisfaction with rail services. An overall measure of satisfaction is the percentage of people who express satisfaction with six or seven elements of travel by train ('high') or four to five elements ('Good'). Only in Finland (79%) is the score higher than in the United Kingdom (75%). So one can conclude that satisfaction with Heathrow Express - almost the top operator in the UK, which itself is almost the top in Europe for customer satisfaction - is almost the best in Europe.

*Conclusion - Heathrow Express is considered as value for money by its customers.*

#### **Further information - contact:**

Patrick Hicks, Administrative Director, IARO

T: +44 (0)20 8390 0000

E: [patrick.hicks@iaro.com](mailto:patrick.hicks@iaro.com)

#### **Sources:**

##### ***Heathrow Express fares:***

[https://www.heathrowexpress.com/tickets-deals/prices-fares?tid=WEXT12181&CMP=PSB013&utm\\_source=Google&utm\\_medium=cpc&utm\\_campaign=UK&utm\\_term=view+prices+%26+fares&OVMT=Exact&site=&creative=33028925010&OVKEY=heathrow%20express%20fare&url\\_id=24815240&adpos=1t1&device=c&gclid=Cj0KEQjwjtGfBRCN4-LU9ODG1-wBEiQAY Xp7zDvXJ O48froQDmRLz8Kk1G9nOApA2Hc8KSeBhyXxkaAnGH8P8HAQ](https://www.heathrowexpress.com/tickets-deals/prices-fares?tid=WEXT12181&CMP=PSB013&utm_source=Google&utm_medium=cpc&utm_campaign=UK&utm_term=view+prices+%26+fares&OVMT=Exact&site=&creative=33028925010&OVKEY=heathrow%20express%20fare&url_id=24815240&adpos=1t1&device=c&gclid=Cj0KEQjwjtGfBRCN4-LU9ODG1-wBEiQAY Xp7zDvXJ O48froQDmRLz8Kk1G9nOApA2Hc8KSeBhyXxkaAnGH8P8HAQ)

##### ***Stansted Express fares:***

<https://www.stanstedexpress.com/tickets-fares/fares>

**Amtrak fares:**

<http://tickets.amtrak.com/itd/amtrak>

Arlanda Express fares: <https://www.arlandaexpress.com/fares.aspx?gclid=Cj0KEQjwjtGfBRCN4-LU9ODG1-wBEiQAY Xp7zED-1klTMYhxjquCHowmFNHjbJGEbH4uZQBQqWXY saAqGv8P8HAQ>

Frankfurt fare:

[http://reiseauskunft.bahn.de/bin/query.exe/en?revia=yes&existOptimizePrice=1&country=DEU&dbkanal=007=L01\\_S01\\_D001\\_KIN0001\\_qf-bahn\\_LZ003&ignoreTypeCheck=yes&S=FRANKFURT%28MAIN%29&REQ0JourneyStopsSID=&REQ0JourneyStopsSOA=7&Z=Frankfurt%28M%29Flughafen&REQ0JourneyStopsZID=&REQ0JourneyStopsZOA=7&trip-type=single&date=Th%2C+21.08.14&time=16%3A21&timesel=depart&returnTimesel=depart&optimize=0&travelProfile=-1&adult-number=1&children-number=0&infant-number=0&tariffTravellerType.1=E&tariffTravellerReductionClass.1=0&tariffTravellerAge.1=&qf-trav-bday-1=&tariffTravellerReductionClass.2=0&tariffTravellerReductionClass.3=0&tariffTravellerReductionClass.4=0&tariffTravellerReductionClass.5=0&tariffClass=2&start=1&qf.bahn.button.suchen=](http://reiseauskunft.bahn.de/bin/query.exe/en?revia=yes&existOptimizePrice=1&country=DEU&dbkanal=007=L01_S01_D001_KIN0001_qf-bahn_LZ003&ignoreTypeCheck=yes&S=FRANKFURT%28MAIN%29&REQ0JourneyStopsSID=&REQ0JourneyStopsSOA=7&Z=Frankfurt%28M%29Flughafen&REQ0JourneyStopsZID=&REQ0JourneyStopsZOA=7&trip-type=single&date=Th%2C+21.08.14&time=16%3A21&timesel=depart&returnTimesel=depart&optimize=0&travelProfile=-1&adult-number=1&children-number=0&infant-number=0&tariffTravellerType.1=E&tariffTravellerReductionClass.1=0&tariffTravellerAge.1=&qf-trav-bday-1=&tariffTravellerReductionClass.2=0&tariffTravellerReductionClass.3=0&tariffTravellerReductionClass.4=0&tariffTravellerReductionClass.5=0&tariffClass=2&start=1&qf.bahn.button.suchen=)

**Sydney fares:**

<http://www.airportlink.com.au/price.php>

**London Underground fares:**

<https://www.tfl.gov.uk/cdn/static/cms/documents/tube-dlr-lo-adult-fares-jan-2014.pdf>

**National Rail Passenger Survey:**

<file:///C:/Users/Andrew/Downloads/National%20Rail%20Passenger%20Survey%20-%20NRPS%20-%20Spring%202014%20-%20Main%20Report.pdf>

**Eurobarometer report:**

[http://ec.europa.eu/public\\_opinion/flash/fl\\_382a\\_en.pdf](http://ec.europa.eu/public_opinion/flash/fl_382a_en.pdf)

Exchange rates: [www.xe.com](http://www.xe.com) (20 August 2014).