

**13th IARO Workshop: London Heathrow Airport
23 & 24 May 2017**

“What do Good Air-Rail Services Look Like?”

*A Dedicated IARO Workshop offering participants the opportunity
to share best-practice trends in rail services to airports.*

Workshop Venue: Town Office Room, Starlight, Heathrow T2

***Tuesday 23 May 2017: Site Visits (Luton, Heathrow, Paddington)
Welcome Reception***

Wednesday 24 May 2017: Conference Sessions

Organised by:



Hosted by:



How to Register for the Meeting

Registration is **free-of-charge** for IARO Members. There is a fee of £250 for non-Members.
To register for the Meeting, please email: patrick.hicks@iaro.com.

Tuesday 23 May 2017

Site Visits and Welcome Reception

Technical Site Visit:

Full Day Tour to Luton, Heathrow and Paddington

Delegates attending the 13th IARO Workshop are invited to participate in a Technical Site Visit on Tuesday 23 May, comprising a trip to London Luton Airport, a visit to Heathrow Terminal 2, a tour of ULTra PRT and a tour of Paddington Station.

The Schedule as follows:

(please note that this is a provisional schedule and subject to change)

- Mid-Morning: Travel by rail from London St Pancras Station to Luton Airport Parkway
- Presentation at Luton Airport
- Coach to London Heathrow
- Tour of T2 (including an airside visit), and a look at the 'Plane to Train'
- Tour of ULTra PRT
- Travel by Heathrow Express to Paddington Station
- Tour of Paddington Station
- Return to Heathrow

The Day will conclude an Evening Reception for all participants

Wednesday 24 May 2017

Workshop Agenda

The Agenda for the Workshop on Wednesday 24 May 2017 is as follows:

09:00 *Registration*
 Welcome coffee

09:30 **Opening and Welcome Remarks**

Fraser Brown
President, International Air Rail Organisation
Business Lead, Heathrow Express

09:40 **Open Forum: Observations from Day 1 Site Visits**

- Luton's market profile, using non dedicated trains
- How to make a people mover successful.
- Comments/feedback on "Plane to Train" and T2 generally
- Applications for ULTra elsewhere.

Moderator: Paul Le Blond, IARO Board Member

10:30 *Mid-morning refreshments*

11:00 **Dedicated Airport Expresses: Good Services in Action**

Three 20 minute presentations on different types of airport access, followed by a 60 minute discussion on how they can work together to serve different parts of the airport access market.

Speakers:

Heathrow Express
MTR/Elizabeth Line (invited)
HS2 (invited)

13:00 *Lunch*

14:00 **Customer service: the key to attracting customers**

Interim Journey Analysis

Liam Henderson
Transporting Cities

Surface Access: Market Research

Insitias
Heathrow Quality/Service Monitor Project Consultants

15:00 **What do good airport rail links look like – the global picture?**

- A review of good airport links around the world

Andrew Sharp
Policy Advisor
IARO

15:30 *Mid-afternoon refreshments*

16:00 **Heathrow's third runway proposals: rail links, controlling car parking**

Chris Joyce
Head of Surface Access
Heathrow Airport

1700 Close of Workshop

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