

*promoting quality public transport.....*

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## **NEWS RELEASE – IMMEDIATE**

### ***MORE EFFORT NEEDED TO INFORM AIR PASSENGERS ABOUT PUBLIC TRANSPORT LINKS WITH AIRPORTS***

In a report launched today TravelWatch North West says that passengers travelling to and from airports in the North West of England are badly informed about public transport information on airline operators' web sites. Some of the web sites contain limited information while others do not contain any.

Airport operators' web sites, by contrast, generally contain adequate information about public transport to and from their Airports.

Passenger research conducted at Liverpool John Lennon and Manchester Airports showed that for the majority of departing airline passengers public transport links were perceived as being inconvenient. However there was a significant reference by those interviewed to the need for better information about public transport options.

The report makes a number of recommendations, in particular the need for airlines to have clear links on their journey planner and booking sites to public transport information. It is also recommended that a Code of Practice be drawn up for airports and operators serving them, incorporating the recommendations.

Airports are expected to grow and handle more passengers in the foreseeable future - traffic congestion and environmental concerns point to the need for a greater emphasis on public transport links. Investment is one aspect of this but information is a key factor in helping to encourage people to use more environmentally friendly forms of transport.

#### ***Notes for Editors***

1. TravelWatch NorthWest is an independent body representing users of all forms of public transport in NW England.
2. Report enclosed - for further information contact John Moorhouse on 07989 515175