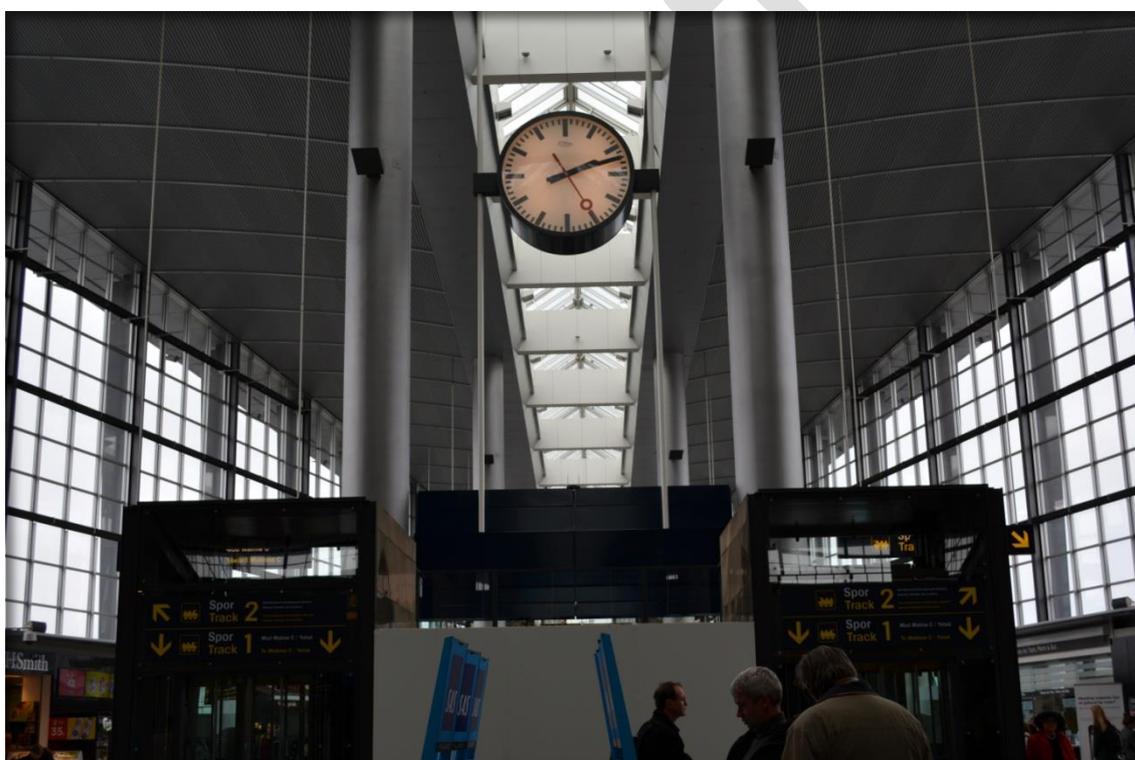


GREEN **STRING** CORRIDOR

Air-Rail improvement at CPH

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THE EUROPEAN
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CONTENS

SUMMERY	3
DEVELOPING THE AIR-RAIL CONCEPT AT COPENHAGEN AIRPORT.....	4
INTRODUCTION	4
PHYSICAL OBSTACLES MUST BE REMOVED	4
INFORMATION AND GUIDING.....	4
TICKETS	5
NS TO TRIAL GUARANTEED AIRPORT RAIL SERVICE	6
DEDICATED SERVICES	7
ENTIRE NETWORK ACCESS	8
BAGGAGE HANDLING	8
SHORT TERM MEASURES	8
CONCLUSION	9

SUMMERY

The connection between air and rail services at Copenhagen airport (CPH) is good but there is also a potential for improving. Examples from other airport connections in Europe can serve as models. Better coordination of ticketing and passenger information are two things to improve. Baggage handling is a more difficult matter that has to wait for new security rules.

In order to have a sustainable development with the increasing number of passengers using the airport, it will be necessary also to get an increasing part of them to use train connection to and from the airport.

A pilot project including some railway stations with many passengers bound for the airport should be planned with initiatives from the airport and Region Hovedstaden and Region Skåne.

DEVELOPING THE AIR-RAIL CONCEPT AT COPENHAGEN AIRPORT

INTRODUCTION

This report is produced within the Green String Corridor project in order to give suggestions to how an air-rail concept can be developed and improved for Copenhagen airport (CPH). The airport is supposed to increase the number of passengers from 24 to 40 millions per year within the next couple of decades. To make this increase sustainable but also to extend the catchment area for the airport, the railway connections to the airport is of great importance.

In order to ensure the attractiveness of the airport and for the convenience for the passengers there are good reasons to develop an Air-rail concept for CPH.

The airport is situated in the center of the Öresund region, and there is a large number of people living within a short distance. With the fixed Öresund connection and the border crossing train operations with the Öresund trains connecting the airport to many cities in southern Sweden and Denmark, a lot of passengers have the possibility to take the train to and from the airport. The design of the airport railway station gives short distances between platform and check-in desks in terminal 3.

PHYSICAL OBSTACLES MUST BE REMOVED

When the traffic grows with new high speed lines from Oslo and Stockholm and lines from Germany there will be a need for additional platforms. It can be a problem to get as good connections between the new platforms and the check-in facilities as there is today from the existing platforms as the new platforms probably have to be situated further away from the terminal. When planning and constructing the new platforms and their connections to the terminals those obstacles have to be reduced by elevators, escalators and moving pavements. It is important that the distance will not be considered as a problem for using the air-rail combination. The design and dimensions of those connections will be crucial for the experience of the comfort for the passengers

INFORMATION AND GUIDING

For travelers who use public transport it is of great importance to have good and easily available information for their experience of the trip. This is the situation during the whole trip and starts with the planning. Today the information based on internet is very good for planning both for the train journey to and from the airport and departure- and arrival times for the flight. The uncertain factor is how long time in advance you have to be at the airport for check-in and the risk for delay of the connecting train.

The same situation occurs if arriving flight is delayed, though it is often more easy to handle that.

When the journey begins the traveler has to be updated about the present situation for trains and flights and disturbances that may occur. If disturbances are known in advance the traveler should get information about this for example by sms.

During the trip to the airport the traveler should be able to get information about queues for check-in and security control or other things that may influence the connection. Such information should be available in different languages.

At the departure station there should be updated information about departures and arrivals for the flights at the airport within the next couple of hours. At railway stations with many air passengers the information can be shown on screens while passengers travelling from stations with a smaller amount of air passengers may get this information on their mobile telephones.

In the same way information about the trains should be shown on screens in the arrival hall at the airport (close to the baggage claims). It should also be possible to buy train tickets there.

For departing air passengers the guiding from train platform to check-in desks should be simple and well marked. It has to be repeated if there is a risk to choose a wrong way. In the same way there must be guiding from the customs to the platforms for trains to different destinations. The guiding should preferably be provided by pictograms.

TICKETS

Air tickets are normally booked several days in advance and can be printed at home or by a travel agent. It can also be shown on an Ipad or a smartphone. Train tickets for long distance trains can be handled in the same way, while tickets for the Öresund trains normally have to be bought in connection to the trip.

It would be a great advantage for the passenger if the ticket for the whole journey could exist in one document, just as it is possible to have different flights in one document if the air trip includes more than one flight. To achieve this air companies and train operators have to agree about the conditions for the connection and who will be responsible if the promised connection is broken. For the traveler it will be an increased confidence to know that the responsibility for the connection is guaranteed by the operators.

In Europe such cooperations exist for example if you go from Brussels by train to Schiphol or Charles de Gaulle and then fly with KLM. The same situation exists between Deutsche Bahn and Lufthansa via Frankfurt.

For the customers it will be an advantage if as many air- and railcompanies as possible will join such a cooperation. Air passengers may then check in at the railway stations. With the security rules of today the travelers still must take care of their luggage to the bag-drop facilities at the airport to make sure that passenger and baggage goes on the same flight.

The ticket issue involves many parts, mainly air- and rail companies. In order to develop the issue a number of companies involved in the operations should realize a project with the aim of presenting a concept for air-rail cooperation via CPH. Adequate parts in such a project are DSB, SJAB and Öresundståg and one or more air companies within Star Alliance. The first goal for the project is to make it possible to check in at a number of railway stations in Denmark and in the south of Sweden and also to start a closer ticket-cooperation between air and rail.

NS TO TRIAL GUARANTEED AIRPORT RAIL SERVICE

Friday, 27 Jun 2014



THE NETHERLANDS: Dutch rail operator NS and Amsterdam Schiphol Airport will start Schiphol Warranty Service trials from 14th of July to 1st of September.

Journeys, of the travellers who sign up for this service, will be monitored throughout from NS rail station until check-in desk at the airport for any disruptions. "If there are any failures along the way, we will ensure that passengers catch their flight, even if it means calling them a taxi," says Commercial Director of NS Hans Peters.

More than 10,000 NS customers have received a letter inviting them to participate in this trial. NS hopes that eventually some 1,500 customers will take part in this programme. During the trial customers will have to pay €5 to participate in the Schiphol Warranty Service.

Their journeys will be monitored via an app that will track the participants' departure station, date and time of the departure flight, flight number, number of people traveling and how many suitcases they carry. NS then will check for any travel disruptions and/or changes along the way. If anything will go wrong during the journey, the app will notify passengers with alternative routes or any travel advice. If there are no train options available in time to bring customers to the airport, NS will then search for other travel options via bus or taxi. Then, as soon as passengers arrive at the airport, they will be picked up by customer service staff and escorted to the nearest check-in desk. In worst case scenario, if the guarantee cannot be met and passengers miss their flight, NS then will organise hotel stay and rebooking or refund of the flight.

DEDICATED SERVICES

Dedicated services are less common than Rail&Fly alliances, due to the level of service provided. Often checked through luggage to is provided between the air and rail journeys, dedicated carriages or entire trains are provided to airline passengers, and service is to the same level expected on board an aircraft, including meals and refreshments.

Train Operating Company	Airline	From Airport	To City	Marketed As
CRH	China Eastern Airlines	Shanghai Hongqiao International Airport	Shanghai-Hangzhou Shanghai-Wuxi	China Eastern Air-Rail Service ^[1]
Deutsche Bahn	Lufthansa American Airlines Emirates	Frankfurt Airport	Stuttgart Cologne Siegburg/Bonn	AirRail ^[2]
SBB	Swiss International Airlines	Zurich Airport	Basel	Airtrain ^[3]
SNCF	Air France	Paris-Charles de Gaulle Airport	Brussels-Midi	Air & Rail ^[4]
Thalys	KLM	Amsterdam-Schiphol Airport	Antwerp Brussels	
Thalys	American Airlines	Paris-Charles de Gaulle Airport	Brussels-South	
Thalys	Jet Airways	Brussels Airport	Paris	^[5]

ENTIRE NETWORK ACCESS

More commonly referred to as Rail & Fly due to the popularity of the Deutsche Bahn service, entire network access is the increasingly common form of air-rail alliance. This allows passengers to book a train ticket at the same time as their air ticket, often for a discounted price and occasionally for free. Checked through luggage and dedicated train compartments for airline passengers are not normally available, though sometimes first class train travel is provided. Travel is usually available to the entire rail network.

BAGGAGE HANDLING

A majority of flying passengers have luggage that has to be checked in and then transported in the luggage room of the aircraft. Today luggage must be handed over from the passenger to the check in staff at the airport. This is a procedure that often takes a lot of time, even if the passengers have got their baggage tags at the check-in machines. Can this handling be spread out to the railway stations or other places where the travelers start their journey?

Probably new rules for luggage handling for air passengers have to be produced. When new trains are ordered it will be possible to have certain compartments for checked in luggage. Then the handling at the railway stations will become a key question.

SHORT TERM MEASURES

In a pilot project the following railway stations should be included for better information and check in facilities:

- København H
- Malmö C
- Triangeln
- Hyllie

Information about departing flights within the next 4 hours should be shown on screens in time order, showing flight number, destination and check-in desk. About ten flights can be shown on the screen for about 20 seconds. There should also be information about waiting time for security control.

Close to those information screens the check in machines can be placed. They should be of the same type as at the airport. While waiting for the train the travelers can check in and get their baggage tags.

At the airport a bag-drop function should be placed close to the platforms so that the passengers can get rid of the luggage as soon as possible. It would be preferable if this function will be the same for all air companies.

At the airport ticket machines for the trains should be placed close to the luggage claims so that the passengers can buy their tickets while waiting for the luggage. At the same place there should be information about train departures to different destinations within the next couple of hours.

Except for the operating air- and train companies mentioned above the following organizations have to be involved:

- Jernhusen and the City of Malmö for creating space for information screens and check-in machines at the railway stations in Sweden
- DSB for creating space for information screens and check-in machines at the railway stations in Denmark (Hovedbangården)
- CPH for disposal of information screens and check in machines (in cooperation with the air companies) and providing the information for the screens.
- CPH for giving place for ticket machines and information screens for the trains.
- CPH takes care of practical bag drop functions close to the platforms.
- DSB, SJ and Öresundståg for placing and operating ticket machines at the airport.
- Banedanmark for placing and operating information screens at the airport in the baggage claim area.

Each part will take care of their own expenses during the pilot project. Evaluation shall take place after one year for decision about continuation, developing or winding up.

A pre-project to plan for the pilot project can be managed by CPH together with Region Hovedstaden and Region Skåne.

Conclusion

There is a good potential to improve the air-rail connection at CPH. Examples from the Netherlands and Germany can be used as models for such an initiative. The airport together with Region Hovedstaden and Region Skåne could start planning for a pilot-project.

