



Agenda Item: 15	Reference: HACC.504
Date: September 16 2007	
Innovative airport transfer service from Heathrow to Central London	

1. Members will be well aware of the concerns which the Committee has been expressing for some years about the availability and attractiveness of vehicular services for individual passengers at Heathrow, in particular those of taxis.
2. Some three years ago, after wide ranging changes in bus legislation were implemented to permit bus operators to operate with much smaller vehicles and to tailor their routes and to include only a few stops/destinations. This would permit them to operate fixed routes with only a few points of call on a similar basis to those airport services which many members will have experienced in North America.
3. Following the changes in the legislation, National Express was understood to be considering taking advantage of it to introduce some innovative services from Heathrow but it has taken longer than anticipated for this to happen.
4. National Express has now announced a very important innovation in that, in November 2007, it will launch "dot2dot" a new airport transfer service from both Heathrow and Gatwick airports to Central London. The company says "...with a maximum of four stops on any route for each shuttle, at half the price of a taxi, the service allows travellers to travel in comfort with less hassle than many other routes into Central London".
5. Press reports amplifying the announcement indicate that there will be seventy five vehicles dedicated to the service, that an information desk will be in each of the terminals, as there is for taxis, and that a flat fare of £22.00 will be charged; this would be very much less than the average taxi fare.