



Report by the Technical Adviser

Agenda Item:	Reference: HACC.480
Date: March 13 2007	
House of Commons Transport Committee Inquiry "Passengers Experience of Air Travel"	

1. The House of Commons Transport Committee on February 8 2007, issued a general invitation for evidence to be submitted to it for an Inquiry which it had instigated on the subject of "Passengers Experience of Air Travel". The invitation listed a number of particular elements of such experience which the Committee wished to pay attention to.
2. These elements of passengers experience included a number which are at the airport and, at Heathrow, are the subject of routine monitoring and attention by the Passenger Services Sub-Committee.
3. Unfortunately, the invitation did not come to the attention of the HACC Secretariat until a member of the Committee, Councillor Ceaser representing Spelthorne, sent a copy of the invitation with a proposal that a response should be made on the subject of taxi operations between Heathrow and adjoining areas outside of Greater London. The HACC has sought a solution to the problems inherent in these operations for some years, in particular those to Spelthorne.
4. Due to some transmission problems, the information did not arrive until the morning of Saturday 3 March when the Transport Committee had set a deadline for submissions of Monday March 5th.
5. Due to the short time available and the lack of opportunity to consider a comprehensive submission, because of the considerable history and record of concern about these cross-border taxi operations, the Chairman agreed a three page response on that subject which was submitted by e-mail on Sunday March 4th.
6. The rules of the Inquiries conducted by the Transport Committee require that evidence submitted to it become the property of the Committee and that it may not be publicised by those making the submission. The substance of any evidence received by that Committee will only become public knowledge when its report is published.

7. Accordingly, we are unable to release copies of that submission to Members of the HACC but will do so when the Transport Committee publishes its report.

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