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BUDAPEST FUA REPORT ON AIRPORTS EMPLOYEES MOBILITY NEEDS AND BEHAVIOURS

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Table of content

1. Introduction 3

1.1. Background of the survey in Budapest 3

1.2. Survey results 3

1.3. Employee profile of the respondents to the survey 4

1.4. Mobility pattern of the respondents 6

2. Suggestions 14

3. Limitations 14

4. Conclusions 15

1. Introduction

This report elaborates the current mobility needs and behaviour of the employees revealed at Budapest Airport based on the survey conducted by Mobilissimus Ltd. subcontractor of Budapest Budapest Főváros XVIII. kerület Pestszentlőrinc-Pestszentimre Önkormányzata.

The goal of the survey was to identify satisfaction level with the current transport supply and possible behavioural changes towards low carbon mobility in the functional urban area.

The results of the survey shed light on the current situation, the everyday mobility pattern and needs, as well as an assessment of locally critical parts of the mobility system.

1.1. Background of the survey in Budapest

The survey is conducted within LAirA project in many Central-European airports including Liszt Ferenc International Airport in Budapest in Hungary, the most significant airport in the Carpathian basin with the largest passenger turnover.

The survey was elaborated based on a methodology that was created by the LAirA project consortium. The methodology was well elaborated by Aeroporto G. Marconi di Bologna S.p.A. The partner decided to leave the consortium, therefore the consortium members had hardly any consultation opportunity after the delivery of the methodology to better adapt the methodology to the local condition hence keep the transnational comparability.

The Hungarian survey was elaborated by Mobilissimus Ltd. with the assistance of Budapest Airport Plc. A resource saving implementation was decided in carrying out the survey online with appealing and user-friendly interface with the help of the KwikSurveys.com.

The online employee survey was kicked-off online on 23rd February and it was active for more than 3 weeks, until 18th March.

The survey link with an article was sent out in many waves by the Budapest Airport in their weekly e-newsletter (23rd February, 2nd March), in a special email to all Budapest Airport users (1st March), in a special email to all enterprises at the airport (7th March).

1.2. Survey results

In this chapter, the results of the survey are collected and analysed.

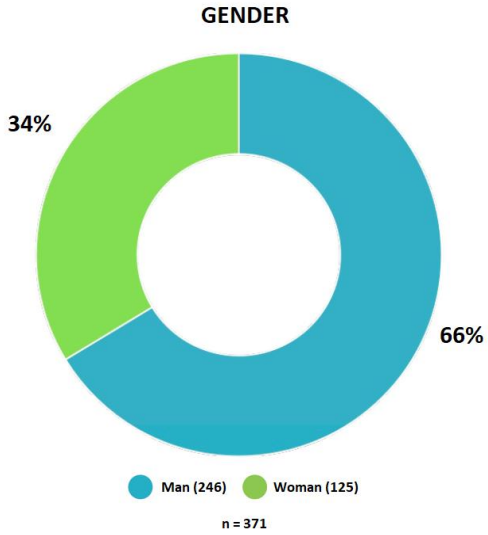
Altogether 435 survey completions were registered during the 25 days. Out of them 20 items were manually removed from the database, because they contained insufficient data to process, therefore 415 were found subject to evaluation. The number of respondents may differ from that as some respondents left out some questions. The data collection was automatically carried out by the KwikSurvey.com, whereas the analysis is done by the experts of Mobilissimus Ltd.

The survey can be reached via this link.

1.3. Employee profile of the respondents to the survey

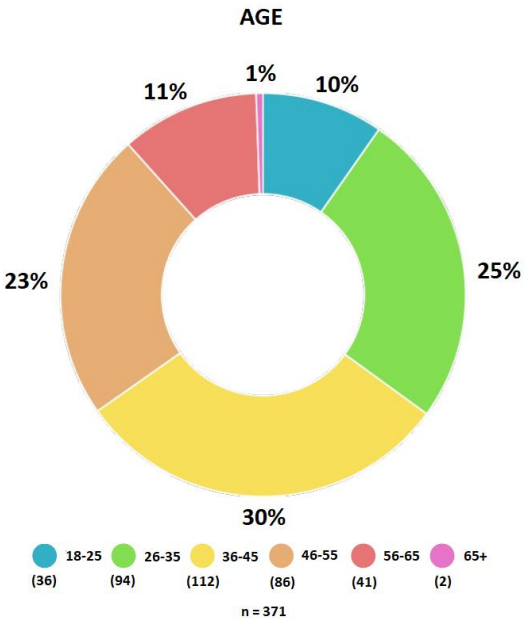
This chapter describes the basic characteristics of the respondents including gender, age, educational background and the time they are working at the airport.

Men were overrepresented among the respondents; two-third of the respondents was men and only one-third was woman.



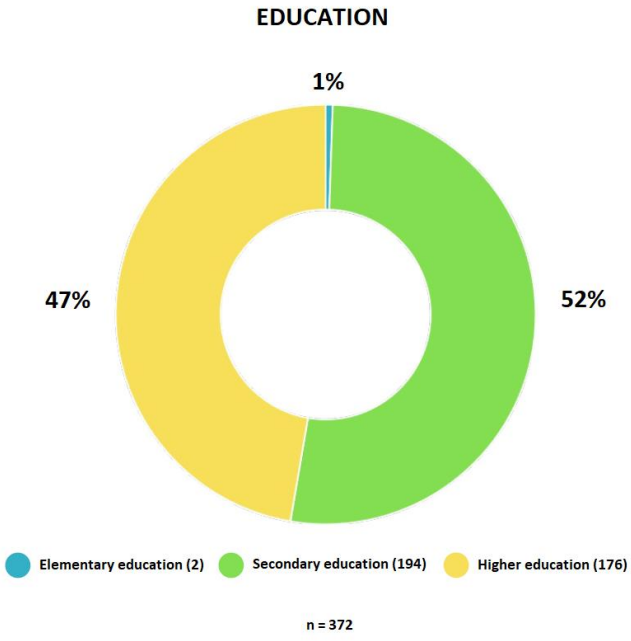
1. Figure: Gender of respondents

The age distribution of the respondents is diverse. However, the overwhelming majority, 78% of the respondents is between the age of 26 and 55 representing the most active groups of the society.



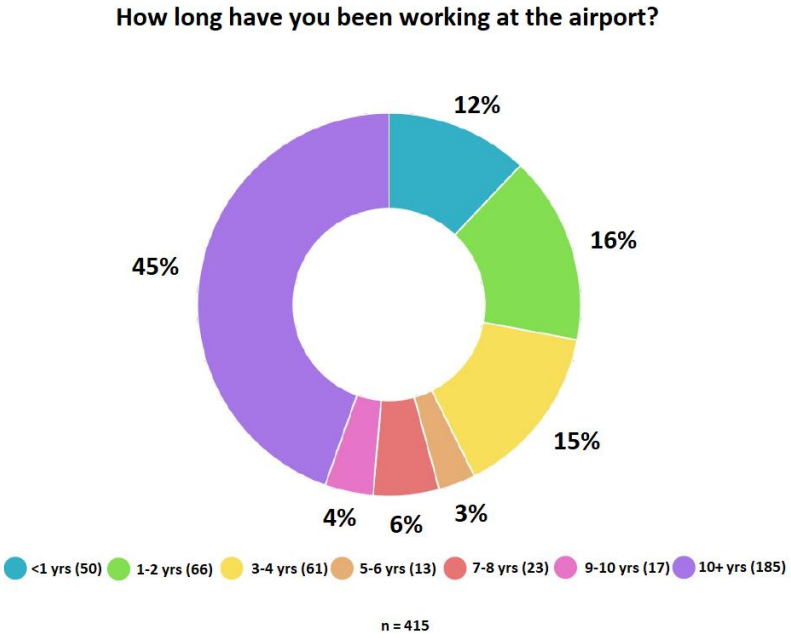
2. Figure: Age distribution of respondents

The nearly all responding employees have at least secondary educational background (99%), whereas less than half of them (47%) holds a university or college degree too.



3. Figure: Educational background of the respondents

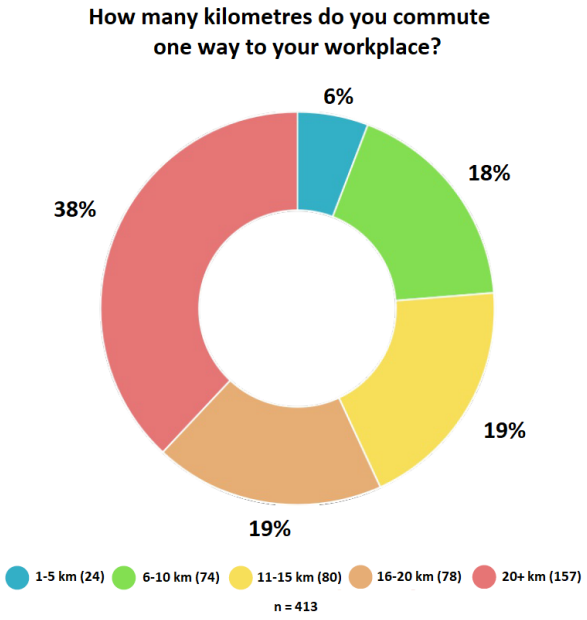
45% of the respondents works at the airport for more than 10 years. The other large share of the respondents (43%) works at the airport no longer than 4 years



4. Figure: The time how long the respondent work at the airport

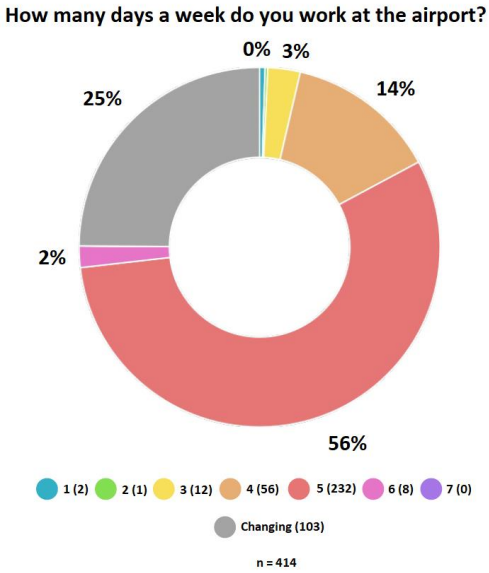
1.4. Mobility pattern of the respondents

About one-quarter of the responding employees live within the 10-km radius of the airport. 38% lives 10-20 km-s from the airport, whereas about another 38% commutes from farther than 20 km one-way to the airport.



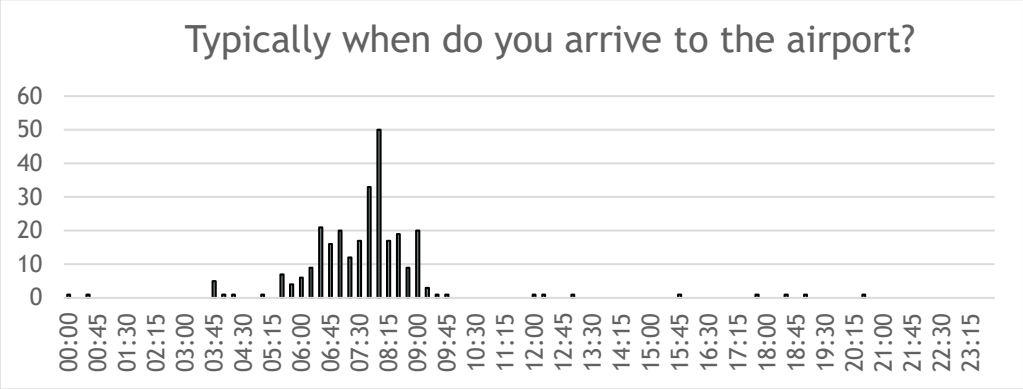
5. Figure: Commuting distance between the home and the airport of the responding employees

75% of the respondents work in regular working days predominantly 5 days a week, whereas 25% is working with irregular working schedule at the airport.



6. Figure: The number of days at work

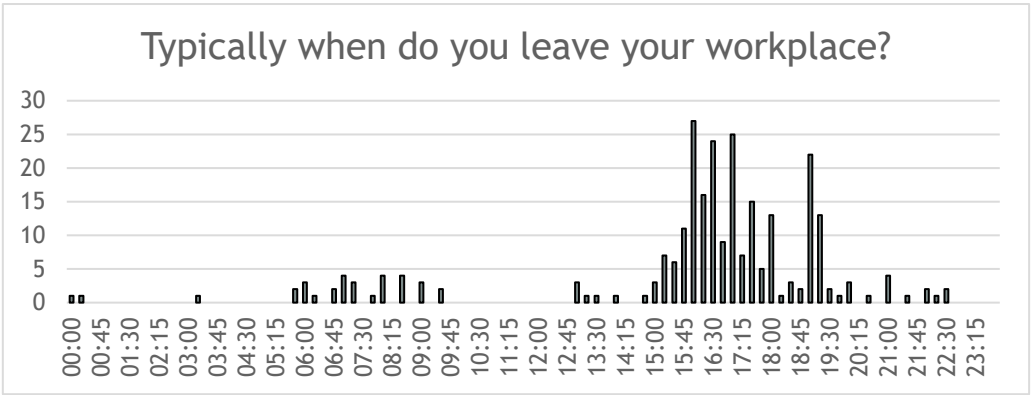
According to the respondents, employees arrive to their workplace typically between 6:30 – 9:00, whereas the peak is around 7:45-8:00, when every fifth respondent arrives to the workplace. There is relatively large share of respondents that arrive to their workplace in changing working hours that makes up almost the third of all responses. This value is not indicated in Figure 7 below.



7. Figure Typical time when responding employees arrive to the airport

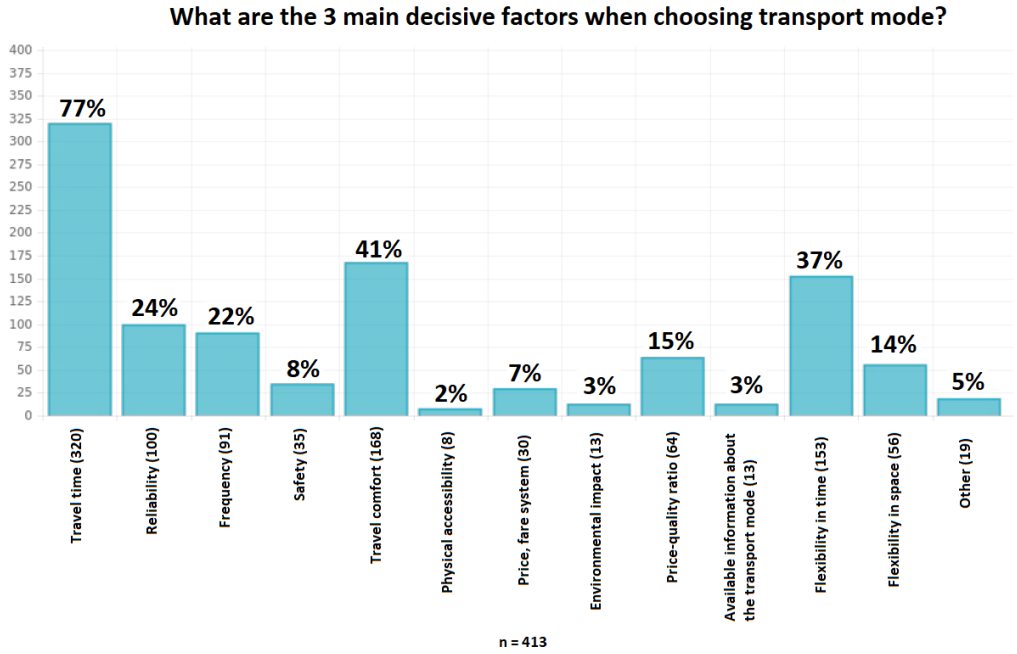
According to the survey result, the employees typically leave their workplace between 15:15 and 19:15, predominantly between 16:00 and 18:00, as well as an extra peak at 19:00-19:15.

However, more than half of the respondents leave the airport typically in different time of the day This value is not indicated in the Figure 8 below.



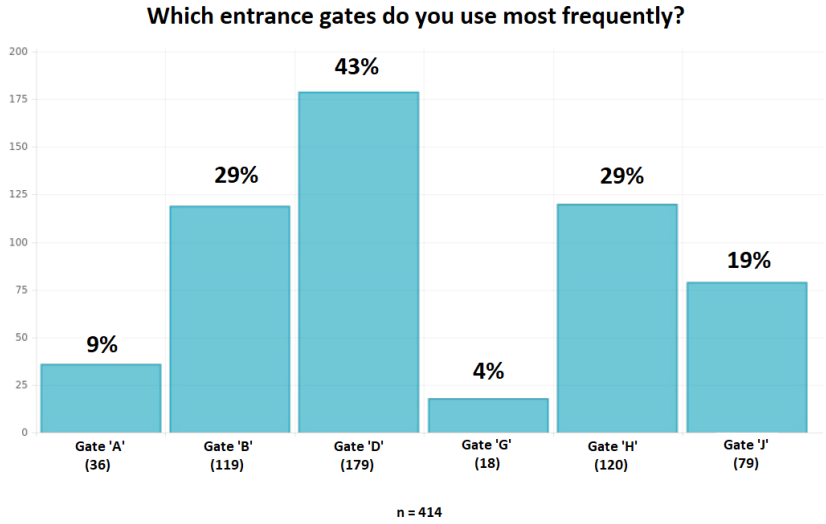
8. Figure Typical time when responding employees leave the airport

When it comes to choice of the transport mode when going to work, the respondents were requested to choose 3 decisive factors of the given list. The most times mentioned factor is the travel time to the workplace that is followed by the travel comfort and the flexibility in time.



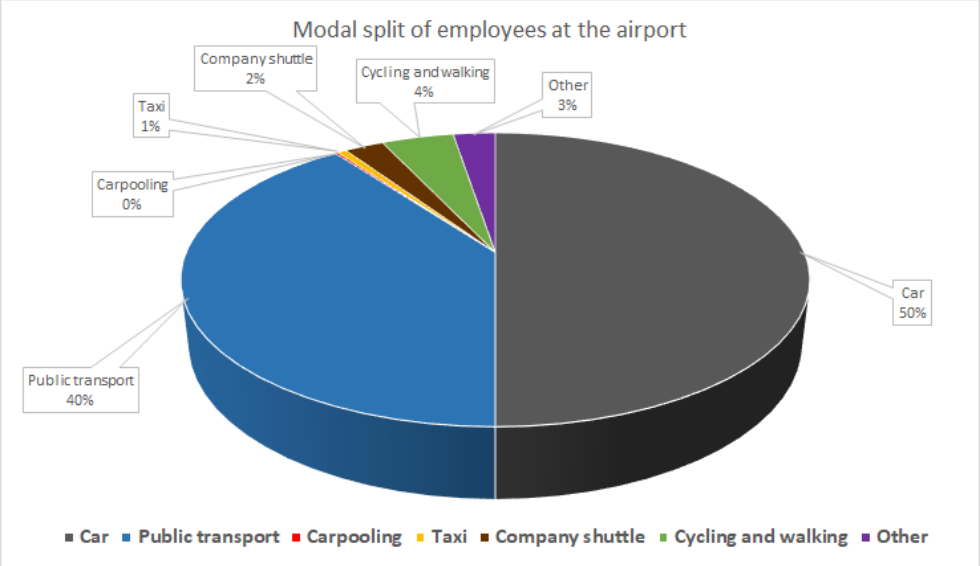
9. Figure: Major influencing factors when choosing transport mode

The most frequently used gates by the responding employees is the Gate ‘D’, Gate ‘B’ and Gate ‘H’. The respondents had the option to choose more than one gate.



10. Figure: The most frequently used gates at the airport

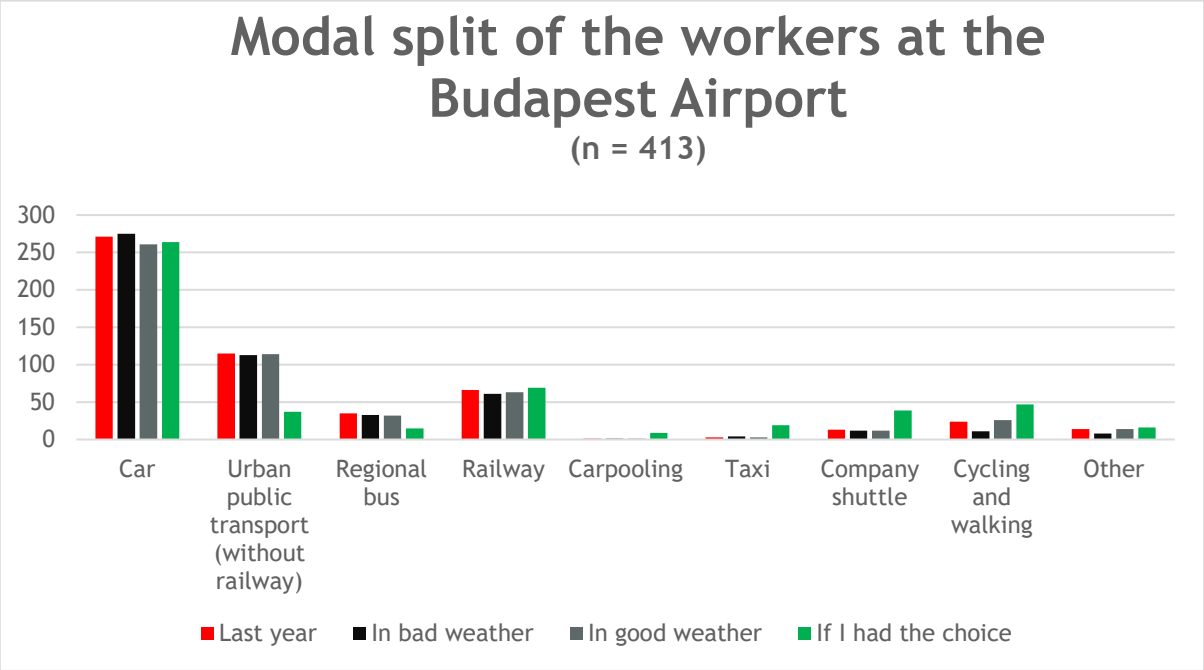
The overall modal split revealed, that individual motorized transport, car use is the dominating transport mode with 50% among employees. It is followed by the 40% share of the public transport. The other transport modes did not play significant role based on the reply of the 413 respondents at Budapest Airport. The soft transport modes, cycling and walking has a share of 4%, while the company shuttle is only indicated by 2% of the respondents.



11. Figure: Commuter modal split of the responding employees in the last 12 months

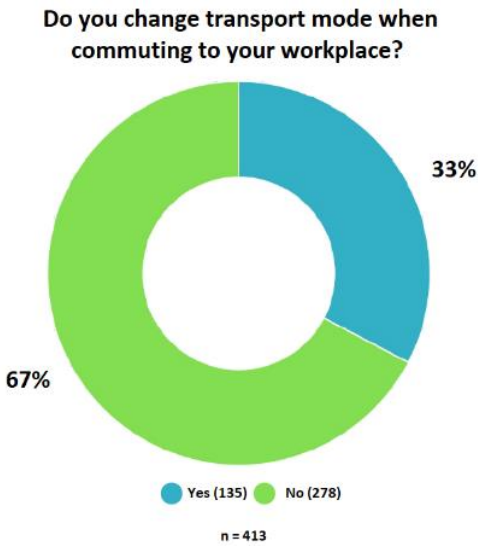
The modal split changes only marginally in bad (cold, rainy or windy) weather. Slightly more people use the car, whereas considerable lower ratio of respondents use the bicycle or walk to work or use the motorbike/scooter as indicated in the other category as a consequence.

When it comes to ideal commuting in the recent situation, the respondents would gladly use carpooling, taxi, company shuttle and cycling and walking at a higher ration than now, however the public transport would not be favoured presumably due to the recent condition of the public transport system. The share of car use would not change.



12. Figure: The comparison of commuter modal split of the responding employees from the last 12 months, in bad weather, in good weather and in ideal case

The two-third of the respondents do not change transport means while commuting to work, while one-third does that. From the qualitative results of the survey it is revealed, that many employees has no other choice than using the car by which the public transport is not competitive at all, while others are forced to change transport modes as they cannot afford taking the car regularly to work.



13. Figure: Ratio of responding employees changing transport mode while commuting to the airport

25% of the respondents stop on their way to the workplace. Out of the75 qualitative answers buying food or doing the daily shopping (49) was the most frequently mentioned reason, that is followed by taking children to school, kindergarden (27).

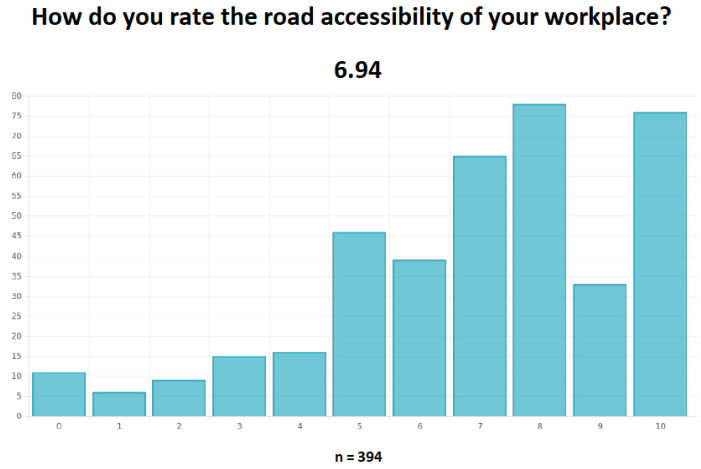
When leaving the workplace, the 90% of all respondents (181) confirmed the abovementioned reasons that they stop for shopping purpose, while the second reason was to pick-up the children from school, kindergarten or from grandparents.

The respondents were requested to evaluate the accessibility of the airport on road, by public transport, on foot and by bike as well as the parking situation on a scale between 1 and 10.

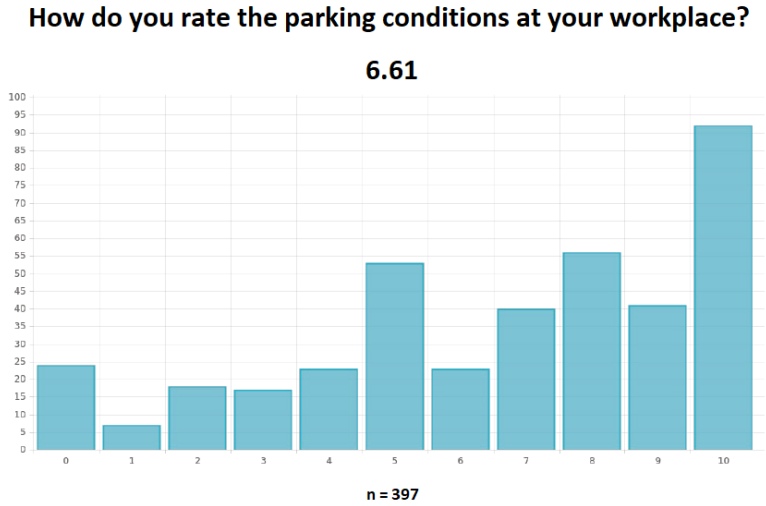
The respondents are generally content with the road accessibility of the airport because of the fast, well accessible road network. However, some weak points were identified too such as traffic jam in rush hours, road quality problems. Others pointed at the deficiencies of the road network, barriering railway tracks as well as the long way to access the airport from the north side.

The most of the respondents (85) park at Terminal 2 (Holiday Parking, Terminal Parking), while 66 park at Terminal 1 (Gate A and B, P+R) and 51 respondents indicated Gate D. Other categories were not identifiable (e.g. in front of the workplace) or insignificant in number (outside the airport e.g. at Market Central (5))

The car users are generally content with the parking situation although they are differing from parking place to parking place. Despite the good rating, in the qualitative feedback mostly negative comments were provided such as lack of parking places, fairly large walking distance to the working place, no shadow or the annoying damages drivers cause each other. Usually Terminal 2. Gate D parking places are explicitly mentioned in the negative connotation whereas usually Terminal 1 has a better reputation.



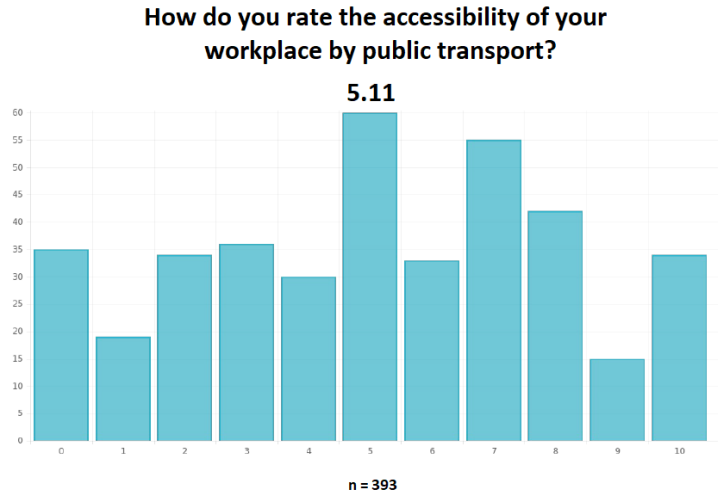
14. Figure: Rating of road accessibility to the airport



15. Figure: Rating of parking conditions at the airport

The rating of the public transport accessibility is considerably lower. The majority of the comments are negative highlighting the need for multiple change even in the vicinity of the airport including the rare operation of some buses, lack of direct connection from the functional urban areas to the Terminal 2 other than the bus 200E. The bus 200E is considered a fast connection from the metroline M3, though in peak hours it is too crowded. 100E service was mentioned too as a good means to access the airport, but it does not stop at Terminal 1 and workers have to pay the 900 HUF for the single ticket. The high price for public transport was mentioned in some cases compared to the car use. The train service to Terminal 1 is often regarded as unreliable, and some respondents complained about the lack of proper night accessibility of the airport by public transport. The night miniBUD service has a terrible reputation among the small number of respondents.

The general attitude about the recent public transport accessibility is reflected also in the replies to the wishful, ideal transport mode they would take, where the public transport would lose the most users. All in all, the feedback reflect, that the public transport is not competitive with the car in most of the cases.

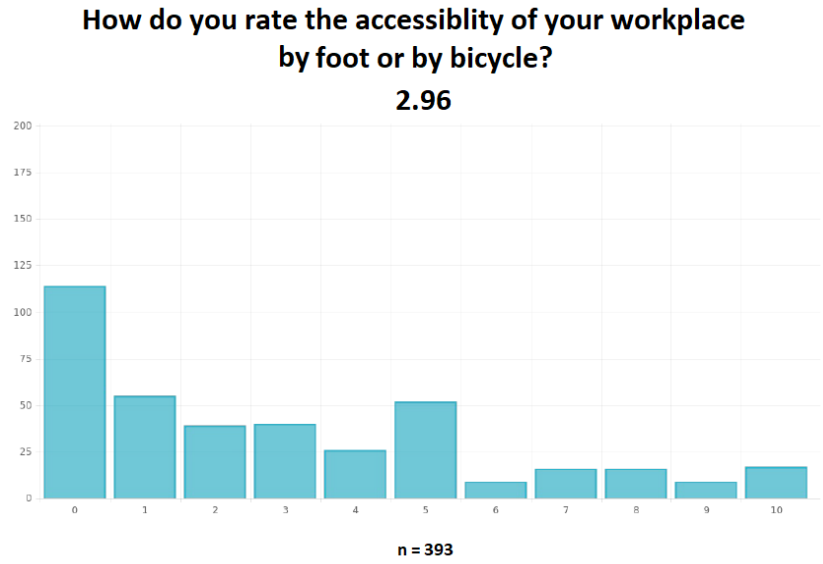


16. Figure: Rating of public transport to the airport

The vicinity of the airport, and the last mile even from the parking places or public transport stops are taken on foot. In addition the bicycle provides a fast, cheap access to the workplace, though many obstacles were found why these modes are not so popular right currently.

According the the qualitative feedback, most respondents do not find cycling an alternative, either due to the distance or they regard cycling as an unsafe mode due to the lack of infrastructure between their home and the airport and they do not want to put their life at risk.

In general, there is no proper pedestrian and cyclists infrastructure even pavements are often missing or if there is any, then the maintenance is terrible. Lack of safe bike parking places and lack of changing rooms at the airport were mentioned such as the lack of information about the potential bike routes. It was several times highlighted, that it is almost impossible to access the Terminal 2 on foot or by bike.



17. Figure: Rating of cyling and walking accessibility to the airport

One third of the respondents receive some kind of benefit from their employer. Many of the replying employees are content with the benefits. They also added some additional comments, but mostly those, who are not satisfied.

The benefits determined by law are given to the commuters by car, by public transport. Most commuters by car find the compulsory benefit by law very low, not covering their costs at all. There is an unjust situation that people commuting from outside the boundaries of Budapest receive an almost full funded monthly pass by law, whereas from the other side of Budapest commuters do not. Additional declared benefits were the private use of the company car, monthly pass, fare reduction at 100E.

Many workers miss the monthly pass or the contribution or a pass to travel on bus 100E for free.

2. Suggestions

The respondent had several suggestions how to make the transport system better from their viewpoint, we list the most frequently mentioned suggestions below:

- Company buses or airport shuttle services are missing or they provide inadequate service.
- Company bus parallel 200E or the use of 100E by the BUD card and monthly pass or at a considerably lower price
- More frequently operating buses 200E esp. in rush hours, and bus 166, 266 in the neighbourhood.
- Bound rail service from the downtown.
- Full reconstruction of the fast road to the airport from the downtown.
- Better maintenance of Ferihegy train stop e.g. elevator
- Building bike infrastructure, e.g. system, between Gyál and Vecsés,
- Changing room and shower to the cyclists
- Getting on 200E at all doors
- Higher commuter benefits as monthly pass, use of 100E and fuel benefits
- More parking places for the workers and closer to the buildings
- Building overpass over the railwayline 100.

3. Limitations

The online survey, even if that had more than 400 records, it bears some limitation when we take into account the

- office workers may be more probable to reply
- airport employees with limited or no computer use knowledge are excluded
- employees not following the newsletter could not receive the survey link
- in the qualitative evaluations people tend to provide more and more detailed negative comments than positive

4. Conclusions

According the 415 respondents, the mobility pattern of the employees follows the built infrastructure possibilities and it is dominantly road transport based. The individual private vehicle use prevails, that is followed by the public transport use in the modal split. The problems of private car use, public transport use and soft mobility are revealed. The respondents mostly think in infrastructural development that is still a general attitude solving transport related problems, even though a simple commuter cannot really look behind the stage and see operation related issues, just the consequence and that is why less such suggestions were received in this field. The survey results confirmed the findings of DT1.2.3, and shed more light on that the infrastructural deficiency for transport modes other than individual motorized transport is very relevant and it is the obstacle to increase the share of those modes considerably.

In the current situation, it is challenging to shift the modal split into a favourable, low-carbon transport system, the perceived transport does not let people think in other modes.

Car dependency is very much in the focus of the employees. The current situation is relative favourable for car use, whereas the alternative modes are not there yet to challenge this position, then need stronger and coordinated development including, but not exclusively infrastructural development, but including that. The public transport is not frankly favoured by the employees, many of them would gladly shift to other mode, but now in most of the cases it serves as a last or only option to access the airport. The ratio of respondents is relatively low compared to the car users, but many would be willing to use more the bikes, make use of company shuttle services if there were any or better organized ones, and the carpooling could emerge as a potential alternative transport option too.