

# Airport Transport Forum

Date: 10:30am, 14<sup>th</sup> March 2019, City Aviation House, London City Airport

## Meeting Notes

### Attendees

Gavin Wicks, LCA  
Oscar Wong, LCA  
John Southam, LCA Delivery Partner  
John Hutchinson, LCA Delivery Partner  
Dave Whittaker, London Borough of Newham  
Helen Masterson, London Borough of Newham  
Hinatea Fonteneau, Keolis Amey Docklands  
Anna Hirst, TfL DLR  
Theca Meijer, Community representative  
Ross Garrod, LCA

### Apologies

Murray Woodburn, London Borough of Newham  
Richard Storer, Crossrail  
Marcus Adams, TfL City Planning  
Roy Collins, LCA Taxi Co-ordinator  
Thishan Rajendram, Community representative  
Alexandra Varlyakova, LCA

### Copied

Rachel Ness, London City Airport (Chair)  
Claire Hamilton, GLA  
Julia Bray, Transport for London  
Sean McKee, London Chamber of Commerce

## 1. Welcome and Introductions

1.1 GW welcomed the group and introduced John Huchinson, from the Delivery Partner team.

## 2 Actions from last meeting, November 2018

2.1 Actions complete from last meeting.

- o GW sent minutes and newsletter to TR.
- o Canning Town Signage review has been carried out by TfL with comments from the Airport. AH reported that likely implementation would be in the summer.
- o Elizabeth Line update from HM is that LBN received a letter from TfL stating that the line would not be open until early 2020. Item will stay as action for

next meeting. TH raised the local campaign to reopen the footbridge, link here: [https://www.change.org/p/crossrail-re-open-the-silvertown-footbridge-now?fbclid=IwAR0-BiAFvrGEraJAfUM8jCx6Vbt\\_V9ys5il1vBeUmsj59acg\\_cPXJ6pq6zk](https://www.change.org/p/crossrail-re-open-the-silvertown-footbridge-now?fbclid=IwAR0-BiAFvrGEraJAfUM8jCx6Vbt_V9ys5il1vBeUmsj59acg_cPXJ6pq6zk)

- o Uber restrictions. TM to send through Uber message. GW will share with Uber and get TM contact.
- o Improvements to Hartmann Road for cyclists and pedestrians has been added to the Airport H&S monthly review process to ensure this is regularly checked
- o Noise complaints contact details were added to the minutes of the last meeting
- o HF (KAD) has ensured community Champion is communicating to RDLAC. TM requested contact with Royal Docks Community Voice
- o Bus replacement information improvements have been put in place by TfL. For the next closure on 19/20<sup>th</sup> October there will be more frequent shuttle bus services between airport and Canning town station.
- o HF/AV/DW action on magazine content and sharing between organisations. GW to send email to confirm contact and communication between each group.
- o AV to look at electronic only subscription to newsletter. Link to the Airport website is here <https://www.londoncityairport.com/corporate/inside-e16-london-city-airport-community-magazine>
- o ATF travel plan review is in this meeting update
- o DACT visit / presentation will be scheduled for next ATF meeting.
- o GW update on Royal Wharf pier services. He met the Thames Clipper team and discussed opening times and potential connections between airport and the jetty. Short term could be difficult as connections are better to the DLR station Pontoon Dock. GW asked AH to look at possibility of offering a single fare for clipper/DLR to the airport, maybe as a limited time offer? GW is due to meet Ballymore team as developers to understand the signage and ensure the Airport is included in wayfinding.

## 2.2 Actions to be brought forward to next meeting

**ACTION 1: MA to present on Royal Docks team work to date at next forum.**

**ACTION 2: Elizabeth Line opening update and Crossrail newsletter to local community**

**ACTION 3: DACT presentation**

## 3 CADP Update

### Construction

3.1 J H presented the construction timeline for works completed since November 2018 and looking forward to July 2019. A link to the presentation is included at the back of this set of meeting notes.

3.2 HF asked about the process for notification for works as they had an issue with noise and vibration that required contractor to stop work.

**ACTION 4: JH will look at process with the project leads for Western Service Yard area and notifications to KAD/TfL.**

3.3 HM raised the issue of the removal of Thanet Sands if this methodology has been resolved.

**ACTION 5: OW said that this is still being determined and will be reported at the next monthly construction meeting on 27 March 2019.**

## 4 Updates

### Airport

4.1 LCY operational update is attached to these notes.

4.2 DW raised a point regarding gender balance and pay gap figures that weren't in the magazine. RG informed the group that the figure for 2017 was in the Gender Pay Group Report published last year and the report for 2018 should be published shortly.'

### DLR

4.3 AH updated group that DLR had seen similar growth to the Airport, 4% at the LCA DLR station, and around 2% across the DLR network.

4.4 AH notified group of escalator works planned for 2020.

4.5 AH confirmed to the group the roll out of expanded central London in carriage maps on the DLR trains – to include London City Airport. The mapping will also be updated across the London Underground trains over the year.

4.6 AH update the group on the ticket office refurbishment. A security review has just been completed and TfL expecting to progress this in the summer. HF added that they were also looking at other functions in the space, such as selling souvenirs.

4.7 HM asked about complaints process as she had tried recently and found the process complicated.

**ACTION 6: AH / HF to review the reason a third-party site – Resolver- is the first result on the Google search and see what could be done. Also, to provide HM with a direct contact name.**

4.7 HF set out to group that KAD have started working with Royal Docks Team on community events.

4.8 HF updated group as to the Accessibility review that was carried out in the Summer 2018. This is now in a review and recommend phase.

**ACTION 7: HF to keep GW informed as to findings and recommendations so that he can feed in to airport's PRM forum.**

4.9 HF updated group on the KAD Community Champion awards they sponsor. There were 33 nominees for the 11 categories. KAD plan to hold the event again in 2020/21.

4.10 DW asked what interim services were being considered as part of the Crossrail delay?

**ACTION 8: AH not sure of details in regard to interim measures but will report back to the group.**

4.11 TM asked about contact for cleaning of lifts at LCA station.

**ACTION 9: HF responded that twitter was the best way for people to notify and would look at sign (or similar) to be put in the lift for customers. GW also to look at Airport's surface access information to provide additional information for passengers.**

4.11 DW raised issue regarding the ticket machines and queuing in the DLR station area. AH and GW responded that that is being looked at as part of the ticket office review and also from the Airport and TfL looking at improving the passenger throughput of the station.

### **LCY Planning**

4.12 OW updated the percentage of LCY passengers using public transport is 69%, up 1% in 2018; using DLR is 64%, up 4% in 2018. LCY Planning will keep tracking these Key Performance Indicators (KPIs) and report to LBN on a quarterly basis. The current KPIs and reporting mechanism will continue to be adopted in 2019.

4.13 OW mentioned a full report of surface access performance against the KPIs will be included in the Annual Performance Report (APR), which will be submitted to LBN by 1<sup>st</sup> June and published on LCY and LCACC website by 30<sup>th</sup> June.

### **LBN**

4.14 DW raised the issue of the accessibility of CAH, following the LCACC meeting on 7 March. He informed group that this was likely to be followed up by an email from the local councillor regarding the insufficient signage and assistance for visitors who required step free access.

**ACTION 10: GW noted and will bring to attention of the Airport's accessibility forum lead to look at what we need to provide for visitors to CAH.**

4.15 HM gave presentation on LBN plans on Air Quality. A link to the presentation is included at the back of the meetings notes. Key points from the presentation were

- LBN looking to combine road and airport data to produce a combined air quality map.
- Airport is equivalent to a busy road in terms of local air quality
- Air quality improves significantly 10m away from source, such as a road.

- Air quality in contained spaces, such as cars or homes, can be worse than being outside – due to concentration of CO<sub>2</sub> in a contained space. Always preferable to be outdoors
- Construction traffic should be registered as part of GLA scheme and be to the Euro 3A/3B standard
- PM<sub>10</sub> is still a problem as this stems from tyre wear, brake wear and other activities that are a product of driver behaviour or product manufacturing.
- Emissions of a typical diesel vehicle would fill 150 balloons if it idles for 1 minute

4.16 HM raise that the airport's links to the AQ action plan do not work.

**ACTION 11: GW to take this to the environmental team to resolve.**

## 5 Progress summary from actions to date (post meeting note)

5.1 Note this update is provided as a post meeting note, a link to the slides is at the back of the note, due to running short of time. All members please provide GW with any comments or requests for further information if they require it.

## 6 AOB

6.1. None

## 7 Date of next meeting

7.1 Next meeting is scheduled for 10:30am, Thursday 4<sup>th</sup> July 2019.

# Links to presentations

CADP Update

[https://londoncityairport-my.sharepoint.com/:b:/p/gavin\\_wicks/EWzPmv\\_4hMdMrT2yTYieFaEBUwrsoDJaj2TK4TAROAuibQ?e=3bePm9](https://londoncityairport-my.sharepoint.com/:b:/p/gavin_wicks/EWzPmv_4hMdMrT2yTYieFaEBUwrsoDJaj2TK4TAROAuibQ?e=3bePm9)

LBN Air Quality presentation

[https://londoncityairport-my.sharepoint.com/:p:/p/gavin\\_wicks/EWdR8S49YG5Nh7gsTkHAVYgBZDXO8kBOjZpWnpTUmgvbeA?e=mdtybm](https://londoncityairport-my.sharepoint.com/:p:/p/gavin_wicks/EWdR8S49YG5Nh7gsTkHAVYgBZDXO8kBOjZpWnpTUmgvbeA?e=mdtybm)

Transport updates

[https://londoncityairport-my.sharepoint.com/:p:/p/gavin\\_wicks/ERFYtRxBTVhGm7P87mz1gtUBA-P\\_e7ZBDjNZ3ZTWhfZorw?e=CafJ17](https://londoncityairport-my.sharepoint.com/:p:/p/gavin_wicks/ERFYtRxBTVhGm7P87mz1gtUBA-P_e7ZBDjNZ3ZTWhfZorw?e=CafJ17)