

LONDON CITY AIRPORT

2013 SECTION 106 ANNUAL PERFORMANCE REPORT

APPENDIX 16 TRAVEL PLAN ACTIONS – 2014

01 July 2015

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 London City Airport
Get closer.

Action		Actions progressed in 2014	Status at end of 2014
1.7	Produce & maintain Airport Surface Access Strategy	A new draft ASAS has been developed and with the established priorities discussed at ATF meetings through 2014. The priorities in the draft ASAS will be delivered in 2015 through interim Passenger and Staff Travel Action Plans (TAPs).	On track
1.7	Deliver an Airport Transport Forum	The ATF met in December 2014. At this session a fuller programme of activity for 2015 was	On track
1.13	£50,000 paid by LCY towards a road capacity study of the local road network and impact the Airport has upon it	N/A	Completed
1.13	£190,000 index linked Road Capacity Contribution	N/A	Completed
2.37 & 3.8	Passenger survey last mode of transport results - closely monitor	Quarterly Passenger Surveys are undertaken that include the mode of transport used to travel to/from the airport.	On track
Table 3.1	Restrict number of staff driving to the site by single occupancy car to existing (2009) levels	The draft ASAS includes a new staff target. This aims to reduce single car occupancy use among airport staff to under 40%.	On track
3.6	Promote non-car modes of transport to passengers/encourage public transport	The airport's website includes all available public transport options and provides links to sources of further information. Information is also available on-airport; at the information desk and within the airport's forecourt and DLR station.	On track
3.6	Monitor car park charges at LCY	Car Park charges are reviewed by LCY on an annual basis. In January 2011, charges rose by 5% to encourage passengers to find alternative modes of transport.	On track
3.6	Car park charges considered against the backdrop of local parking arrangements	The airport considers its charging mechanisms against a range of issues including local car parking arrangements. It works closely with LBN to tackle parking issues on the local road network, and in 2015 expects the focus to be on minicabs parking in local streets rather than private car users.	On track
3.7	£2.5m contribution to DLR improvements	N/A	N/A

Action		Actions progressed in 2014	Status at end of 2014
3.7	Encourage airlines to promote the DLR on board flights	Public transport is discussed with airlines on a regular basis. In 2014 much of the focus was on the operational impacts of the Tour de France passing through the area, alongside strategic issues such as highlighting the importance of good transport links to airport growth.	On track
3.9	Provide parking subsidies for pax with disabilities	Dedicated parking spaces are provided in locations close to the terminal. Discounted rates are offered to passengers with disabilities.	On track
3.11	Increase taxi occupancy	Taxi-share schemes were considered during the development of the draft ASAS and through the CADP transport discussions, but were not considered as a priority by any stakeholders.	On track
3.12 & 5.22	Consider taxi sharing scheme & monitor demand	As above. Taxi-sharing has not been included as an action within the draft ASAS as it has not been highlighted as a priority issue. Surveys of taxi users have also continually shown a low interest in taxi-sharing services.	On track
3.12	Discuss taxi sharing results with LBN & ATF & Public Carriage Office	As above.	On track
3.13	Monitor taxi occupancy rates	After reviewing the responses to the 2013 taxi survey, and in light of a lack of interest in taxi-sharing schemes from both a passenger and stakeholder perspective, taxi-sharing schemes are not considered a core part of the airport's transport offer.	On track
4.2	Appoint a Travel Plan Coordinator	An external consultant has been managing the airport's travel plan in 2014.	On track (replaced by YCC1)
4.2	Train the Travel Plan Coordinator, attend conferences etc.	The travel co-ordinator is fully conversant in travel planning processes.	On track
4.4	TPC responsible for providing info regarding the Travel Plan to other companies onsite	Information is shared through the airport's communications processes and through a regular slot at the Staff Committee meeting.	On track (replaced by YCC2)
4.5	Travel Plan Champion each organisation onsite	Travel plan contacts are established for the majority of airport companies. For companies with a small operation at the airport it is often not practical to have an established contact for this issue.	On track (replaced by YCC2)
4.5	New or renewed lease arrangements include a clause requiring that tenants liaise with the Travel Plan Coordinator, adhere to the Travel Plan & participate in & promote travel surveys	Concessionaires are required to support the Travel Plan process and liaise with the Travel Plan Coordinator. They are also required to support and promote the employee survey process.	On track (replaced by YCC2)

Action	Actions progressed in 2014	Status at end of 2014
4.7	Comprehensive & robust Staff Travel Survey	Following the snapshot survey in 2013 it was intended to complete a full employee survey following the publication of the new ASAS and Staff Travel Action Plan as this would provide a baseline figure to measure the impact of both. With these documents now scheduled for publication in 2016 a full employee survey is programmed for delivery in 2016.
4.8	<p>TPC responsible for:</p> <ul style="list-style-type: none"> • promotion of sustainable transport measures to employees • liaison and cooperation with the local planning, highways authorities & local public transport operators • liaison & cooperation with other Travel Plan Coordinators located into the area in order to coordinate efforts, measures and initiatives • overseeing the Travel Plan Champions of other companies onsite at the Airport • promotion of the objectives & benefits of the Travel Plan • organisation & undertaking of the required travel surveys • maintenance of all necessary systems, data & paperwork, including a car share scheme (if deemed appropriate) • acting as the point of contact for information & exchange of ideas • establish a working group from members of the ATF, including staff member each of the employers onsite & LPA, highway authority & local transport ops to review Travel Plan • monitor achievements & performance of TP • report back to senior management of LCY, ATF working group & ATF 	<p>All relevant activities have been maintained and delivered in 2014, including;</p> <ul style="list-style-type: none"> • promotion of transport initiatives to airport employees through the Staff Committee sessions, these sessions also offer staff representatives the opportunity to inform the development of such schemes (topics discussed in 2014 include the installation of new cycle storage facilities across the airport and the development of a new travel information source for airport staff) • liaison with LBN and TfL on a range of transport issues • liaison with other airports to establish best practice travel planning policy for airports • management of the collection of passenger travel choices data • performance recorded and communicated annually through the APR and ATF
		Programmed for 2015 (YCC 23 and 24)
		On track (these actions are covered by YCC in a general sense)

Action		Actions progressed in 2014	Status at end of 2014
4.1	Market the TP	The range of travel choices are promoted to staff through a range of mechanisms – online, in staff meetings and through the airport’s employee benefits programmes. With the airport Comms team we discussed options for highlighting personal stories as a way of encouraging more people to travel sustainably (highlighting the time, financial and other benefits associated with leaving the car at home) – this concept will be developed further in 2015.	On track (replaced by YCC 2)
5.6	Emphasise the environ & health benefits of walking & cycling to work	The health benefits of sustainable travel are promoted wherever suitable – for example in 2014 this focussed on messages around cycling with the Tour de France passing close to the airport and the airport’s main charity initiative involved a fundraising cycle ride to the continent.	On track (replaced by YCC 6)
5.7	Consider walking & cycling clubs for staff - for commuting & leisure	Feedback from staff in 2013 told us this activity would not be well received by staff. Instead they suggested using focus groups to engage employees on travel issues including cycling and walking, but also other modes. In 2014 this has developed into a regular slot on the Staff Committee – through this group we can engage staff from across the airport in the development and promotion of various initiatives.	On track (replaced by YCC 6)
5.8	Discounts for employees with local cycle shops	LCY maintain the Cycle to Work scheme for its own employees, and through the Travel Plan promote this initiative to other airport employers.	On track (replaced by YCC 6 and 7)
5.8	Cycle maintenance workshops with local cycle shops	We have been talking to TfL in 2014 about their cycle workplace programme. This includes the provision of maintenance schemes for cyclists. This activity will be progressed in 2015.	On track (replaced by YCC 7)
5.9	Interest free loan for purchase of a cycle & safety equipment	The Cycle to Work scheme enables employees to purchase safety equipment such as helmets as part of the process.	On track
5.10	Encourage employers onsite to make arrangements for their staff to shower if cycle/walk to work	Showers are offered in a number of locations around the airport that staff can make use of. It is the responsibility of individual companies to offer facilities for their own staff. In 2014 we have reviewed the shower facilities available across the airport and believe them to be satisfactory for the current level of cyclists. The airport will continue to monitor cycle usage and if levels increase will look at what facilities need to be provided.	On track (replaced by YCC 4)
5.11	Cycle routes & other cycling info provided on notice boards & in induction packs	We consulted airport employees through the Staff Committee on what information they would like providing and in what format. Feedback from this session has now been gathered and we will look to produce a new source of travel information in 2015.	On track (replaced YCC 6 and 7)

Action		Actions progressed in 2014	Status at end of 2014
5.12	Consider improvements to surface access for pedestrians & cyclists & discuss with local authorities	Local cycling improvements have been discussed through the CADP S106 development process and through individual meetings with TfL and the London Borough of Newham. In 2015 we are proposing that a working group of the Transport Forum look specifically at local cycle and walking improvements and how these relate to the airport.	On track (replaced by YCC 7)
5.14	Contact numbers & web details for transport providers Inc. bus timetables & maps etc. will be displayed on staff notice boards	The travel section of the airport website provides information about available services. Links to operator websites and other sources of further information are also provided.	On track
5.15	Season ticket loan - LCY & other employers	Season ticket loans are promoted to LCY staff. Other airport companies are encouraged to offer similar services.	On track
5.16	Investigate starting public transport earlier with the operators	This was a key issue for airport employees and employers. It forms a strategic priority for the airport within the draft ASAS and is discussed with stakeholders wherever appropriate.	On track (to be replaced by YCC 16)
5.21	£20,000 bus service improvement contribution	Completed	Completed
5.24	Set up an informal car share database for all LCY employees	Feedback from airport staff has shown there to be only limited interest in carsharing. As such no scheme has been developed – there is an action within the draft Staff Travel Action Plan to monitor this position frequently to identify if staff interest increases.	On track (replaced by YCC 10 – 12)
5.25	Provide subsidised taxi or public transport for stranded employee	If employee feedback suggested that an organised carsharing scheme would be required the opportunity to offer alternative routes home for stranded staff would be considered as part of the scheme development.	To be replaced by YCC 11
5.26	Include in induction pack information on public transport services close to employees home & encourage non-car modes	Following employee feedback gathered in 2014 about what travel information they want and in what format a new travel choices leaflet will be developed in 2015. This will be made available in both printed and electronic versions.	On track

Action	Actions progressed in 2014	Status at end of 2014
5.27	All employees & employers receive packs containing: <ul style="list-style-type: none"> • Summarised version of Travel Plan • Timetables & route maps for public transport • Contact numbers & website details for transport providers • Local taxi company details • Cycling & walking maps for local area • Web details for community travel sites & community forum sites 	There is no such product in place currently as employer feedback suggested it was unnecessary. The new staff information source programmed for 2015 will include much of this information in an accessible format.
5.28	Public transport information will be displayed prominently in airport & added to staff areas	Information is provided at key locations for air passengers. Appropriate messaging is included within the staff areas through LCY TV. The relationship with the Staff Committee now allows travel information to be disseminated verbally to airport staff.
6.5	Report results of staff & passenger monitoring to LBN	Performance stats are included in the APR
6.6	Review TP targets & measures in 2011 & 2012	All TP targets have been reviewed and revised and included within the draft ASAS. Draft TAPs for passengers and staff have also been developed.
6.7	Full comprehensive review of the TP in 2013	Draft TAPs have been developed to complement the draft ASAS. The TAPs will cover an interim period of 1 year and will be published in 2015.
TA 3	Increase the use of the Staff Season Ticket Loan by 5%	In conjunction with LCY HR the staff season ticket scheme was reviewed in 2014. We found that fewer than 1% of staff were using the scheme. Looking at Govt advice on season ticket loans, reviewing season ticket prices from a number of key staff locations and by asking a number of staff about the scheme we identified improvements that would make the scheme more attractive to staff. This included increasing the limit of the scheme to £3,500 from £2,500. The new limit has been communicated through the Staff Committee and we will continue to monitor the scheme in 2015.

Actions Contained Within Your City Commuter			
YCC 1	Maintain an airport travel plan, delivered by a named travel plan co-ordinator	The draft Staff Travel Action Plan (Your City Commuter) has been in place since Summer 2013. New TAPs will be published for staff and passengers in 2015 to cover an interim period of 1 year pending the CADP appeal process.	On track
YCC 2	Maintain a travel plan network on-airport that ensures airport companies are provided with the information their employees require	Travel plan contacts are established for the majority of airport companies. For companies with a small operation at the airport it is often not practical to have an established contact for this issue.	On track
YCC 3	Monitor on-airport cycle provision and look at providing additional cycle storage facilities	Capacity and usage stats have been gathered throughout the year.	On track
YCC 4	Investigate opportunities for creation of additional staff showering and changing facilities	The requirement for additional cycling support facilities has been explored in 2014. It was deemed that the current facilities are adequate but that the creation of additional facilities will be explored as the airport develops.	On track
YCC 5	Hold 2 local staff focus groups to identify the barriers to cycling or walking to work	Delivered in 2013	Complete
YCC 6	Establish a cycle and walking user group tasked with exploring options for making cycling and walking more attractive to staff	Following feedback from airport employees through the staff focus groups in 2013 it was suggested that a cycle and walking user group would not be required. Instead cycling and walking issues are discussed with staff through the Staff Committee sessions. In 2014 the focus was on identifying locations around the airport where additional cycle storage facilities could be installed. It is suggested that the wording of this action be revised to reflect this prior to publication in 2015.	On track
YCC 7	Work with local stakeholders to explore opportunities for improved cycle and walking routes and information provision	Meetings have been held with TfL and the London Borough of Newham where local cycle improvements were discussed. Cycling and Walking facilities have also been discussed through the CADP S106 process. At the LCY ATF session in December TfL and LBN presented on wider plans for the Royal Docks including proposal for improving cycling and walking infrastructure across the borough.	On track
YCC 8	Hold 2 staff focus groups to identify the issues that need addressing (mixed mode)	As per YCC 5 – the combined staff focus group considered issues affecting staff travel and went beyond the remit of these two actions	Complete
YCC 9	Look at ticketing and information improvements with TfL and individual transport operators	At meetings with key stakeholders in 2014 the importance of simple and accessible ticketing has been highlighted. It is a core component of the draft ASAS for both passengers and staff.	On track

Actions Contained Within Your City Commuter

YCC 10	Explore the opportunity to install carshare bays in a prominent location close to terminal buildings	This has been reviewed with the airport's car parking team and it is feasible to install carshare bays. However, interest among staff in carsharing is generally low and so the provision of carshare bays is not viewed as a priority by staff. Going forward this position will be monitored and if interest increases the appropriate action will be taken at that time.	On track
YCC 11	Consider with airport retailers other benefits that can be offered to carsharers	As above – the interest in carsharing among airport staff is low and so this is not considered a priority. This action will be considered as part of the review of the draft Staff Travel Action Plan prior to publication in 2015.	On track
YCC 12	Review the leading carshare packages that are publicly available and gauge their suitability for an airport environment	Not scheduled for 2014.	N/A
YCC 13	Investigate longer term opportunities for provision of electric vehicle charging points on-airport	The provision of electric vehicle charging points has been considered with the airport's car parking team. This highlighted that there is one charging point already available on-airport (within the car rental area) and that this is regularly used by one member of staff who owns an electric vehicle. On a strategic level the provision of charging points has been discussed within the CADP process and plans for providing facilities that support regional plans for an electric vehicle charging network will be progressed further in 2015.	On track
YCC 14	Work with transport operators to offer car users trial journeys on public transport (gather feedback on their experience through travel diaries)	This was discussed internally with HR and Comms teams who both expressed an interest in taking the programme forward. However, initial discussions with operators suggested the scheme would take longer than expected to establish. As a result this action is suggested to be followed up on in 2015.	Scheduled for 2015
YCC 15	Consider the use of incentives that reduce reliance on car (including discounted parking rates for carsharers, flexible pricing options, etc)	These issues have been considered but due to the low interest in carsharing have not been progressed. At a meeting with the transport team at Heathrow they highlighted the Heathrow Travelcard (offering discounted travel on many services). This approach seemed more likely to affect the way staff choose to travel and so further discussions with Heathrow will be held in 2015 to understand how the scheme works.	On track
YCC 16	Work with TfL and local transport providers to identify priority improvements to public transport services	Meetings have been held with TfL (independently and through the CADP S106 process) throughout 2014 that have highlighted the range of priority improvements required. Through the ATF we have proposed plans that ensure the priorities highlighted through the S106 negotiations are reflected within the final ASAS, ATF TOR, and Staff & Passenger Travel Action Plans.	On track
YCC 17	Explore schemes where additional services can be trialled from key staff residency locations or at key shift start times	Scheduled for 2015	N/A

Actions Contained Within Your City Commuter			
YCC 18	Establish contact with key businesses and other organisations to gauge interest in creating a travel plan network (covering both large and small businesses)	A relationship has been developed with the Canary Wharf Transport Forum and LCY have attended sessions in 2014 while other key partners such as LBN and the London Chamber of Commerce attend the ATF.	On track
YCC 19	Consider the creation of an 'easit' style commuter network scheme that brings businesses together to collaboratively address local travel issues	Scheduled for 2015	N/A
YCC 20	Monitor staff parking requirements and maintain levels in accordance with agreed levels	Staff parking levels are recorded by the airport's commercial team.	On track
YCC 21	Each action will be monitored annually for progress and given the following rating; Complete On track for completion Ongoing Behind schedule	Ongoing	On track
YCC 22	Progress will be communicated annually as part of the Annual Performance Report (APR).	Performance published in the 2014 APR	On track
YCC 23	Complete a snapshot staff travel survey	Scheduled for 2015 (this action will be reviewed prior to publication of the Staff Travel Action Plan in 2015)	N/A
YCC 24	Complete a full employee survey	A full employee survey was programmed for delivery in 2014 to provide a baseline dataset linked to the new ASAS, and Staff & Passenger Travel Action Plans. The publication of these three documents was linked to the determination of CADP to ensure that all were fully aligned. The airport has now appealed the refusal of CADP to the Secretary of State and in the interim proposes to publish interim TAPs for passengers and staff to cover a period of a year until the CADP appeal is resolved. It is proposed that a full employee survey be completed in 2016 that provides a dataset linked to the start date of the TAPs	Scheduled for 2015
YCC25	Share survey results with relevant stakeholders, including the Airport Transport Forum	Ongoing	Complete