

LONDON CITY AIRPORT

2013 SECTION 106 ANNUAL PERFORMANCE REPORT

APPENDIX 18 TRAVEL PLAN ACTIONS – 2013

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London City Airport 
Get closer.

2011 Travel Plan Action		Actions progressed in 2013	Status at end of 2013
1.7	Produce & maintain Airport Surface Access Strategy	New Draft ASAS developed and considered by Airport Transport Forum (ATF) in December 2013	Ongoing – ASAS to be finalised in 2014 pending determination of CADP.
1.7	Deliver an Airport Transport Forum	ATF convened in December 2013. Two meetings scheduled for 2014	Ongoing
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	Action Complete
1.13	£190,000 index linked Road Capacity Contribution	N/A	Action Complete
2.37 & 3.8	Passenger survey last mode of transport results - closely monitor	Quarterly Passenger Surveys were undertaken throughout 2013 that include the mode of transport used to travel to/from the airport.	Ongoing
Table 3.1	Restrict number of staff driving to the site by single occupancy car to existing (2009) levels	Efforts proving successful - A snapshot staff travel survey was carried out in 2013 and this suggests that 41% of staff travel primarily by car. This is lower than the 2009 baseline of 59%. Within the Draft ASAS a new staff target has been established. This aims to reduce single car occupancy use among airport staff to under 40%.	Ongoing
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.	Ongoing
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. Feedback and complaints are regularly monitored to ensure that service can be provided for those without practical access to public transport. Prices were also monitored on a quarterly basis in 2013 by the LCY Travel Coordinator.	Ongoing
3.6	Car park charges considered against the backdrop of local parking arrangements	The impact of airport parking on local streets will be considered by the ATF in 2014. A parking management plan will be progressed under CADP and this will consider car parking charges and the management of onsite parking and parking on local streets.	Ongoing
3.7	£2.5m contribution to DLR improvements	N/A	This financial contribution is part of the Planning Agreement.

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3.7	Encourage airlines to promote the DLR on board flights	The promotion of public transport was discussed at meetings with airlines in 2013 during the development of Your City Commuter. At that stage it was agreed that further discussions would be forthcoming as the ASAS and Passenger Travel Plans are progressed once CADP is determined.	Ongoing
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.	Action Complete.
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.	Action Complete
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.	Action Complete.
3.12	Discuss taxi sharing results with LBN & ATF & Public Carriage Office	As above.	Action Complete.
3.13	Monitor taxi occupancy rates	A taxi survey was conducted on-line during 2013. 60% said they would not consider taxi-sharing, 15% said they would, the remainder were indifferent.	Action Complete.
4.2	Appoint a Travel Plan Coordinator	Travel co-ordinator in place.	Action Complete (replaced by YCC1)
4.2	Train the Travel Plan Coordinator, attend conferences etc.	Travel co-ordinator is fully conversant in travel planning processes. In 2013 additional support was provided by an external consultant.	Action Complete.
4.4	TPC responsible for providing info regarding the Travel Plan to other companies onsite	Information is shared via email updates, face to face meetings and through presentations at staff association and employers forum sessions.	Action Complete (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.	Action Complete (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.	Action Complete (replaced by YCC2)

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4.7	Comprehensive & robust Staff Travel Survey	As established in the new Your City Commuter staff travel plan full employee surveys are to be undertaken every other year. For the years in-between, a snapshot survey will be undertaken. In 2013 a snapshot survey of airport employees was completed.	Action Complete (replaced by YCC 23 and 24)
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 	All of these activities have been maintained and delivered collectively by the Airport's Travel Co-ordinator through an external consultant contracted in 2013.	Action Complete. (covered by YCC)
4.1	Market the TP	The Travel Plan was promoted to airport companies throughout 2013 at face to face meetings, email updates and through sessions such as the Staff Association and the Employers Forum	Action Complete (replaced by YCC 2)

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5.6	Emphasise the environ & health benefits of walking & cycling to work	The health benefits of sustainable travel are discussed as a potential benefit to employers at face to face meetings. They are promoted direct to employees through staff roadshows such as the one attended by TfL's cycling team in Autumn 2013.	Action Complete (replaced by YCC 6)
5.7	Consider walking & cycling clubs for staff - for commuting & leisure	This activity was discussed at an employee focus group in 2013. It was not considered to be of value and instead it was suggested that cycle specific focus groups could be held in the future. (Please note: YCC included a specific action to gauge staff interest in a cycle and walking user group in 2013)	Action Complete (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 this is advertised on LCYextras, the employee benefits website.	Action Complete (replaced by YCC 6 and 7)
5.8	Cycle maintenance workshops with local cycle shops	Discussions with TfL have included the opportunity for their cycle teams to host maintenance sessions at future staff roadshow events. These will be considered further in 2014.	Action Complete (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.	Ongoing
5.10	Encourage employers onsite to make arrangements for their staff to shower if cycle/walk to work	Showers are offered in certain locations around the airport that staff can make use of. It is the responsibility of individual companies to offer facilities for their own staff.	Action Complete (replaced by YCC 4)
5.11	Cycle routes & other cycling info provided on notice boards & in induction packs	The new staff travel leaflet will include this information and will be provided to all airport companies.	Ongoing (replaced YCC 6 and 7)
5.12	Consider improvements to surface access for pedestrians & cyclists & discuss with local authorities	Local cycling improvements will be a key discussion point for the ATF. As part of the consultation process for the Draft ASAS short and medium term cycle improvements across the area were discussed with key stakeholders. If approved, CADP will deliver a new dockside path for both pedestrians and cyclists.	Ongoing (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.	Action Complete.
5.15	Season ticket loan - LCY & other employers	Season ticket loans were promoted on intranet in 2013 and on LCY Extras employee benefit website. Further publicised in January 2014 on LCY TV and through payslips.	Action Complete.
5.16	Investigate start public transport earlier with the operators	This was a key issue for airport employees and employers. It has been discussed throughout the Draft ASAS consultation process and forms a strategic priority for the airport.	Ongoing (to be replaced by YCC 16)

2011 Travel Plan Action		Actions progressed in 2013	Status at end of 2013
5.21	£20,000 bus service improvement contribution	n/a	Action Complete
5.24	Set up an informal car share database for all LCY employees	Carsharing has been discussed throughout the consultation process for YCC and for the Draft ASAS. It is not considered a priority by employers or employees. The suggestion from the staff focus group was that examples of where ad-hoc carsharing arrangements do work should be captured as case studies and promoted to airport employees.	Action Complete (replaced by YCC 10 – 12)
5.25	Provide subsidised taxi or public transport for stranded employee	There is limited scope for this in the context of the way transport services are managed locally. The cost of public transport has not been voiced as a concern among airport employees or employers.	Action replaced by YCC 11
5.26	Include in induction pack information on public transport services close to employees home & encourage non-car modes	A new leaflet was programmed for completion in 2013 that would provide all relevant transport information and would have been provided to all employers and employees (including new starters). It has been delayed until 2014 to allow greater time to work with TfL to ensure that the information used is accurate and can be easily maintained.	To be progressed in 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 	The new staff leaflet currently under development and planned for publication in 2014 will provide much of this information.	To be progressed in 2014
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. As an ongoing part of YCC the airport will discuss the need for other resources such as posters that can be included in crew rooms, rest rooms, etc.	Ongoing
6.5	Report results of staff & passenger monitoring to LBN	Performance stats are included in the APR	Ongoing (replaced by YCC 22 and 25)
6.6	Review TP targets & measures in 2011 & 2012	TP targets have been reviewed and revised and included within the Draft ASAS	Action Complete.
6.7	Full comprehensive review of the TP in 2013	YCC was prepared in 2013. The Passenger Travel Plan (as agreed with key stakeholders and the ATF) will be prepared following the determination of CADP to ensure it is fully aligned with the Draft ASAS, ATF priorities and CADP.	To be progressed through 2014.

Actions Contained Within Your City Commuter

YCC 1	Maintain an airport travel plan, delivered by a named travel plan co-ordinator	YCC launched Summer 2013	Complete
YCC 2	Maintain a travel plan network on-airport that ensures airport companies are provided with the information their employees require	A network of contacts at airport companies is in place. This network formed the basis of the consultation process when developing YCC – and it is through this network that information is shared with airport employers in the form of email updates. New travel literature is circulated to these contacts when relevant to ensure that it can then be fed into their own communication channels.	Complete
YCC 3	Monitor on-airport cycle provision and look at providing additional cycle storage facilities	Capacity and usage stats have been gathered for Q4 2013 and will form the basis of an ongoing monitoring process.	Complete
YCC 4	Investigate opportunities for creation of additional staff showering and changing facilities	Scheduled for 2014	N/A
YCC 5	Hold 2 local staff focus groups to identify the barriers to cycling or walking to work	A combined staff focus group was held in 2013 that explored in detail the issues affecting staff undertaking local journeys	Complete
YCC 6	Establish a cycle and walking user group tasked with exploring options for making cycling and walking more attractive to staff	Scheduled for 2014	N/A
YCC 7	Work with local stakeholders to explore opportunities for improved cycle and walking routes and information provision	Scheduled for 2014	N/A
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	Discussions over ticketing have been held with TfL and DLR in 2013. These formed part of the consultation process for the Draft ASAS and as such have been included as a priority issue for the new strategy. The issue of simple ticketing and information provision were key components of the airport's representations to the transport operators bidding for the DLR franchise.	Complete
YCC 10	Explore the opportunity to install carshare bays in a prominent location close to terminal buildings	Scheduled for 2014	N/A
YCC 11	Consider with airport retailers other benefits that can be offered to carsharers	Scheduled for 2014	N/A

Actions Contained Within Your City Commuter

YCC 12	Review the leading carshare packages that are publicly available and gauge their suitability for an airport environment	A carshare review report was compiled that analysed leading carshare packages in the context of airports and the likely impact any scheme would have at London City Airport.	Complete
YCC 13	Investigate longer term opportunities for provision of electric vehicle charging points on-airport	Scheduled for 2014	N/A
YCC 14	Work with transport operators to offer car users trial journeys on public transport (gather feedback on their experience through travel diaries)	Scheduled for 2014	N/A
YCC 15	Consider the use of incentives that reduce reliance on car (including discounted parking rates for carsharers, flexible pricing options, etc)	Scheduled for 2014	N/A
YCC 16	Work with TfL and local transport providers to identify priority improvements to public transport services	Scheduled for 2014.	N/A
YCC 17	Explore schemes where additional services can be trialled from key staff residency locations or at key shift start times	Scheduled for 2014	N/A
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 number of stakeholders have been contacted to gauge their interest. Interest has been recorded from UEL, Westfield Stratford, Stratford Transport Implementation Group, Canary Wharf Transport Forum, LBN, Newham Chamber of Commerce. It is likely that any such network would be maintained through the ATF.	Ongoing
YCC 19	Consider the creation of an 'easit' style commuter network scheme that brings businesses together to collaboratively address local travel issues	Scheduled for 2014	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.	Ongoing
YCC 21	Each action will be monitored annually for progress and given the following rating: Complete On track for completion Ongoing Behind schedule	N/A	Ongoing

Actions Contained Within Your City Commuter

YCC 22	Progress will be communicated annually as part of the Annual Performance Report (APR).	Performance will be published in the 'APR 2013'	Ongoing
YCC 23	Complete a snapshot staff travel survey	A snapshot survey was undertaken in 2013 that saw 25% of the airport workforce complete a 10 question online survey. The results were used to inform the development of both YCC and the airport's Draft ASAS.	Complete
YCC 24	Complete a full employee survey	Scheduled for 2014	N/A
YCC25	Share survey results with relevant stakeholders, including the Airport Transport Forum	N/A	Complete