

# London City Airport

## Surface Access Strategy

2017-2025





# Welcome



**Robert Sinclair**  
CEO, London City Airport

London City Airport is in its 30th year of providing international and domestic connectivity to London. The Airport's unique customer proposition - 20 minutes from check-in to departure lounge; 15 minutes from plane to forecourt – and rapid transport links to Central London makes it a natural choice for business and leisure passengers alike, with 69% of passengers travelling to and from the Airport by public transport - significantly higher than any other airport.

The approval of the City Airport Development Programme (July 2016) enables us to expand and put in place the necessary infrastructure to meet the projected 6.5 million passengers we will accommodate by 2025.

We are committed to supporting passengers and staff to make informed decisions and considered choices on modes of travel to and from the Airport. We are also committed to retaining our place as the most sustainably accessible of London's five major airports, offering passengers the shortest surface access journey time and unrivalled door-to-door experience for business and leisure travellers alike.

Growth at the Airport is mirrored by change and development in and around London's Royal Docks. Local business and residential development will continue to bring investment and regeneration to East London. The international connectivity provided by the Airport coupled with forecast demand will facilitate this growth.

The Airport recognises that the development of London's Royal Docks and commencement of the Elizabeth Line will create an increased demand for air travel and make the Airport more widely accessible for both business and leisure passengers. The Airport is committed to working with stakeholders to ensure that the surface access demands of passengers and staff travelling to the Airport and the communities living near to the Airport, are sustainably provided for during this time of planned growth.

## Message from the Chair



**Rachel Ness**  
Chair of the Airport Transport Forum  
Director of Infrastructure, Strategy  
and Planning, London City Airport

The Airport's Surface Access Strategy (ASAS) sets out our approach and priorities from 2017 to 2025 through the implementation of the City Airport Development Programme and our vision for future growth of the Airport.

Supporting this Strategy will be independent Travel Plans for air passengers and airport staff - these will establish the actions required to achieve the targets and priorities defined in the ASAS.

We are justifiably proud of the engagement and work we do with key stakeholders through our Airport Transport Forum, London City Airport Consultative Committee and Staff Committee. This work seeks to offer passengers and staff the sustainable transport connections they want, at the times they need it, and at a cost they can afford.





## Executive Summary

London City Airport has started construction of the City Airport Development Programme (CADP) in October 2017. An ambitious infrastructure expansion project which will enable the Airport to welcome 6.5 million passengers per annum by 2025 and inject £1.3 billion each year into the economy.

The City Airport Development Programme is a £480 million privately funded investment which includes plans for eight new aircraft stands, a parallel taxiway and a significant passenger terminal extension.

The development will transform the Airport, which is already one of East London's largest employers in London's Royal Docks, enabling the Airport to welcome more next generation aircraft that are quieter, more fuel efficient and have a longer range.

The Airport has prepared this Surface Access Strategy to underpin the development proposals and sets out a strategy for all passengers and staff to access the Airport sustainably and effectively, both now and into the future.

This Strategy sits alongside the emerging Travel Plan documents and together they set out what and how the Airport will develop its surface transport. The Airport is committed to supporting its passengers and staff

to make informed choices on modes of travel to and from the Airport and to make them as sustainable as practical.

The Airport recognises the need to work with all its local stakeholders so as to provide staff and passengers with a range of options to travel to and from the Airport. It is committed to making the journey planning aspect simple by providing origin to destination planning. It can add the infrastructure needed to support a range of travel options, increasing cycle facilities, providing funds to DLR for new rolling stock and electric vehicle charging infrastructure. But it needs support from its local stakeholders such as TfL who can support us by increasing passengers awareness of the location of the Airport on the tube and rail maps. Support from LBN is also vital to ensure that the additional infrastructure, such as cycling, is supported by a wider network of cycle routes that can link the airport to the borough.

It is through this working with local stakeholders that the airport will ensure it is the most accessible of the London airports, offering passengers the shortest surface access journey time and unrivalled terminal to plane experience.

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# 1 The Vision

***The purpose of the ASAS is to set out how we aim to deliver a low carbon, accessible, integrated, efficient and reliable transport network for travel to and from London City Airport for staff and passengers.***

In 2016 we welcomed a record-breaking 4.5 million passengers through our doors. This is set to grow as we roll out our ambitious privately-funded CADP which will inject £1.5 billion into the economy and see 6.5 million passengers per annum using our Airport by 2025. The CADP plans include eight new aircraft stands, a parallel taxiway and passenger terminal extension. It will enable the Airport to welcome more quieter, next generation aircraft with three times the range.

As we enter this exciting period of development and growth we want to reaffirm our commitment to our passengers and staff as being the most sustainably accessible airport in London.

Our aim is to ensure that every passenger's journey is as simple as possible and we pride ourselves on having the highest level of public transport usage of any UK airport.

At London City Airport we pride ourselves in offering a 20 minute terminal door to plane door and 15 minute plane door to terminal door experience for all passengers, with slick check-in, security and baggage

procedures. We believe the Airport terminal journey is an integral part of the overall experience.

We understand that our passengers have differing needs and that what makes a journey simple for one person travelling on a business trip will not be the same as it is for a family travelling on holiday.

As such, we recognise that communication and information is key to all of our passengers' journeys, single travellers, families, those with disabilities, the elderly or large groups.

Access to that information is also fundamental to the success of this Strategy and we recognise the role played through new technology and the constant emergence of applications (apps) facilitating way-finding and journey choice.

We want to be at the forefront of offering a joined up experience from the passenger's origin right to the plane door. We want to offer our passengers as much information and knowledge as we possibly can so that they can make informed choices based upon their own



priorities whether these be time, cost, health or environmentally driven.

We are committed to supporting our staff to make informed choices and are currently developing an innovative approach which encourages staff out of their cars and on to bikes, buses, trains, the DLR and the London Underground. Our emerging Travel Plan is a way of bringing all staff travel options together in one place and providing the information for staff to make informed choices.

We want to grow in a sustainable way and our Sustainability and Biodiversity Strategy and Airport Sustainability Action Plan set out our approach to achieve this. We are committed to assessing our impacts and acknowledging where we can make improvements. With over 2,000 staff we have to look at how we can minimise impacts on local congestion and local air quality as well as the Airport's carbon footprint.

Our emerging Travel Plans sit alongside this ASAS, and together these documents will deliver our sustainable transport management agenda to both our passengers and staff.

### Supporting London

This ASAS has been prepared in line with the Department for Transport's recommendations with particular reference to the drafts of the Mayor's Transport Strategy and Environment Strategy. It seeks to ensure flexibility to align with the London-wide and local policies, particularly those that focus on air quality, transport and economy to create an airport that supports the vision to create a city for all Londoners.

During preparation of this ASAS, stakeholders including the Greater London Authority, London Borough of Newham and Transport for London have been consulted, to identify key transport issues likely to affect the Airport and its

passengers' journeys and to ensure the Airport plays its part in supporting London's wider transport ambitions for London.

This ASAS supports over-arching ambitions for London, including:

Increasing public transport usage

Providing travellers with real-time and integrated journey planning information

Reducing emissions from transport

Ensuring sufficient capacity is maintained across the transport networks as the Airport continues to grow

Enabling cycling and walking to be used as genuine alternatives to staff car use







## 2 The Airport

London City Airport was officially opened by Queen Elizabeth II in 1987 and has been serving London and the south east for 30 years. It has built up from serving some 133,000 passengers in 1988 to a record-breaking 4.5 million passengers in 2016. That figure is set to increase with the progression of the CADP which will see some 6.5 million passengers per annum travelling through the Airport by 2025. Beyond this, and as explained in the published 2006 Airport Master Plan, the Airport has a vision to expand further to accommodate 8 million passengers per annum by 2030.

London City Airport flies to 47 destinations and is currently the fourteenth busiest airport in the UK, in terms of passenger numbers, sitting between Leeds Bradford and East Midlands. Delivery of the CADP will boost London City to the tenth busiest airport in the UK, behind Bristol Airport.

In 2016, 54% of the passenger travel through the Airport was business focused, however the proportion of leisure travel is increasing and is set to follow this trend into the future. The Airport has excellent transport links to central London by virtue of having a DLR station located next to the terminal building and the location of the Airport close to the A13 and M25 allows convenient access to the trunk road network. The Airport also has an on time performance score of

80%<sup>[1]</sup> making it the highest performing of the London airports and third in the UK. Therefore it is important that we maintain a 20 minute terminal door to plane door and 15 minute plane door to terminal door experience to meet our passengers expectations.

The Airport currently contributes £750 million to the economy and supports £11 billion of exports.

The Airport employs some 2,181 people on site, equating to 1,951 full time equivalent (FTE) jobs. Staff are employed across a number of companies including London City Airport, 11 airlines, Mitie, Menzies and Sky Handling amongst others and span every aspect of the Airport's function from the ground staff, baggage handlers, security officers, airline check in staff and the in-house planning, engineering and managerial teams. There is a huge potential for transport modal shift with 65% of employees living locally.

Delivery of the CADP will see staff numbers grow to 2,930 by 2025 (FTE); a 50% increase in the existing workforce.

[1] Based on published CAA data to Jan to September 2017



## 3 Passenger and Staff Travel

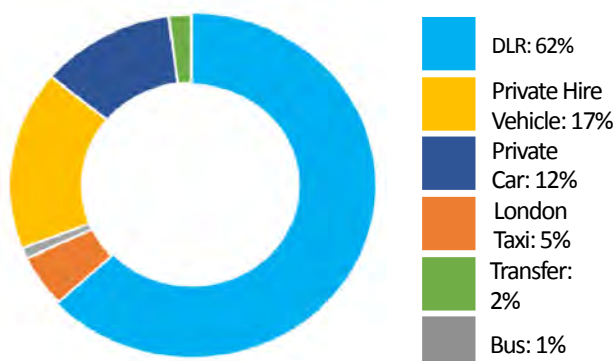
### Passenger Travel

The Airport collects data on passenger travel each year via a quarterly passenger travel survey (QPSR). The Civil Aviation Authority (CAA) also undertakes its own independent annual passenger travel survey across 12 UK airports.

According to the CAA 2016 Passenger Survey Report (PSR), 54% of Airport passenger travel was business focused, however the proportion of leisure travel is forecast to continue its increasing trend.

Figure 1 shows passenger travel to access the Airport by mode with high public transport use (69%) of which 62% is DLR, and low private car use (12%). The Airport is proud of its high public transport usage among customers and wishes to build on it through the CADP.

**Figure 1: Passenger Travel by Mode (2016 QPSR)<sup>[1]</sup>**

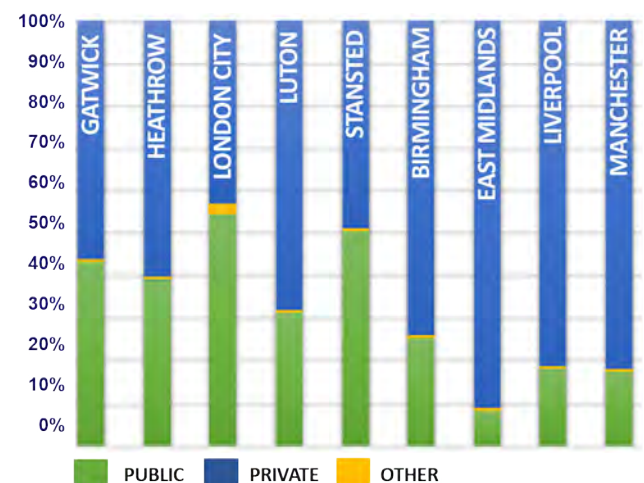


[1] Figure subject to rounding

### Passenger Travel 2016 Survey

When considered in the context of other UK airports, using CAA data, it is evident that London City Airport is achieving very good sustainable travel mode share already. In fact, of the five major London airports, London City Airport achieves the highest public transport mode share.

**Figure 2: Mode Shares at Top 10 Business UK Airports (CAA 2016 PSR)**

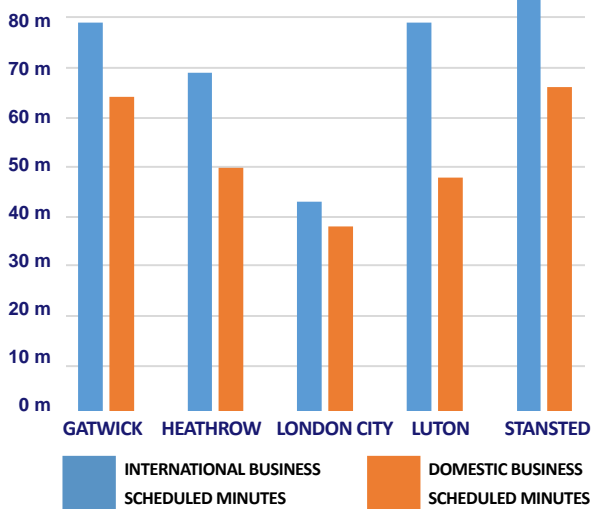


Figures 3 and 4 show that the Airport has the fastest surface journey time of all the five major London Airports for both international and domestic passengers.

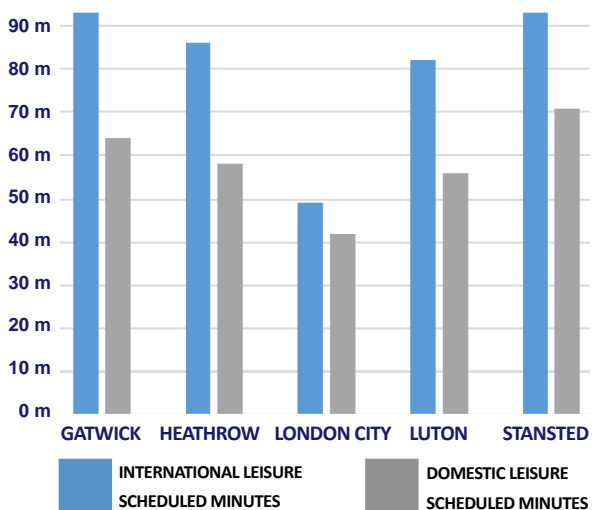




**Figure 3: Mean Surface Journey Time for Business Trips (CAA 2016 PSR)**



**Figure 4: Mean Surface Journey Time for Leisure Trips (CAA 2016 PSR)**



## Staff Travel

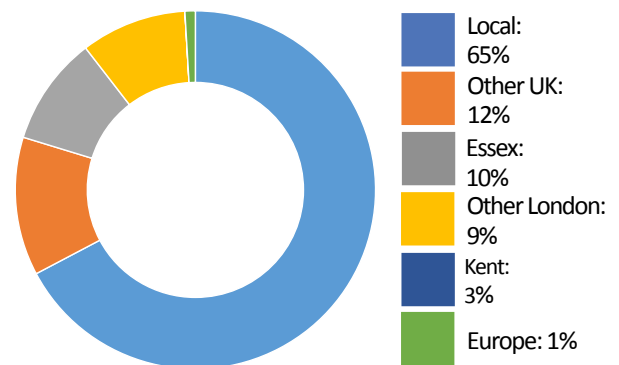
The Airport undertakes a survey of staff travel each year. It spans all employers at the Airport and is undertaken in the form of an online questionnaire and paper surveys distributed around the Airport and through all airport employers. In 2016 the survey ran for 8 weeks.

Approximately 20% of the overall workforce completed the survey in 2016. Figure 5 shows the results.

28% of employees (across all employers) live in Newham with 65% living in the local area i.e. within E, RM and SE postcodes. Retaining local staff is very important to the resilience of our business and maintaining good access to a mixture of modes DLR, bus, cycle and car is vital to ensure that all staff have opportunity to get to work; with many having multiple options.

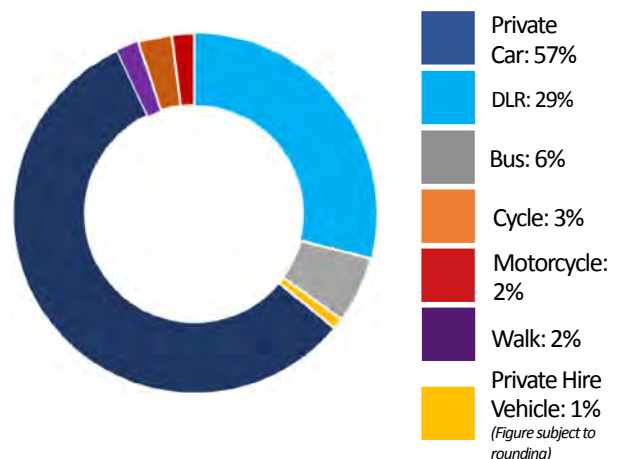
A total of 37% of staff start work at the Airport before 6 am, when public transport services are very limited, for example the first DLR service arrives at 6.07 am.

**Figure 5: Employee Residency by Postcode, 2016<sup>[1]</sup>**



This suggests that the Airport could make positive progress in driving down the single occupancy private car mode share for staff through an effective campaign aimed at current car users to promote the lower cost of public transport, the avoidance of congestion, the benefits of car sharing and the environmental and health benefits of sustainable travel. The extension of DLR service hours will also be critical to achieving this aim.

**Figure 6: Staff Travel by Mode (Staff Travel Surveys, 2016)<sup>[1]</sup>**



[1] Figure subject to rounding



The Airport's primary consideration in shaping a surface access strategy is to ensure that passengers and staff increasingly use sustainable travel modes as the Airport grows, and as London's Royal Docks and wider east London area develops. This can be achieved by ensuring they have access to the services, information and ticketing that enables them to make realistic and informed decisions.

### LCY's 2025 Targets

Based on an analysis of past and future trends the following targets are identified for 2025:

- **Over 75% of passengers travelling by public transport, with 70% by DLR**
- **Fewer than 40% of staff travelling by single occupancy car**

### Pathway to 2025

The Airport has identified six priorities that will be used to underpin these targets across all travel modes.

The Airport Transport Forum (ATF) has been integral to setting the direction and content of this ASAS, and the Airport will continue to work closely with the Forum on translating the strategy into the emerging Travel Plans.

The Airport's vision and overarching aims to improve accessibility to public transport, both physical infrastructure and information, reducing emissions and promoting sustainable transport (walking & cycling) modes is shown in the six priority areas it has chosen to focus on.







## Priorities

### 1. Closing the Information Gap

Making the first journey as easy as the hundredth

- Providing information that instils confidence before and during each trip.
- Streamlining passenger decision points to remove doubt and delay.

### 2. Offering the Right Travel Services

Providing passengers and staff with the travel service they need at the times they need to travel, reinforcing the role of the Airport as an important travel hub for London.

- Championing the Airport requirements within future infrastructure and service debates.

### 3. Equality of Access

Improving access for all passengers by enhancing step-free access, ensuring mobility friendly services are easily accessible, improving way-finding and

providing improved passenger assistance. This will be particularly important during construction of CADP.

### 4. Facilitating Healthy Streets

Recognising the role of the Airport in the local area.

- Supporting local cycling and walking improvements
- Promoting them to airport employees and local businesses.

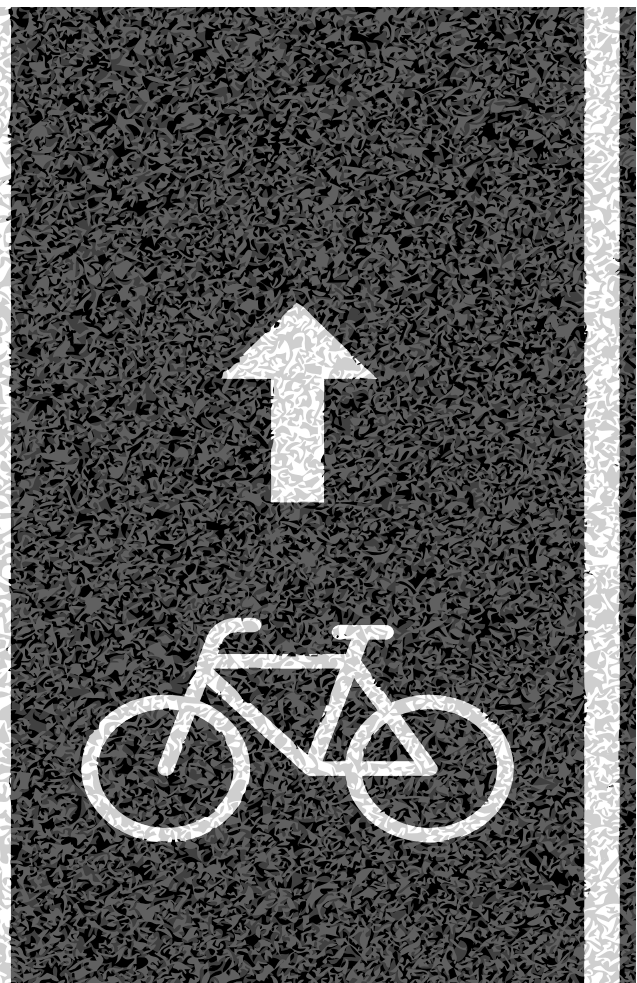
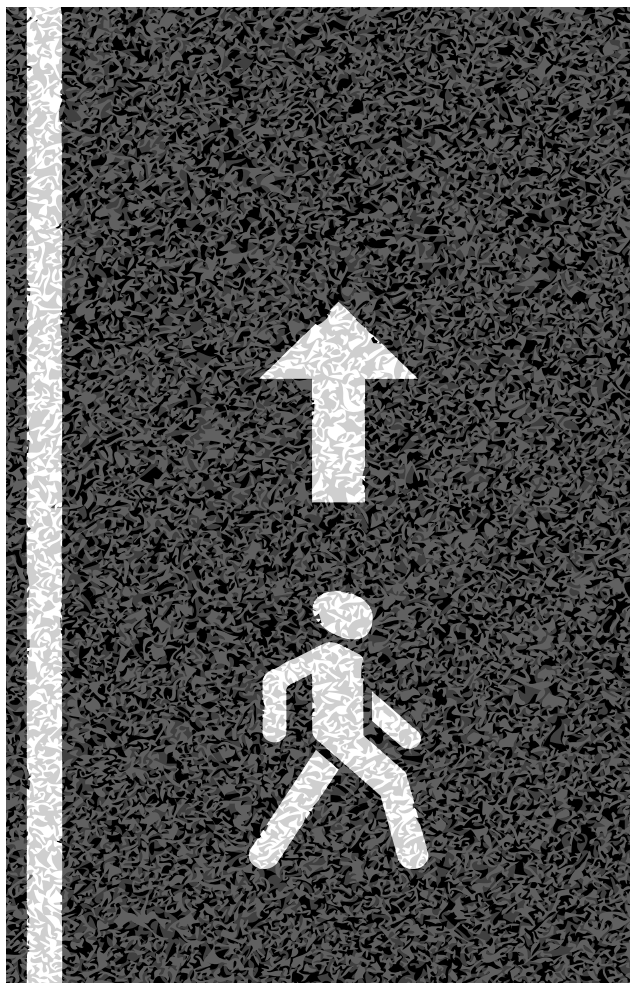
### 5. Offering Low Carbon Alternatives

To monitor, track and reduce carbon emissions from all airport related surface access transport movements, including airport related servicing and delivery movements.

### 6. A Collaborative Approach

Working with partners to increase the use and availability of sustainable travel.

- Engaging stakeholders through the Airport Transport Forum and Staff Committee.





## 5 Modes and Future Priorities

Every journey begins with the individual. One of the challenges we, and all airports, face is the ability to effectively communicate the transport mode choices available to enable each individual to pick the journey that best suits their needs and priorities, and the policy agenda of sustainability.

Despite significant moves to promote the time, health and economic benefits of sustainable travel modes over the years, some passengers and staff undoubtedly still have a default that the private car offers the most reliable, comfortable and convenient form of travel. Of course, for a small proportion of passengers and staff such as those with mobility issues vehicle-based modes such as private car, taxi and private hire services can provide the only viable means of travel and for these passengers the Airport is committed to providing appropriate and accessible drop off and parking provision.

**This Airport Surface Access Strategy (ASAS) has been prepared to demonstrate that London City Airport offers a full range of sustainable transport modes which present real and attractive alternatives to private car use.**

This section describes all modes of transport available and explains the part each mode plays in ensuring the ongoing success of the Airport into the future as it continues to grow.

We live in a time of fast moving technology and at the time of writing new technologies and innovative transport services are emerging. We do not yet know the effect of this but what we do know is that technology and invention is moving apace, and that our ASAS needs to be flexible enough to react and take advantage from these changes, most of which look as though they will improve on simplicity and sustainability, helping individuals to make informed choices.

### Integrated travel tool

All the modes of travel, set out in the following section, will be enabled or integrated with a travel planning tool on the Airport's website and accessible on a mobile device. It is this tool that will inform how a person decides to take their journey and at the time of writing it is under development. Integration of this tool within the Airport's digital infrastructure is likely to be essential to ensure both passengers and staff can access the real-time information they need to decide the best way to travel to and from the Airport. This tool will enable both the staff and passengers to plan the most appropriate methods of transport and route, but also allow the Airport to analyse routes and choices and spot gaps in information provision or infrastructure that could support passengers and staff travelling from a specific area or by a specific mode.





## DLR

Some 62% of passengers arriving at London City Airport currently travel by DLR. The DLR provides a convenient and direct connection into the Airport, with a dedicated station that is located minutes from the check-in desks and security.

The DLR offers a frequency of approximately one train every six minutes at the airport and interchange to and from London Underground, London Overground, National Rail and soon The Elizabeth Line services. The DLR is the primary method of travel for passengers. It offers the cheapest and fastest method of travelling to and from the Airport for most journeys into central London, and beyond, which is confirmed by the current mode share it attracts.

The draft Mayor's Transport Strategy sets out the programme for updating DLR rolling stock and introduction of night time services in the 2020-2030 time frame which will improve the service further.

**The Airport's CADP is delivering financial contributions towards new rolling stock (two new rail cars) and additional station staff to act as Travel Ambassadors to advise and direct passengers to and from the Airport.**

The Airport is committed to increasing DLR mode share for passengers to more than 70% by 2025. Shorter term goals, in conjunction with TfL, will further improve the service including additional signage across the network, such as the in-carriage route maps to aid way-finding and signage at Canning Town with flight information.

However, despite the DLR already representing 62% of all passenger journeys to and from the Airport, the same cannot be said for staff travel at present. This is largely due to the fact that many staff need to be present at the Airport outside of DLR operating hours.

The Airport aspires to encourage greater uptake of DLR amongst staff and to increase DLR mode share for staff to 35% by 2025. The Airport is hoping to achieve this by providing access to an electronic integrated travel tool to enable staff to understand and compare journey time and costs for differing modes of travel. Introduction of night time services in the 2020-2030 time frame will also serve to encourage further uptake of DLR travel by those shift workers who cannot currently use the service. The first service currently arrives at 6.07 am and the last service departs at 12.09 am.

The Airport values the unique service that DLR provides and is committed to understanding how airport growth, and the wider redevelopment of the London Royal Docks, will impact on capacity across the network in the future and how capacity enhancements will be funded, and in the context of growth across east London, how appropriate funding mechanisms will be developed.

### DOCKLANDS LIGHT RAIL (DLR)

Opened in 2005 the Airport's DLR station provides direct access to the terminal building

- 62% of airport passengers and 29% of staff travel by DLR
- Trains every 6 minutes with interchange to/from Underground, Overground and National Rail

#### PATHWAY TO 2025

- Working with DLR Ltd to maintain and improve station and concourse facilities
- Quantifying demand for additional early morning services
- Increasing use of DLR to 70% among air passengers
- Understanding how airport growth, and the wider redevelopment of the London Royal Docks, will impact on capacity across the network
- Understanding how capacity enhancements will be funded, and in the context of growth across east London, how appropriate funding mechanisms will be developed





## Rail

Crossrail services are due to commence on the new Elizabeth Line from December 2018, with services fully operational by 2020. The Elizabeth Line service will operate 24 trains an hour through central London and 12 trains an hour on the eastern Abbey Wood section.

It is an exciting development for London and the South-East, with delivery of a new railway bringing improved journey times, better connections and a 10% increase in London's rail capacity. There are 10 new stations and improvements to many more existing stations, new interchanges with London Underground, DLR and the National Rail Network, new 200m long trains with space for 1,500 passengers per train, step free access and 42 km of new tunnels.

The Airport fully supports the Elizabeth Line and the valuable journey time savings and development opportunities it will bring to London.

The closest points of interchange from the DLR to the Elizabeth Line, upon opening, will be at Custom House and Canary Wharf with interchange also possible at Stratford.

Introduction of the Elizabeth Line will undoubtedly reduce journey times for passengers on the Abbey Wood section of the line and has the potential to decrease journey time for passengers travelling to and from the west, although this would require interchange with DLR at Poplar station.

The Airport has undertaken a feasibility study that sets out the case for building an additional station in the vicinity of the Airport at Silvertown, and the benefits it would bring to the local area, London and the South-East.

London City Airport considers that a station in the

Silvertown area would support the Mayor's vision for strategic growth by maximising the regeneration potential of the Royal Docks Area; providing faster links to key London employment areas and unlocking more land for much needed homes and businesses. It would help reinforce the Airport's role as a major London transport hub by creating a larger interchange for international, national and local travel for people in London and the South-East.

At the time of writing, the Airport has presented proposals for a new Elizabeth Line station at Silvertown to the London Borough of Newham and is continuing to discuss the proposal with other stakeholders, the GLA and TfL with a view to securing policy support. This would greatly improve passenger journey times to and from the Airport.

In the short term the Airport is seeking to provide enhanced way-finding on the Elizabeth Line, DLR and London Underground services to illustrate the best interchange points to reach the Airport. Consideration is also being given to a dedicated Airport Shuttle linking to the Elizabeth Line at Custom House.

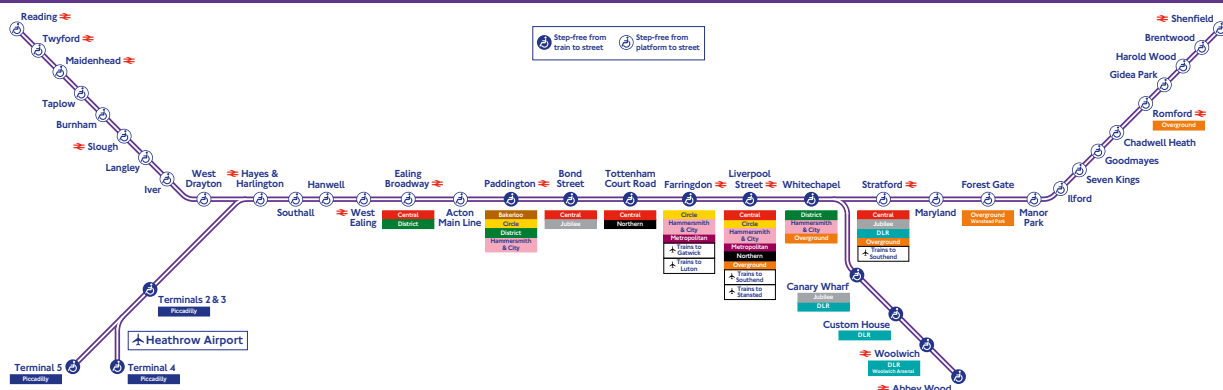
### RAIL

- Currently no direct rail link to the Airport, only via DLR and London Underground
- Elizabeth Line due to operate from late 2018

### PATHWAY TO 2025

- To support the Elizabeth Line and the valuable journey time savings and development opportunities it will bring
- Ensure airport related signage and wayfinding is aligned across the Elizabeth Line
- Consideration of a dedicated Airport shuttle to Custom House
- Pursuing the case for a new Elizabeth Line station at Silvertown

## Elizabeth line - December 2019



MAYOR OF LONDON

ELIZABETH LINE  
TRANSPORT FOR LONDON  
EVERY JOURNEY MATTERS





## London Taxis

Taxis provide a valuable mode of travel for passengers with unwieldy or heavy baggage, those who have mobility issues, those who need to travel early in the morning or late night hours when public transport frequency is limited or who cannot easily access other transport modes.

The Airport is committed to supporting the operation of London Black Cabs for passengers and staff. The Airport has demonstrated its support for taxi travel as an effective and convenient mode through the CADP which includes a new dedicated taxi pick up rank at the front of the new terminal building with exclusive access for London Taxis. In addition, a taxi feeder park with capacity for some 300 vehicles will be provided ensuring that there are always enough London Taxis available to cater for passenger and staff demand.

The Airport is committed to providing electric vehicle charging points for taxis to support the Mayor's plan to transform the London Taxi fleet from December 2017 through to a complete change over to zero-emission capable vehicles by 2018.

## Private Hire Vehicles

Private hire vehicles (minicabs) also provide a form of taxi service for passengers and staff of the Airport. This type of taxi is currently able to pick up and set down passengers from the Airport's short stay car park and the forecourt. The car park operates a tariff for those needing to spend 10 minutes or less on site which is well suited and conveniently located for passengers that have pre-booked private hire vehicles to drop or collect them.

There are a number of operators who also fall within the category of private hire vehicles including web-based operators such as Uber and BlaBlaCar. At the time of writing, these web-based operators were relatively new to the market and the effect of their operations in terms of proportion of mode share is unknown. However, these operators present a positive difference in terms of travel characteristics compared to the more traditional private hire services in that they provide security features such as cashless journeys, photographs and registration details of drivers and vehicles, real time in-app journey mapping - which can be shared with others - and a rating system for passengers and drivers. We know that popularity of online operators is increasing and it is likely that mode share will increase further in time.

Delivery of CADP will see all private hire vehicles able to pick up and drop off in the Terminal forecourt, rather than the current split between forecourt and short term car park, providing a single safe and convenient area.

In the short term, the Airport's goal is to work with the London Borough of Newham to monitor and address any issues relating to private hire vehicle use (such as reports of unauthorised parking) as they arise and to discuss as part of the Airport Transport Forum the increasing trend in the use of web-based operator and ride-sharing services. In the longer term the Airport will review the growth and usage of private hire vehicles and the management of these operations on the airport site.

### TAXIS

Taxis and minicabs provide an invaluable and flexible service for passengers and staff

- Around 200 taxis service approximately 20% of passengers
- Provide a valuable service for passengers with unwieldy or heavy baggage, those who have mobility issues, those who need to travel early in the morning or late night hours
- Offering a more personal and flexible service outside normal hours
- Dedicated facilities for black cabs, with minicabs operating from forecourt areas

#### PATHWAY TO 2025

- Developing a Taxi Management Plan to accommodate future growth, including a combined taxi feeder management system and forecourt with capacity for large number of vehicles
- Provide electric vehicle charging for the black taxi fleet
- Working closely with local communities to manage local impacts

## Bus

The Airport views bus services as an integral element of the sustainable transport offering for passengers and staff and is seeking to encourage further uptake, particularly amongst staff.



The Airport is committed to updating and improving passenger information in the baggage hall to highlight services available and destinations that can most conveniently be accessed by bus, such as University of East London Campus or Custom House. Furthermore, the introduction of a journey planning tool would help passengers and staff identify where bus travel could be a more convenient option.

## BUS

The Airport's bus interchange is found right outside the terminal's front door

- 6% of airport staff and 1% of air passengers travel by bus

### PATHWAY TO 2025

- Providing an improved passenger experience as part of the enhanced forecourt development
- Maintaining current forecourt capacities that enable future service enhancement
- Working with bus operators to promote available services to airport staff and passengers (particularly in the baggage hall)

## Cycling and Walking

The Mayor's Draft Transport Strategy promotes active travel for Londoners; active travel being a 20 minute daily period of walking or cycling.

The opportunity for increasing uptake of walking and cycling amongst airport passengers is very limited. However, given the unique profile of passengers using the Airport, i.e. having short duration of trip, limited luggage needs and the Airport's proximity to existing and emerging residential and business areas it is a mode that the Airport will monitor and promote as necessary.

On the other hand, the Airport considers walking and cycling a very realistic means of travel for staff, 65% of whom live within the local area. The Airport will seek to increase uptake of walking and cycling wherever possible and will target staff that have a 30 minute walk and/or

cycle from the Airport through campaigns and improving facilities.

The Airport already offers shower and changing facilities for staff who cycle as well as cycle parking spaces for passengers and staff.

In the short term the Airport will increase the number of secure staff cycle parking spaces initially from 24 to 72. This additional provision will see the parking split over the key staff access points across the Airport, making it convenient and accessible for all staff. The uptake of cycle parking will be monitored and provision further increased if demand dictates.

In the longer term the Airport is committed to investigating provision of route signage (way-finding) and road safety improvements along key walking and cycling corridors to the Airport.

## CYCLING AND WALKING

With almost 65% of airport staff living within the local area cycling and walking could be a real alternative

- Mayor's Transport Strategy seeks to promote healthy travel
- On-airport cycle storage facilities provided for use by passengers and Airport staff
- Showering and changing facilities provided to LCY staff

### PATHWAY TO 2025

- Working with the London Borough of Newham to understand the needs of cyclists travelling to and from the Airport
- Offering improved facilities on-airport to encourage more passengers and staff to cycle such as additional cycle parking stands
- Providing information and advice about cycling and walking opportunities and benefits
- Improving wayfinding and signage for cyclists in the local area







## Road Network

The Airport allows easy access to the A13, Blackwall Tunnel, A406, A12 and M25. Some 37% of passengers and 69% of staff travel via the road network. This ASAS reflects the Airport's goal to reduce the proportion of private car use by passengers and staff. However, the road network will remain an integral element of the ASAS since it facilitates travel by taxi, by bus, by private hire vehicle, motorbike, cycle and by all of those travelling by car whether they be travelling alone, car-sharing or being dropped off.

The majority of drivers use some form of satellite navigation technology and although this will guide the driver to the point of interest it is lacking in the specific information for the final part of the journey, for instance accessing car parks, drop off areas and taxi drop off amongst other things. As such the Airport is committed to assisting the London Borough of Newham and TfL in ensuring road signage is up to date and useful to all passengers and staff wishing to access / egress the airport by road.

CADP will see the opening up of Hartmann Road at its eastern end as well as changes to the location of both staff and passenger parking and it is essential that these are appropriately signed.

The local area already has in place a residential parking zone, this restricts use of the area by cars, either private or taxi, waiting to pick passengers up. The Airport is already in liaison with the London Borough of Newham to ensure unauthorised vehicle parking is prevented wherever possible.

CADP will provide dedicated coach bays to the forecourt area to facilitate the increasing number of coaches that use the Airport.

The Airport is also reviewing its operational and delivery requirements and seeking to identify opportunities to improve how deliveries are scheduled and where these could be consolidated. Opportunities for improving the fleet mix to include additional electric vehicles, to mirror the Airport's use of electric vehicles for servicing the airside areas of the Airport are also being actively investigated.

### ROAD NETWORK

The local road network provides connections across London and beyond, via the A13, M25 and M11

- Around 68% of airport staff and 35% of air passengers access the Airport via the local road network (passenger access is predominantly via taxi)

#### PATHWAY TO 2025

- Hartmann Road opened up as part of CADP
- A new forecourt interchange, increasing car drop-off/pick-up capacity from 8 to 48
- Ongoing monitoring of parking in the local area
- Maintaining a construction travel plan to mitigate local impact during development
- Review of operational delivery requirements and fleet mix

## Car Parking

For some passengers and staff, driving will still be the most viable option although this ASAS seeks to ensure that this is true only for a very small proportion of all those who access the Airport.

To this end, provision of car parking at the Airport for passengers and staff will be managed to ensure that it is utilised in the most appropriate way. The Airport currently provides approximately 150 short stay parking spaces, 650 main stay parking spaces for passengers and staff, 120 car parking spaces for car hire companies and a further 60 staff parking spaces located at the Western and Triangle car parks.

CADP will deliver an increase in the overall provision of car parking spaces from 974 spaces to 1,251. This represents a modest 28% increase in car parking provision compared to a 50% increase in staff numbers and an approximate 40% increase in passenger numbers. Therefore, the proportion of parking in relation to passengers and staff is reducing in line with the Airport's sustainable agenda. This serves to demonstrate the Airport's commitment to encourage sustainable travel wherever possible.

The role of the web-based passenger information tool will be utilised here to manage the demand for car parking usage with the behaviour of different passenger types and minimise the single driver car occupancy.

Car sharing will be actively encouraged amongst staff who currently travel by single occupancy car (57%). The most recent travel survey suggests that staff view car sharing positively, with 62% of all staff stating that they would be open to car-sharing. The Airport will promote web-based car sharing systems such as Liftshare which match prospective sharers by origin and destination.

The car parks will offer a range of products to a broad spectrum of customers including blue badge parking spaces for mobility impaired users positioned close to airport entrances to aid access, electric charging points for both passengers and staff, provision of parking bays for car hire vehicles and dedicated car sharing bays for staff.

### PARKING

Providing the parking products and facilities that airport passengers and staff require

- Dedicated short stay, main stay, car hire and staff parking equating to approximately 970 spaces.

#### PATHWAY TO 2025

- Creating 3 new passenger car parks and a dedicated staff car parking facility
- Increasing airport car parking capacity to just over 1,250 spaces
- Introducing electric charging points in passenger and staff car parks
- Prioritised blue badge and car sharing spaces



## River Thames

The Airport's location in the Royal Albert Dock and connection to the River Thames enables the potential for river transport to be a real possibility for access by passengers and staff.

Historically a river service was operated between The City and the Airport with passengers being dropped at City Pier, close to Royal Albert Dock's western end, and then transported by bus for the remainder of the journey to the terminal building. However, this service has not operated since 1993 and today there is no real offer for Airport passengers and staff to travel by river. With the ever increasing and much needed development of sites along the River Thames and the proposal within the Mayor's Transport Strategy to extend river bus services to Barking Riverside there could be a viable opportunity to introduce a dedicated stop for the Airport providing connections both east and west along the River Thames, and particularly to areas that are not otherwise accessible by DLR, London Underground or overland rail services. The Airport consider that a premium river service connecting east and west from the airport could be of interest to both business and leisure travellers. Development of sites along the river has, in the case of Minoco Wharf, enabled improved access to local river services but the offer currently falls short of providing a viable mode for most airport travellers.

### RIVER THAMES

Although used to transport goods and people for centuries this valuable highway is often overlooked

- There is no real offer currently available for air passengers
- Development like Minoco Wharf offer improved local access to existing River Services

#### PATHWAY TO 2025

- Investigating the attractiveness of a premium services for air passengers
- Use of the river for delivery of construction materials for CADP

The Airport is committed to the use of river transport demonstrated by the planned transportation of bulk materials to and from the site by river during construction of CADP.

## River Crossings

At present there are river crossings available via Blackwall Tunnel, Woolwich Ferry and QE2 bridge. The Airport fully supports the need for additional river crossings to the east of London. Greater connectivity provides more opportunity for those areas of London and opens up the ability for Londoners to access more jobs across the Capital. Over the course of this Strategy the Airport seeks to understand the benefit of future river crossings and ensure that its voice is heard through consultations and development plans.

The proposed Silvertown Tunnel is indicated to alleviate traffic congestion around the general Royal Docks area and provides additional bus connectivity to South London which is something the Airport fully supports. The Airport also supports the potential of a new river crossing at Gallions Reach.

The proposed DLR extension at Thamesmead identified in the draft Mayor's Transport Plan is again supported in principle as it opens up greater connections to the Royal Docks area from the south-east across the river.

### RIVER CROSSINGS

Improving local and regional connectivity through additional river crossing

- Local river crossings can be made via Blackwall Tunnel, Woolwich Ferry and QE2 Bridge
- Recognising the significant regional support for additional east London river crossing

#### PATHWAY TO 2025

- Understanding the benefit that additional crossings like Gallions Reach and Thamesmead will bring to the Airport and the wider London Royal Docks
- Ensuring the Airport's voice is heard in future consultation and development plans







### Travel Plans

ASAS priorities and objectives will become outcomes through development of separate Travel Plans for passengers and staff. These Travel Plans will be informed by the Airport Transport Forum (see below) and it will set out in detail an approach for a rolling period of three years.

Progress will be tracked on an annual basis through the Travel Plans, and before the end of the three year time frame actions will be set to cover the subsequent travel period throughout the life of this ASAS. This process ensures the action plans are time-critical and relevant, while providing the Airport and its stakeholders the flexibility to change approach should it be necessary.

### Airport Transport Forum

The ATF is a requirement of both the Department for Transport and the Airport's S106 Legal Agreement associated with CADP. Refreshed in 2013 the Forum brings together a range of key partners from across aviation, transport and the local community that collectively inform this ASAS and the emerging Travel Plans as well as progressing topic-specific Working Groups driven by the Forum members.

Terms of Reference (TOR) have been established for the ATF which set out the topics that will be addressed alongside the frequency of meetings. In recent years

the ATF has met twice annually, but the TOR provides a mechanism for this to increase when required.

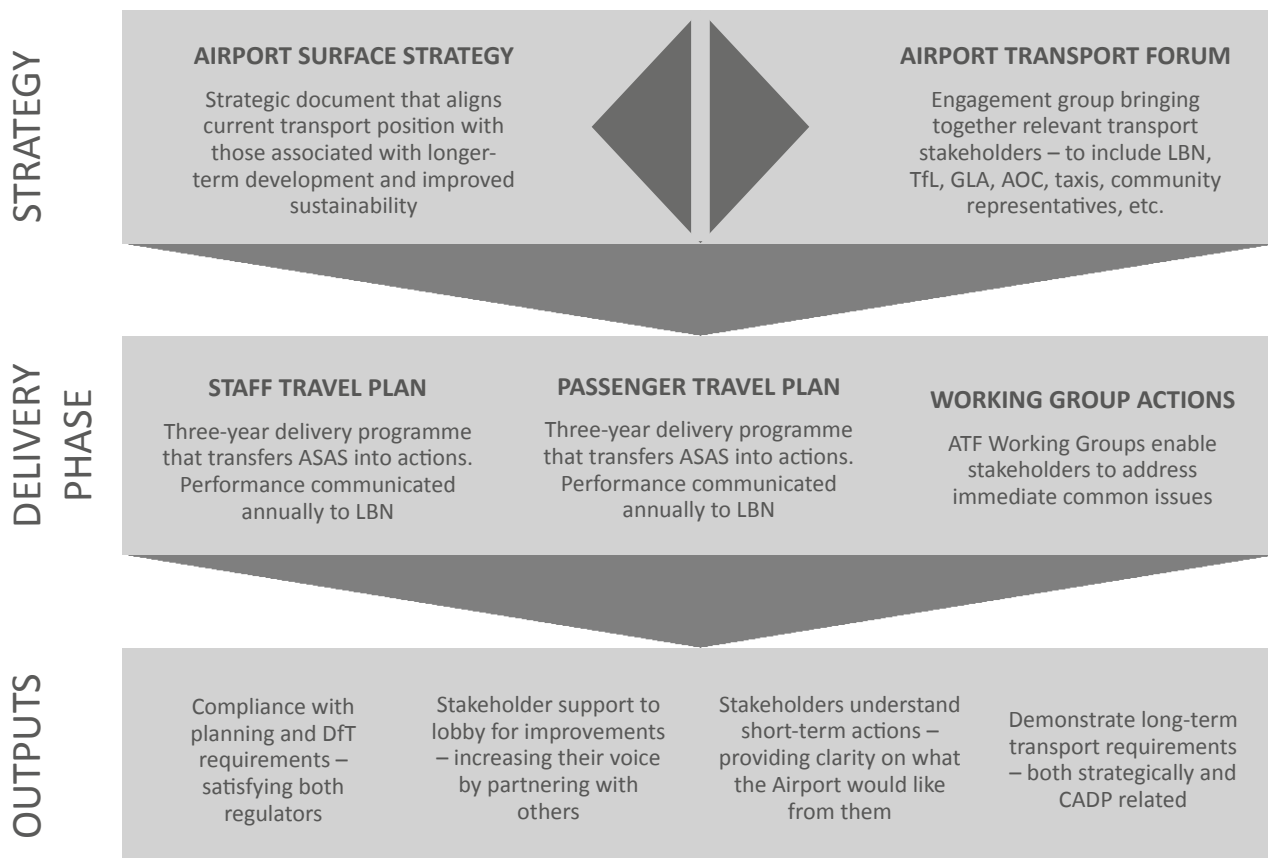
### Role

The ATF informs the development and ongoing delivery of strategic and operational aspects. The ATF is responsible for setting the direction and shaping the content of this ASAS and the Airport's Travel Plans. The Forum agree an annual programme of Working Groups.

The outputs of each of these activities are then considered by the ATF and used to inform the future direction of the related work areas.

### ATF Members

London Borough of Newham  
Local Community Representatives  
Transport for London - Planning and DLR  
DLR Operations (Keolis Amey Docklands)  
Crossrail  
London Chamber of Commerce  
Greater London Authority  
London City Airport Taxi Co-ordinator  
London City Airport Delivery Partner



## Monitoring and Review

This ASAS will be monitored, reviewed and revised every five years to ensure it remains effective and the relevance of its objectives. Monitoring will be the responsibility of the Airport who will report into the ATF.

The monitoring and review process will be as follows:



### Review Accessibility

The first step in the monitoring and review process for this ASAS will be to review the accessibility of the Airport in terms of access to all modes of travel, including public transport, walking, cycling and journeys

by car (car sharing and single occupancy) which will change over time as new services and frequencies are adopted and as improvements to the DLR and the introduction of Crossrail come forward. This information will then be drawn together into a report in order to target where improvements would be beneficial. This work forms the basis of the Airport's emerging Travel Plans.

### Consult with Employees and Passengers

Consultation is key to success and gaining the buy in of staff and passengers will be an essential element. The second stage of the monitoring and review process will ensure that passengers and staff are consulted appropriately. The Airport will actively promote this ASAS to both staff and passengers of the Airport and will seek to ensure the common objectives remain up to date and reflect the transport options available.

### Undertake Travel Surveys

The Airport will undertake both passenger and staff surveys each year during the life of this ASAS. Surveys questions and process will be discussed with the ATF.





The surveys will focus on passenger and staff travel choices as well as collecting information on journey origins, shift patterns for staff, and demographics for passengers and will determine mode share for each group. The results will be collated into a summary report which will be presented to the ATF for consideration. The results will feed directly into the Airport's Travel Plans and this ASAS.

The already very high public transport mode share achieved by London City Airport is something the Airport is very proud of and something the Airport wishes not only to retain but to improve.

### Implementation

Implementation of this ASAS will be the responsibility of the Airport, but successful delivery will rely on our partnership with the ATF Members and key transport stakeholders. It will be coordinated by the Airport's in house Travel Coordinator. Implementation will be undertaken in close consultation and liaison with the ATF to ensure the ASAS is being delivered in the most efficient and effective way possible.

### Monitoring and Review

This document will evolve as travel choices and modes change and as the implementation of the emerging Travel Plans and Delivery Programme come forward. Monitoring reports will be submitted to the ATF annually to ensure that progress against targets and objectives can be monitored closely.

### Measuring Performance

The Airport's key targets are to achieve 75% of passengers using public transport and fewer than 40% of staff travelling by single occupancy car trips by 2025.

The annual reporting, via the Airport's Annual Performance Report, will enable the Airport to demonstrate that it is on target to achieve these. The annual monitoring and review alongside the input of the ATF will enable the airport to track progress and refine actions as appropriate.



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