

London City Airport Surface Access Strategy 2026-2031



**CITY
AIRPORT**

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Foreword

Thank you for taking the time to read London City Airport’s Surface Access Strategy. This document sets out our plan for how passengers and colleagues will travel to and from the airport over the next six years, and how we intend to build on what is already the strongest public and sustainable surface access of any UK airport. It is an important part of our wider ambition to be a leading, responsible London airport that grows sustainably and supports the communities we serve.

Since our founding in 1987, London City Airport has been a catalyst for transformation in east London. From its early days as a visionary project on the former Royal Docks, the airport has grown in tandem with iconic developments such as Canary Wharf, the ExCeL Centre, and the Olympic Park – all of which stand as testaments to the local area’s regeneration. Today, our unique location means we are the closest airport for more than half of all Londoners, serving a diverse mix of business and leisure passengers who value convenience, reliability and speed.

Surface access has always been one of London City’s defining strengths. Our passengers benefit from exceptional connectivity, particularly via the Docklands Light Railway (DLR), which delivers fast, frequent and fully accessible services directly to our terminal. As a result, two-thirds of passengers arrive via public and sustainable transport, which is the highest share of sustainable travel of any UK airport – an achievement we are proud of, but not complacent about.

In this strategy, we set ambitious new targets for both passengers and staff. By 2031, we want 75% of passenger journeys to be made by sustainable modes, and we are committed to reducing the proportion of staff who drive alone to work. Achieving this will require sustained effort and close collaboration with partners, particularly Transport for London, the London Borough of Newham and stakeholders across the Royal Docks. In particular, our 2031 targets will only be achievable if the airport is able to obtain DLR services which run at times whereby employees can use to start work for early morning shifts.

To help us meet this target we are taking a number of steps and recently announced that we will introduce a drop-off charge for all vehicles by the end of the year. This will bring us into line with all other major UK airports, which already operate similar schemes, and support our wider sustainability goals by reducing the number of vehicles travelling to and from the airport, reducing congestion and emissions, and improving air quality in the surrounding area. This is one of the measures that the airport is employing to move towards the Mayor’s target of 80% of journeys by walking, cycling or public transport by 2041.

Crucially, our strategy recognises the challenges our colleagues face with early-morning travel before the public transport network is fully operational. Addressing this will be a priority for us, and for our partners, in the years ahead. Working with transport agencies on earlier services will be a particular focus, as we cannot achieve our aspirational targets alone.

Our aim is simple: to ensure that travelling to and from London City Airport is as sustainable and seamless as possible. This strategy sets the direction for how we will achieve that – supporting growth, enhancing our environmental performance and strengthening our ties with our communities in east London.

Thank you for your interest and support as we take the next steps on this journey.



Executive Summary

London City Airport (LCY) has published this Surface Access Strategy (SAS) to guide surface access to the airport over the coming six years, leveraging our unique airport position in East London to ensure that we continue to build on our industry leading surface access arrangements in this plan period.

This SAS provides a clear plan for passenger and staff travel to the airport, with sustainable journey options at its core. The strategy aligns with our wider sustainability objectives, as well as national aviation policy, the London Borough of Newham's Sustainable Transport Strategy, and the Mayor of London's Transport Strategy.

London City Airport benefits from excellent access to the DLR, bus services, as well as the surrounding walking and cycling networks. The quality of surface accessibility will continue to improve throughout this plan period with the rollout of new DLR trains, improved accessibility to the Elizabeth Line and additional development of the Royal Docks. However, key challenges remain for surface access at the airport, particularly the limited availability of early-morning public transport services for passengers on early flights and for staff who begin shifts prior to the commencement of most public transport to the airport. This plan seeks to benefit from LCY's opportunities whilst developing solutions for the key challenges experienced reaching the airport.

The airport has set ambitious targets for both passengers and staff, which are summarised below:

Passenger

2028 Target

- 70% of journeys (excluding London Black Taxi) being made by sustainable modes.
- 80% of journeys (including London Black Taxi) being made by sustainable modes.



2031 Target

- 75% of journeys (excluding London Black Taxi) being made by sustainable modes*

Staff

2028 Target

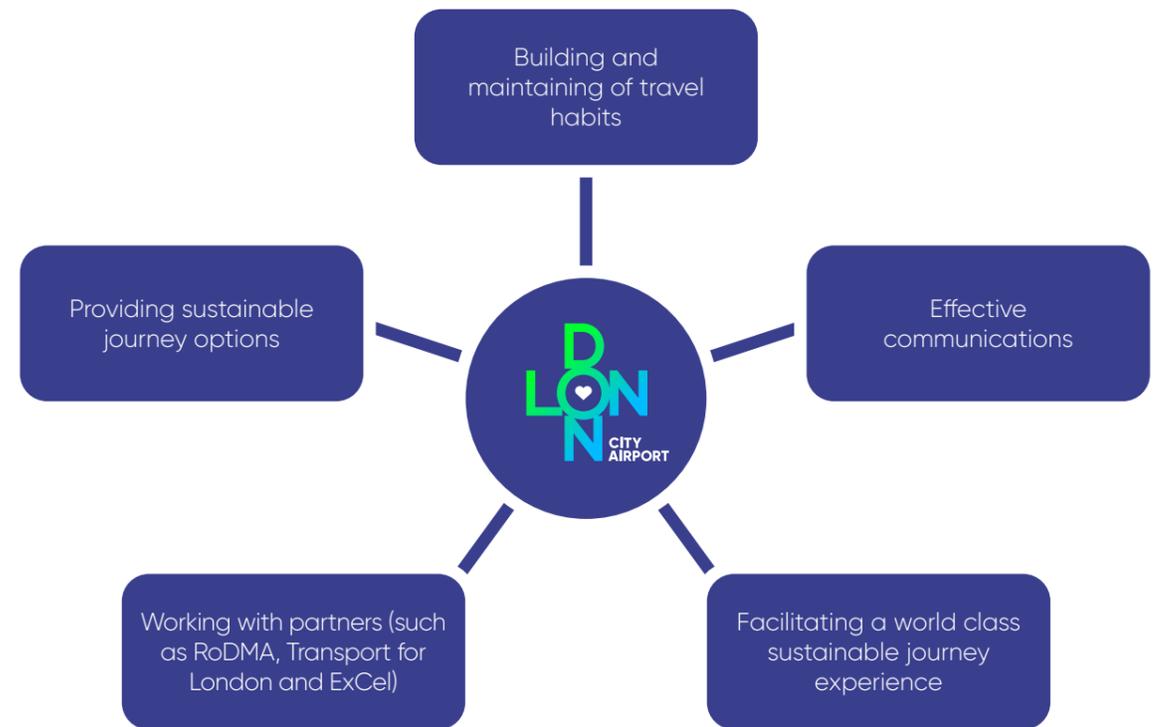
- 44% of staff driving alone to work



2031 Target

- 35% of staff driving alone to work*

To achieve these targets, the strategy details five key priority areas where we will focus our efforts. These are:



The priorities have informed a series of directions, which detail the ways in which the airport will move towards further extending our sustainable surface access staff and passenger mode shares. In turn, these will inform actions in the two travel plans which are to be prepared within this strategy period.

Specifically, the strategy prioritises the expansion and improvement of public transport options, the promotion of active travel such as walking and cycling, and the encouragement of shared mobility through car sharing. It also seeks to enhance facilities for electric vehicles and explore opportunities for water-based transport, while addressing critical barriers such as early-morning access and the competing uses of limited space across the campus.

Implementation of the strategy will be overseen by the Airport Transport Forum, supported by regular consultation with staff, passengers, and stakeholders. Progress will be monitored through Civil Aviation Authority passenger surveys and annual staff travel surveys, with results reported in the airport's Annual Performance Reports.

In summary, the Surface Access Strategy 2026–2031 positions London City Airport well to further grow our sustainable transport mode share in the coming years. We have set ambitious targets for passenger and staff travel, and will work collaboratively with our partners to ensure that this growth can be realised.



1 Introduction

1.1 Purpose of the London City Airport Surface Access Strategy

The purpose of this Surface Access Strategy (SAS) is to guide London City Airport’s approach to sustainable surface access measures, in order to achieve our ambitious targets for the continued movement of passengers and staff to the airport by sustainable means. London City Airport (LCY) maintains the highest public and sustainable transport mode share for any airport in the United Kingdom, and this strategy is key to maintaining and improving upon this position.

The SAS is a requirement under Schedule 13 of the Airport’s Section 106 planning agreement, and sets out:

- surface access plans across the campus as well as in the vicinity of the airport over the strategy period; and
- staff and passenger mode share travel targets, which the airport will need to demonstrate, reasonable endeavours in working towards over the period of the strategy.

This SAS has been informed by consultation with our staff and passengers, which is further detailed at **Section 7.1**.

1.2 Timeframe of the SAS

The SAS has been designed to operate between 2026 and 2031. This period has been selected for the following reasons:

- A six year timeframe will enable the strategy to align with two 3-year full travel plans, which are required under the 2016 CADP planning consent.

- This timeframe broadly aligns with the London Borough of Newham (LBN) Sustainable Travel Strategy, allowing for collaboration between the airport and LBN on sustainable transport measures.
- Six years allows for a medium-term impact on potential transport interventions, allowing for meaningful recording of progress and change over the course of the plan.

1.3 Structure of the SAS

This SAS has been developed according to the following structure:

- **Chapter 1:** Introduction – Outlining the vision and structure of this SAS.
- **Chapter 2:** London City Airport – Providing an overview of the history and current role of LCY, as well as its location in East London.
- **Chapter 3:** LCY’s Surface Access Context – Providing an overview of the sustainable context of the site, as well as passenger and staff sustainable travel performance in recent years.
- **Chapter 4:** Passenger and Staff Travel Targets – Detailing the mode share targets for passengers and staff over the course of this SAS.

- **Chapter 5:** Focus Areas – Identifying the key focus areas underpinning this SAS, which will inform sustainable travel over the course of this plan.
- **Chapter 6:** Modal Priorities – Detailing the different focus areas for each mode of transport to the airport, as well as key developments likely to come forward in relation to each mode.
- **Chapter 7:** Delivery Strategy – Providing the mechanism for the implementation of this strategy, and the accompanying travel plans.

1.4 Relationship to Travel Plans

The SAS is the strategic document which sits above the London City Airport Travel Plan 2026–2028, required under the CADP1 Planning Permission and will run concurrently. A second travel plan will be prepared to cover 2029 to 2031, being the second half of the period of the SAS.

Table 1 below provides a breakdown of the relationship between the three documents.

Table 1 – Relationship of the SAS to the Travel Plan 2026–2028 and Travel Plan 2029–2031.

SAS 2026–2031	Travel Plan 2026–2028	Travel Plan 2029–2031
<ul style="list-style-type: none"> • Establishment of staff and passenger targets for the period between 2026 and 2028, as well as between 2028 and 2031. • Key developments throughout the plan period which have the potential to impact on the travel patterns of passengers and staff. • Key priorities for sustainable travel over the strategy period. • Key directions which will be pursued which align with the priorities of the strategy. 	<ul style="list-style-type: none"> • Key developments between 2026 and 2028 to progress towards the interim 2028 travel plan target. • Transport policy relevant to travel planning in the period from 2026 to 2028. • Identification of staff and passenger targets for the period to 2028. 	<ul style="list-style-type: none"> • Key developments between 2029 and 2031 to progress towards the 2028 travel plan target. • Detail of any changes to the targets under the SAS 2026–2031. • Transport policy relevant to travel planning in the period to 2031.



2 London City Airport

2.1 LCY Context

In 2027, LCY will mark 40 years as East London's key aviation gateway. Since opening in 1987, LCY has been a catalyst for the area's transformation, growing alongside landmark developments like Canary Wharf, the Excel Centre, and the Olympic Park. Located on the Royal Docks by the Thames, just minutes from central London, the airport offers one of the UK's most scenic approaches and reflects East London's dynamic evolution.

Since commencement of operations, LCY has expanded steadily. In 2019, LCY reached a peak of 5.1 million passengers, with passenger numbers rebounding in 2024 to 3.6 million. In 2024 LCY also received planning approval to operate up to 9 million passengers per annum.

Today, the airport serves key UK cities like Edinburgh, Glasgow, and Belfast, and major European hubs such as Amsterdam, Madrid, Dublin, and Rome. LCY is the closest airport for over half of Londoners, offering speed, convenience, and competitive pricing, and is widely recognised for its outstanding customer experience.

As Newham's largest private employer, LCY supports over 2,100 jobs including across aviation management, operations, security and retail. Given the significant employment role of the airport, as well as the high proportion of employees who start work before regular public transport commences, there needs to be a clear and continued focus on ensuring that sustainable travel options meet the needs of all employees.

Looking ahead, LCY expects to expand its airline and destination offerings in line with existing planning permissions. Growth will be driven by a shift to cleaner, quieter aircraft. The E195-E2, introduced in March 2025, sets a new standard for sustainable aviation with 30% lower CO₂ emissions and 63% less noise. An Airspace Change Proposal is currently underway which would enable the new generation Airbus A320neo operations to LCY, which will provide greater passenger capacity than any other aircraft currently serving the airport. All changes will be subject to rigorous environmental assessments.

London City Airport remains committed to being the airport everyone loves—enhancing passenger experience, growing sustainably, and delivering lasting economic and social value for London, East London, and the UK.

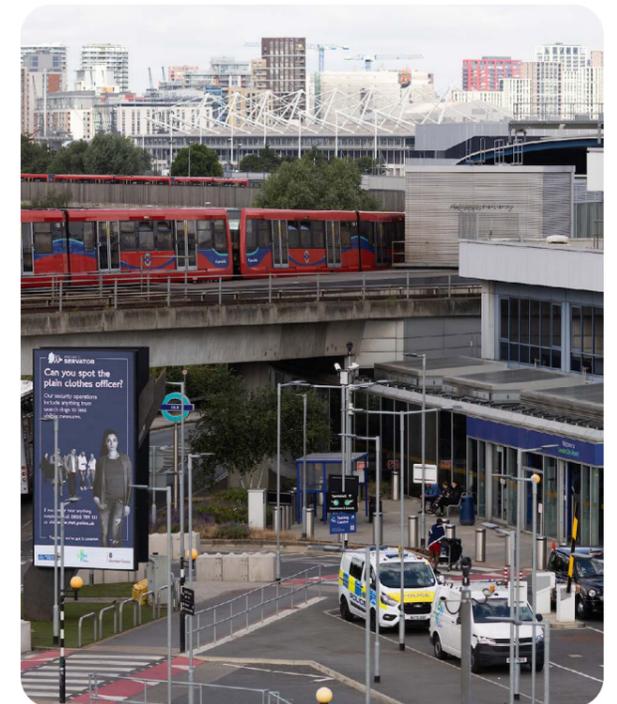
2.2 Surface Access Context

LCY is uniquely positioned in the heart of East London, within the Royal Docks area of the London Borough of Newham. Its central location offers unparalleled access to London's public transport network, including the Docklands Light Railway (DLR) and three bus routes on site, as well as access to the Cycle Superhighway network across London.

The unique location and level of accessibility underpins LCY's status as the UK's leading airport for public transport mode share, with more than 60% of passengers using the DLR to travel to the airport in 2024. Combined with other public transport modes, this achievement sets a national benchmark for sustainable surface access.

Encouraging passengers and employees to use public and active transport brings significant environmental, social, and economic benefits. Reduced reliance on private vehicles helps to minimise congestion on the surrounding road networks. Active travel options contribute positively to public health and wellbeing. For staff, enhanced connections make commuting more affordable and reliable, while for passengers, excellent public transport links form part of the world class experience of using LCY.

Maximising public transport usage is also central to London City Airport's sustainability objectives. The airport's Sustainability Strategy commits to support the transition towards efficient and sustainable multi-modal transport options to and from our airport in line with this plan. Achieving and maintaining a high proportion of journeys by sustainable modes directly reduces Scope 3 carbon emissions from passenger and staff journeys and improves local air quality, helping us better serve our residents and local businesses by supporting cleaner, healthier living conditions in the local area. In addition, promoting low-carbon travel choices also aligns with London's wider environmental strategies, including the Mayor of London's Transport Strategy.



As discussed, through this strategy, the airport has seen substantial improvements in accessibility in recent years, including rollout of new generation DLR trains on the Stratford International – London City Airport – Woolwich branch of the DLR in October 2025. LCY provided significant financial support to this upgrade, which has delivered a major improvement to the experience of travelling to and from the airport for our passengers and staff, including spacious walkthrough carriages, a 10% increase in train capacity, air-conditioning throughout, USB charging, live travel information, and dedicated areas for the storage of pushchairs, bicycles, luggage and wheelchairs.

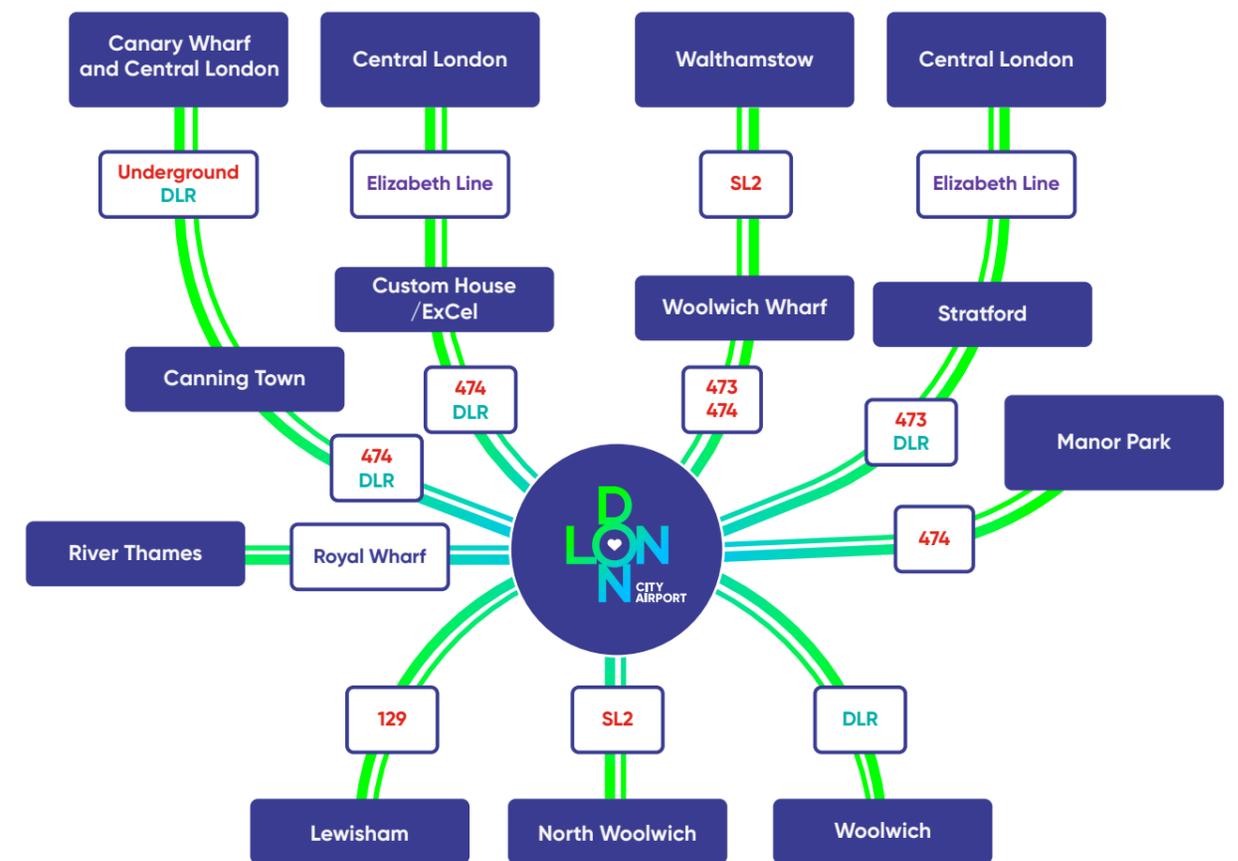
In 2025, we also saw the launch of the new 129 bus service, utilising the new Silvertown Tunnel to provide an entirely new direct cross river connection to the airport from Lewisham / Greenwich. The SAS will build upon these new developments, and prepare for additional developments in the Royal Docks in the future.

Although there has been positive improvement to surface access to LCY, some barriers to achieving higher sustainable travel mode share remain, primarily related to the starting time of public transport services to the airport. Working with our partners to improve early morning accessibility is one of the priority areas of this strategy.

During development of this strategy, extensive internal and external consultation was undertaken to obtain views of those using the airport. This consultation is further detailed at **Section 7.1** and **Table 2** provides an overview of key opportunities and challenges identified for LCY. These have informed the development of the plan, to ensure that it is fit for purpose.

Table 2 – Opportunities and challenges at LCY identified during consultation.

Opportunities	Challenges
<ul style="list-style-type: none"> Ability to capitalise on reputation for ease of access to the airport by public transport Airport growth, with changing profile of passengers anticipated over time. Located in part of London which benefits from significant investment and will continue to grow and change. Planned medium term redevelopment of facilities providing options for upgrade. Small campus with strong relationships to employers and employees. Largest employer in LBN, in area of London subject to investment and development. 	<ul style="list-style-type: none"> Lack of early public transport services (DLR and bus). Pressure to improve the already strong sustainable transport mode share in recent years, with an expectation that this will grow further. Continued recovery in air passenger demand to pre-Covid levels placing pressure on public transport facilities. Temporary transport / forecourt facilities from CADP pause. Space constraints on the campus. External issues (for example industrial action on public transport providers, illegal parking operators).





3.1 Aviation Policy Framework

Section 4.20 of the 2013 Aviation Policy Framework recommends that airports produce Airport Surface Access Strategies, and this has been taken into account in the development of this strategy.

Table 3 below contains the key elements recommended by the Aviation Policy Framework, and how this strategy addresses the required sections:

Table 3 – Key requirements to be addressed in an Airport SAS

Requirements to be addressed in an Airport SAS	Section
Targets for increasing the proportion of journeys made to the airport by public transport for both airport workers and passengers.	Section 4
The strategy to achieve those targets.	Section 6
A system whereby the Airport Transport Forum can oversee implementation of the strategy	Section 7

Annex B of the Aviation Policy Framework provides additional suggestions for what an Airport SAS should include, detailed in **Table 4** below:

Table 4 – Suggested content included at Annex B of the Aviation Policy Framework

Suggested Content under Annex B of the Aviation Policy Framework	Section
Analysis of existing surface access arrangements	Section 3
Targets for increasing the proportion of journeys made to the airport by public transport by passengers and employees; cycling and walking	Section 4
Consideration of whether freight road traffic can be reduced	Section 6
Consideration of how low carbon alternatives could be employed	Section 6
Short-term actions and longer-term proposals and policy measures to deliver on targets such as:	Section 6
- Short-term actions and longer-term proposals and policy measures to deliver on targets such as:	Section 6
- Car / taxi sharing schemes	Section 6.5
- Improved information provision on public transport, cycling and walking options	Section 6
- Car park management	Section 6.6
- Through-ticketing schemes	Section 6.8
- Indication of the cost of any proposals	Section 7*
- Performance indicators for delivering on targets	Section 7
- Monitoring and assessment of strategies (internal and external)	Section 7
- Green transport initiatives for employees	Section 6.8

3.2 Other Policy Context

Other key policies which are relevant to the SAS, at start of this plan period include:

- The National Planning Policy Framework (2024)
- The London Plan (2021)
- London Borough of Newham: Local Plan (2018)
- London Borough of Newham Sustainable Transport Strategy (2024)

These are further described at Section 2 of the current approved Travel Plan. Forthcoming updates to the London Plan, the new London Borough of Newham Local Plan, or any other new policy will be incorporated into future updates of the London City Airport Travel Plan.

*Detailed cost of LCY based proposals will be considered through evaluation of Travel Plan actions.

3.3 Passenger Performance

In the Airport Surface Access Strategy 2016-2025, quarterly passenger travel data was sourced from the Civil Aviation Authority passenger surveys, to illustrate potential significant changes in the pattern of passenger travel to LCY.

Table 5, Figure 1 and Figure 2 provide a high level summary of key passenger data over this period. Due to the impact of Covid-19, surveys undertaken in 2020 and 2021 have not been included in this summary.

The DLR has been the dominant mode for passengers to get to LCY over the course of this SAS. The DLR saw the highest mode share (of 64%) in 2018 and 2019, which represented two of the busiest years of airport operations. Due to the impact of Covid-19 on public transport confidence, DLR mode share dropped significantly when surveying resumed in 2022. However, in 2023 and 2024 there has been a sustained recovery in mode share, representing a return to previous travel habits by passengers to the airport.

Across the plan period, bus mode share has largely remained static at around 1%, with the exception of 2024 which reported a 2% mode share. This is to be expected, given the excellent access provided by the DLR. However, the opening of the Elizabeth Line station at Custom House in 2022 may have supported a small growth in bus mode share.

London Black Taxis reported a near doubling in mode share up to 15% in 2022, which is likely an impact of Covid-19. This mode share has since dropped back to 11%. A similar spike in mode share after Covid-19 was prevalent in relation to ride share, although there has been a steady decline in the mode share of minicabs by passengers over the plan period.

Use of a small number of other options, including active transport (walking and cycling) has also been recorded over the strategy period.

Table 5 – Passenger final mode of arrival (reported in Annual Performance Report)

Mode of Travel	2017	2018	2019	2022	2023	2024
DLR	60	64	64	49	55	61
Bus	1	1	1	1	1	2
London Taxi	7	4	8	15	11	11
Minicab	14	12	8	9	8	2
Ride Sharing / Transport as a Service	5	6	7	13.5	14	10
Private Car + Car Rental	12	11	9	10	8	10
Other / Transfer	-	2	3	-	-	-
Walking / Cycling				2	2	2

Figure 1 – Passenger final mode share to LCY (2017-29, 2022-24).

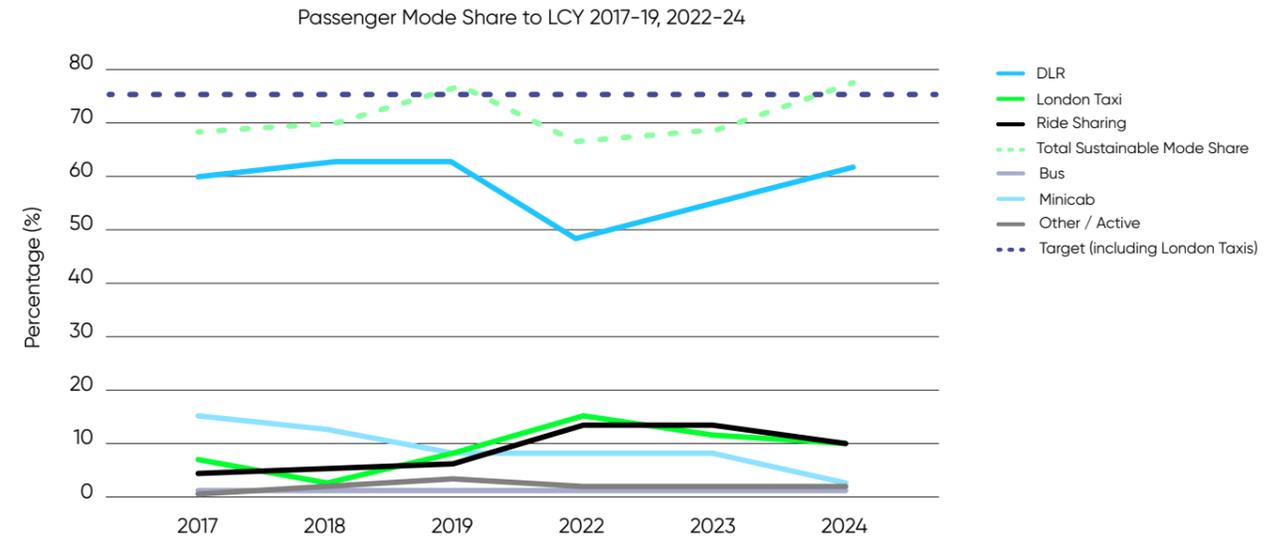
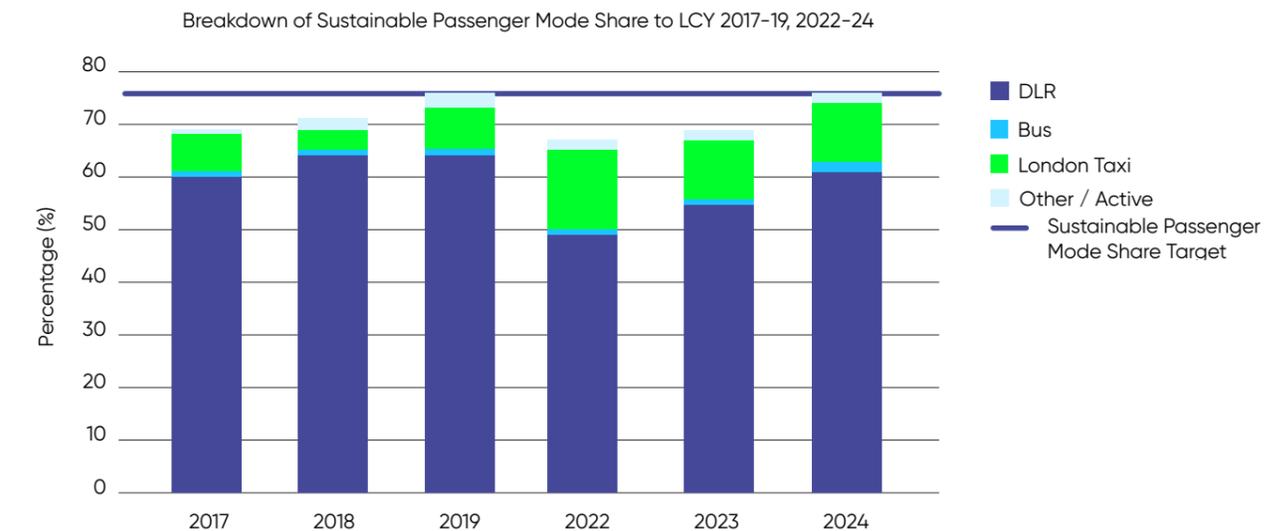


Figure 2 – Breakdown of sustainable passenger mode share to LCY (2017-29, 2022-24).



3.4 Staff Performance

Across the Airport Surface Access Strategy 2016-2025 period, staff travel surveys were undertaken in 2016, 2019, 2022, 2023 and 2024. Prior to 2019 annual surveys were not required, and during 2020 and 2021 no surveys were undertaken due to Covid-19. Table 6, Figure 3 and Figure 4 provide a high level summary of key staff data over this period, against the target of no more than 48% of people driving alone to work by end of 2025. In each staff travel survey, staff were asked to nominate their 'main' mode of travel to work, which has been recorded in this section.

The only mode which was required to be tracked for the purposes of the travel plan was car (alone), which has seen a steady decrease in mode share since 2022, due to concerted effort by the airport. This is a positive position as it moves towards the

target of 48%. Other modes have been detailed below for information and context.

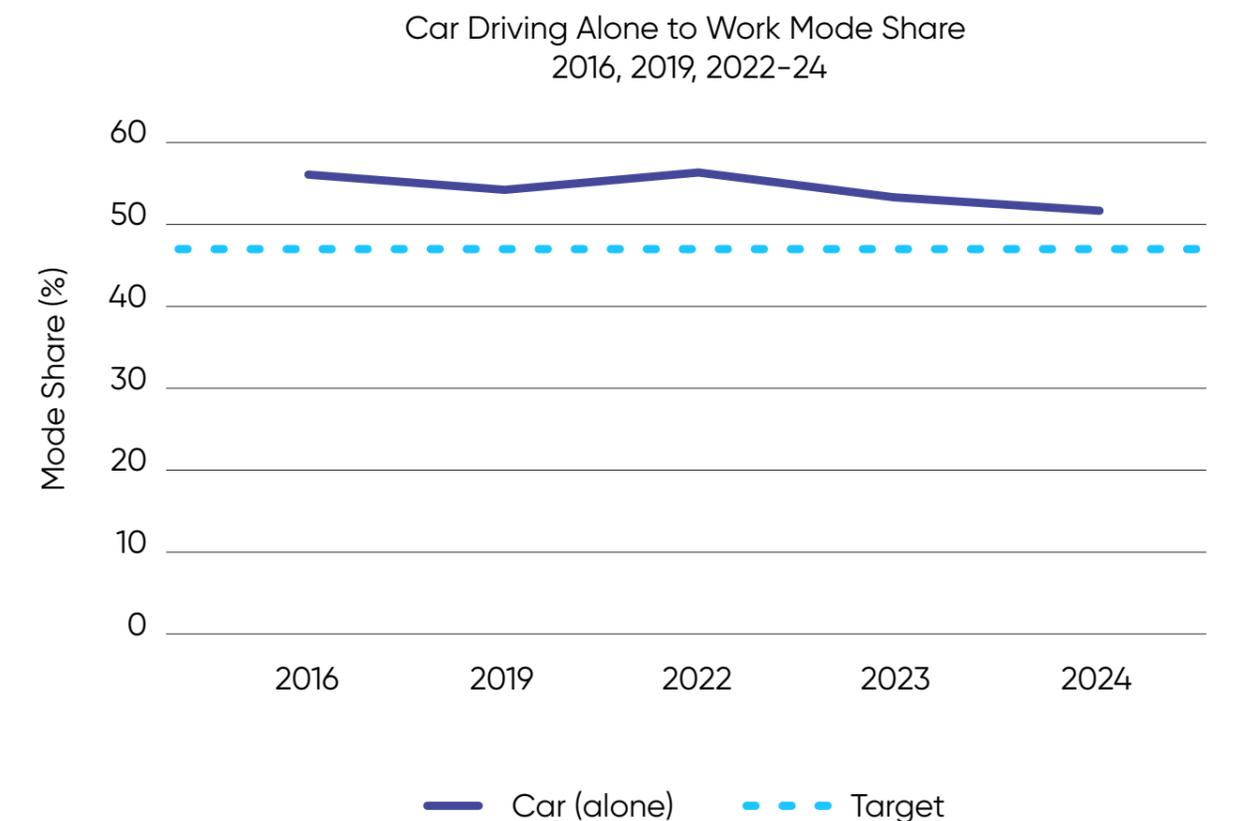
Rail usage, which includes DLR, national rail and tube, has been generally steady, reporting a 27% share for the four most recent survey periods. This reflects a market close to saturation, with those using other modes generally aligned with those who cannot use the rail network (particularly the DLR) to commence early shifts.

Bus mode share has steadily increased across the strategy period, from 6% in 2016 to 9% in 2024. Similarly walking grew steadily from 2% in 2016 to 5% in 2024. Cycling and motorcycling stayed generally constant (except for the 2024 cycling result which recorded a dip to 1%), while car share also grew from 1% to 5% across the survey period.

Table 6 – Staff main mode of travel to work (reported in Annual Performance Report).

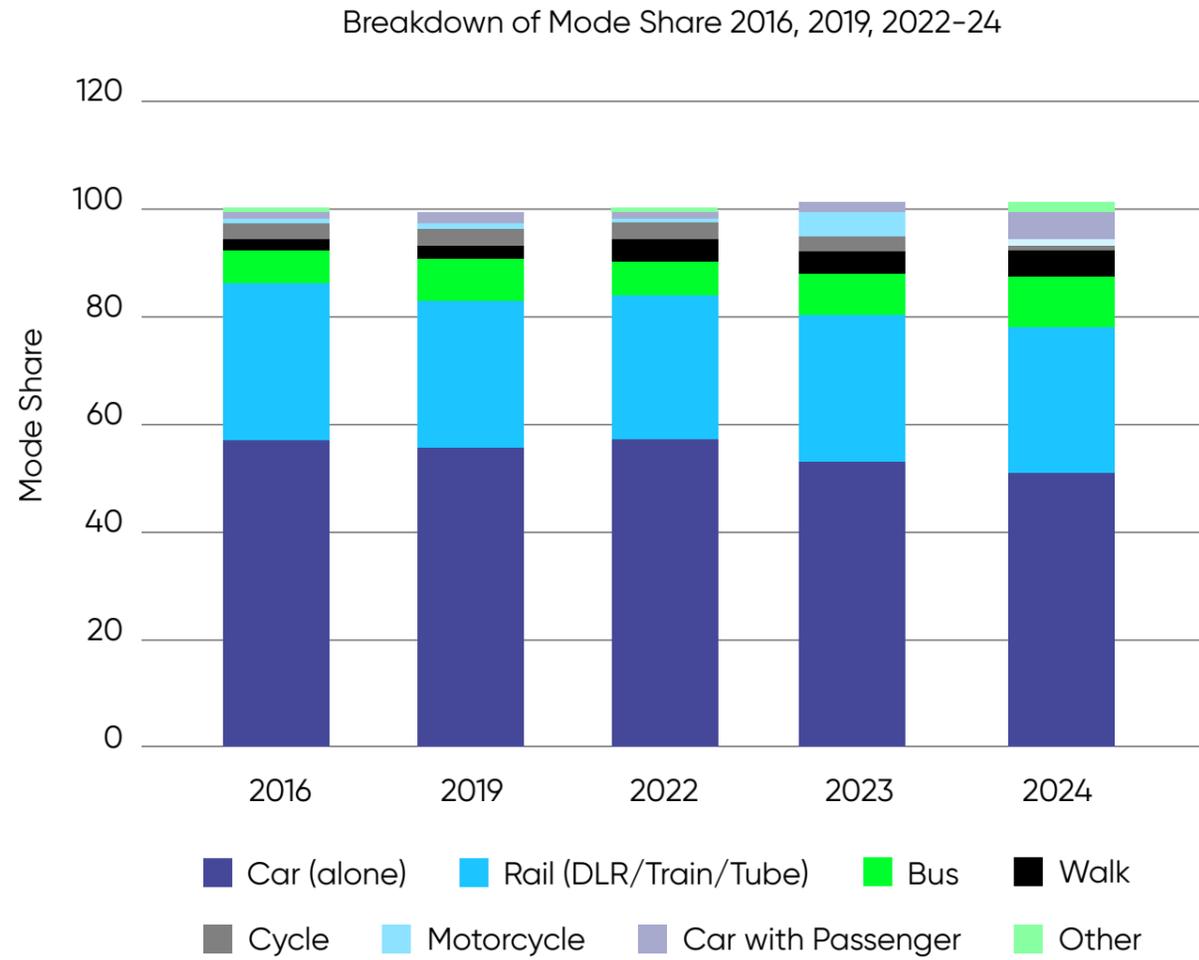
Mode	2016	2019	2022	2023	2024	2024
Car (alone)	57	56	57	53	51	61
Rail (DLR/ Tube/ Train)	29	27	27	27	27	2
Bus	6	7	6	8	9	11
Walk	2	3	4	4	5	2
Cycle	3	3	3	3	1	10
Motorcycle	1	1	1	0	1	10
Car with passenger	1	2	1	4	5	-
Other	1	0	1	2	2	2

Figure 3 – Breakdown of staff travel performance against target to LCY (2016, 2019, 2022-24).



4 Passenger and Staff Travel Targets

Figure 4 – Breakdown of staff mode share to LCY (2016, 2019, 2022-24).



Note: Due to rounding some years total percentage may add up to more than 100%.

The airport has set passenger and staff travel targets to 2031, which the airport will undertake reasonable endeavours to achieve. These targets have been designed to be aspirational in nature, and are reliant on a mix of improvements which are in LCY's direct control and those which require action by key stakeholders (e.g. TfL). LCY will continue to advocate and work with external parties to deliver the ambition set out in this plan.



4.1 Passenger Travel Target

Progression towards the passenger travel target will continue to be measured through CAA quarterly passenger surveys, which is obtained from surveying of passengers at the terminal. LCY continues to use CAA weighted data to confirm mode share, which is reported to the LCYCC, the Airport Transport Forum (ATF) and Quarterly Strategic Review Meetings. The annual passenger travel mode shares are reported in the airport’s Annual Performance Report, which is endorsed by Newham Council.

Historically, LCY defined ‘sustainable transport’ in line with the NPPF definition. This considers sustainable transport as being:

Any efficient, safe and accessible means of transport with overall impact on the environment, including walking and cycling, ultra low and zero emission vehicles, car sharing and public transport.¹

Taking this definition into account, our interpretation of sustainable transport modes has included Black Cabs, given they are publicly available and integrated into TfL transport network through dedicated taxi ranks. Importantly, they offer a service that is on-demand, accessible and increasingly zero emissions.

However, following discussions with LBN and TfL, and in light of the Mayor’s Transport Strategy, LCY has made the decision to transition away from including Black Cabs under our definition of sustainable transport through a transitional interim target. A breakdown of the included modes, as well as the existing and future targets is provided in **Table 7**. Mode shares in **bold** are the published targets.

Table 7 – Previous and future passenger travel targets to LCY.

	Previous Target 2018–2025	Target 2026–2028	Target 2029–2031
Public and sustainable transport definition	DLR / Train / Tube, Bus (any), London Taxi, Walking, Cycling	DLR / Train / Tube, Bus (any), Walking, Cycling, London Taxis (transitional)	DLR / Train / Tube, Bus (any), Walking, Cycling
Public and sustainable transport target (without taxis)	N/A	70% by end of 2028	75% by end of 2031²
Public and sustainable transport target (with taxis)	75% by end of 2025	80% by end of 2028	N/A

¹National Planning Policy Statement, Annex 2 Glossary

4.2 Staff Travel Target

Progression towards the staff travel target will be measured through the regular staff travel surveys, typically held in the second half of each year to align with results reporting in the APR.

The current metric for tracking staff mode share will be retained, which is the “proportion of staff driving alone to work at the airport”. This definition is fit for purpose, and maintenance of this definition will facilitate meaningful data analysis over the strategy period.

Table 8 – Previous and future staff travel targets to LCY.

	Previous Target 2018–2025	Target 2026–2028	Target 2029–2031
Staff driving alone to work	48%	44%	35% ²

4.3 Target Assumptions

These targets are calculated based on a mix of factors which are inside and outside of the airport’s direct control. As such, the airport will undertake reasonable endeavours to achieve these goals, but there are external factors which will influence the airport’s ability to achieve these targets. These include the following:

- When early DLR services commence. These services will support employees with a 4.00am or 5.00am shift start to travel by DLR instead of car.
- If the new planning consent under the Section 73 application (22/03045/VAR) is activated, then new funding under an enhanced Sustainable Transport Fund will be available, and a modification to the travel plan would be required.

- A re-starting of CADP construction is envisaged during this SAS period, however it is not certain that CADP benefits (e.g. forecourt) would be realised in this strategy period.
- Overall growth in passenger and staff numbers will place pressure on all modes of transport going forward. Therefore, the emphasis will be to ensure that sustainable modes of transport remain the preferred choice.

²Please note that 2031 target is subject to the target assumptions at Section 4.3. If not achieved, this target will need to be re-evaluated.



5 Priorities

The airport has developed five key priorities, which will be used to direct the way the airport will work to achieve the staff and passenger targets contained in this strategy.

References have been included for each priority in this section. Where relevant throughout Section 6, these references have been included to provide a clear link between the priority and the direction.

Table 9 –Priorities of the LCY SAS 2026–31.

SAS 2026–2031 Priorities	Context	Reference
1. Building and maintaining of travel habits	Passengers and staff will be encouraged to think of sustainable journey options first, especially for new staff at the airport, or new passenger clientele who utilise the airport as it grows in the coming years.	P1
2. Providing sustainable journey options	Sustainable journey options should be available for every passenger and staff member.	P2
3. Effective communications	LCY will communicate all the great transport options which are available to our staff and to passengers.	P3
4. Working with partners	LCY will continue to be a key player and leader in the Royal Docks at an exciting time, working with LBN, TfL, developers and the community to ensure that regional transport benefits can be realised.	P4
5. Facilitating a world class sustainable journey experience	Public and sustainable journeys are safe, secure, seamless, sustainable, and easy to navigate.	P5

5.1 Achievement of the Vision

The following provides further detail in how the priorities above will be achieved, and by extension the vision identified within this strategy:



Building and maintaining habits

- Maintain public transport usage by passengers as the airport moves to higher proportion of leisure travellers.
- Continue to reduce relative staff driving to work as the workforce grows.
- Focus on building early habits in employees.



Providing sustainable journey options

- Provide for seamless passenger and staff journeys to the airport by sustainable modes.
- Provide for workable alternatives to early morning services (car share, cycling, walking), along with potential future other opportunities.



Effective Communications

- Make sure that we reflect the needs of staff at the campus.
- Ensure that we are able to let staff know of sustainable travel options and resources available to them.
- Build communities of sustainable transport users.
- Communicate new transport developments or options to passengers.



Working with partners

- Continue to work with TfL to deliver earlier running of DLR and bus services to the airport.
- Benefit from new developments and new technologies surrounding the airport, wherever possible.
- Building and maintaining relationships with our onsite and offsite partners to achieve the vision.



World class journey experience

- Passengers and staff can easily navigate sustainable transport options to and across the airport.
- Sustainable journeys are safe, including out of traditional business hours.

6 Mode Based Directions

This section provides a high level overview of the different directions contained in this strategy, as relevant to the specific modes of transport surrounding LCY. In particular, this section highlights the key local changes which are expected over the course of the strategy, and how LCY can engage with or respond to these updates.

Specific actions related to different modes will be detailed in the relevant travel plans, which will be aligned with the priorities within this SAS. This SAS demonstrates that LCY has a wide range of transport options available to staff and passengers, which provide compelling alternatives to private car usage.

6.1 DLR

The DLR currently handles approximately 61% of all passenger arrivals, being the popular way in which passengers arrive at the airport. The DLR also accounts for 27% of staff travel journeys to the airport. However, most non-DLR based travel to the airport occurs in the early morning hours before the DLR is fully operational.

These statistics clearly demonstrate that earlier running of the DLR will lead to greater mode share for both passengers and staff. This is an example of where unlocking greater DLR ridership is in the hands of an external party.

But there are other measures in our gift to incentivise greater DLR use. To achieve the targets set out in this strategy, it is highly likely that a higher rate of new recruits / passengers will need to use the DLR than has been historically the case, and methods to achieve this have been explored in this section.



New Vehicles

The delivery of new DLR carriages has recently commenced onto the DLR network, with initial trains running on the Woolwich Arsenal – LCY – Stratford International route as of October 2025. This means that the benefits of new generation vehicles are going to be felt through the coming SAS period, with new DLR trains providing:

- fully walk through trains from end to end;
- multi use areas which can be used by passengers with wheelchairs, luggage or the like;
- real time information displayed on screens throughout the trains;
- air conditioning; and
- mobile charging points.

LCY has delivered financial contributions towards new rolling stock (equivalent to two new rail cars) as well as to station staff at the LCY DLR station to assist in advising and directing passengers to the airport. The benefits of these contributions are likely to be felt during the coming SAS period. We anticipate that the new vehicle rollout will accelerate through 2026, with all 54 trains delivered at the end of the 2026-2028 Travel Plan. The new trains are anticipated to improve reliability and appeal of the DLR as a travel mode for passengers and staff.

Early Services

Given the very high levels of public transport use at LCY already, substantial further growth of mode share at LCY would need to be achieved through changes in the product offering. A current limitation is the early morning mode share, when DLR does not run. In this pre-6.00am period, staff are most likely to use their own private cars, and passengers are likely to use ride share services / taxis to the airport.

The 2024-25 'Delivering the Mayor's Transport Strategy' states the following:

As we deploy the new trains, customers will begin to see an increase in capacity and improved reliability across the DLR network. In the coming years, introducing all 54 new trains will also allow significant timetable enhancements with more frequent and higher capacity services supporting significant planned growth around the DLR network.

LCY understands that the newer trains, once deployed, will be accompanied by a new timetable which includes earlier operating hours. We anticipate that this is likely to occur in the 2028-2031 timeframe, which has been factored into our travel mode share calculations. This will be essential to achieve our medium term staff and passenger mode shares, and we look forward to working with DLR and TfL in relation to how such an improved timetable may look and operate. LCY will continue to advocate for services which operate in a manner which can achieve a 4.00am and 5.00am shift start for staff.

DLR Stations

LCY benefits from proximity to two DLR stations, being:

- London City Airport DLR Station – located immediately to the west of the main terminal entrance, connected by an underground walkway.
- King George V DLR Station – located approximately 800m to the east of the main terminal entrance, to the south-east of King George V house.

Of the two stations, staff and passengers currently use the London City Airport DLR station close to the terminal. At present, access from King George V DLR station to the LCY campus is not available. We will continue to work closely with TfL and DLR to ensure passengers have a seamless and efficient journey from the DLR platform to the terminal, and where required promote improvements to facilities at the station.

KGV DLR station will continue to be a focus area for future staff accessibility at LCY. This station provides an opportunity for staff based at the eastern end of the site to be able to access the airport campus from the nearby DLR station. It also provides the airport with an additional staff access point, facilitating access to other transport options such as the SL2 Super loop bus service. LCY will progress with the reopening of KGV Hartmann Road DLR station access for staff, and will work to build in potential benefits of a second operational DLR access point in future projects at the eastern portion of the site.

DLR Network Upgrades

LCY supports the ongoing strategic plans by TfL to improve public transport accessibility to Thamesmead, which includes an extension of the Beckton branch of the DLR. However, this should include protections to ensure that a future extension of the Beckton branch does not affect service frequency or quality on the Woolwich branch. Therefore, LCY supports proposed infrastructure such as a turnback to the north of Canning Town, and the airport looks forward to seeing how this proposal will work in its entirety. LCY will also continue to advocate for regional connectivity benefits which would be delivered as part of this project, including Bus Rapid Transit links between Thamesmead and Woolwich, as well as improvements to the quality of the rail / bus interchange at Galleons Reach.

Future Direction (DLR)

- Support rollout of new generation DLR vehicles
- Work with DLR for the earlier running of DLR services
- Advocate for the long term repair / replacement of LCY DLR station lifts and escalators
- Open and operate a staff access point to Hartmann Road at the KGV DLR station
- Advocate for regional connectivity benefits from the future Beckton branch DLR extension

6.2 Rail (Elizabeth Line, National Rail, Tube)

Rail services are an essential mode of travel to LCY for those further afield than the DLR network, with London maintaining one of the most comprehensive rail systems in the world. The focus of this SAS for rail is enhanced connectivity to the DLR system, which will amplify the benefits of the DLR far beyond the reach of the immediate network.

Improvements to rail services which LCY plan to pursue in the coming years are detailed below:



A Strategic Approach to LCY Wayfinding

In recent years, LCY has worked closely with TfL to ensure that wayfinding between the Elizabeth Line at Stratford and the DLR services to the airport are integrated and legible for customers unfamiliar with the transport system. This has included works relating to on-train announcements, as well as wayfinding signage contributions at key locations in Stratford Station. Having seen significant benefits in this space, the next focus will be to complete this programme of works, as well as to undertake a review of tube lines to confirm other potential tube lines and interchange stations which would benefit from such updates, informed by data showing key movements of passengers to the airport.

LCY will also develop relationships with relevant national rail operators to identify opportunities to partner in providing wayfinding or staff travel upgrades in delivering a better airport connectivity experience.

Elizabeth Line Connectivity

In 2028 the North Quay development at Canary Wharf is scheduled for completion. This development will provide a new convenient direct link between the Elizabeth Line at Canary Wharf and the DLR at Poplar, resulting in a direct connection between LCY DLR services and the Elizabeth Line. A future focus at this time will be communications and wayfinding to support this new option, which will substantially improve the rail connectivity of the airport to the Elizabeth Line.

New Silvertown Station

LCY will also continue to explore the feasibility of an Elizabeth Line station in the Silvertown area. LCY intends to lead conversations with TfL, Borough Councils, landowners and the community to explore this further.

Future Direction (Rail)

- Complete Stratford wayfinding works with TfL
- Undertake a review of stations and tube services which would benefit from wayfinding upgrades
- Support the connection between Elizabeth Line and DLR services at the North Quay development in Canary Wharf
- Continue to promote a future station at Silvertown

6.3 Bus, Shuttle and Coach

Bus services supplement the rail access to the airport, as a means of transporting people in directions from the airport not served by rail and outside of DLR operating hours. Three bus services currently serve the airport in two directions, being:

- The 473 route between Stratford and North Woolwich (24hr);
- The 474 route between Canning Town and East Ham; and
- The 129 route between Lewisham and Galleons Reach (launched in 2025)

Coach services also provide a role at the airport, facilitating access for small groups of passengers such as tour groups. More coach services will be explored as the airport grows.

An area of focus for the airport will be the potential for shuttle services / hired buses / TfL services to fill gaps in our network, particularly ahead of any earlier DLR services which are not expected to commence until at least 2028. Further discussion of the envisaged role of bus transport is provided below.



Regularly Scheduled Bus Services

The airport has recently benefitted from the commencement of the new 129 bus service to the airport. The commencement of the SL2 Super loop bus service to North Woolwich also provides an additional new connection to nearby LCY, which has the potential to benefit staff and passengers from north of the airport.

Our short term priority will be to bed in the markets for these new routes, by providing communications, potential connectivity improvements, and incentives for those considering using the new services. LCY's other priority will be to advocate to TfL for potential earlier services along the 473 and 129 bus corridors, which could provide a key link for staff looking to access the airport by public transport.

In the longer term, the airport will focus on potential implementation of improvements to bus capacity as part of the CADP forecourt redevelopment. The approved design includes an enlarged TfL bus stop which will allow for higher capacity bus throughput. This will also include the opening of the eastern exit of Hartmann Road, which will support through bus services at the site. Bus standing facilities could also be considered if demonstrated as required and beneficial to TfL, for example if it would result in the extension of night bus services, or facilitate new regional services to the airport.



Shuttle and Coach Capability

A key focus in this SAS will be in relation to the potential use of shuttles to supplement the existing transport system, filling key gaps between existing services to LCY. Potential markets for a shuttle to service could include:

- An early morning shuttle service, which will supplement existing public transport options to ensure that staff and passengers from a key locale in the vicinity of the airport can adequately access the airport.
- A user-based shuttle service between the airport and Custom House Elizabeth Line station at Excel, and/or a shuttle to the hotel cluster on the northern side of Connaught Bridge.

It is the intent of the airport to undertake the required market studies of these shuttle services and, if a study supports a feasible service, commence in the near future.

In relation to coach services, LCY will continue to work with providers to review commercial coach access to the site, although it is anticipated that coach activity will be minimal.



Future Direction (Bus, shuttle, coach)

- Assist in establishing the market of new bus service 129, and nearby bus service SL2
- Advocate for earlier TfL bus services to LCY
- Undertake the required market feasibility studies and commence a trial of a shuttle service to the airport, depending on demand
- Incorporate bus infrastructure as part of the approved CADP forecourt development

6.4 Active Travel (Cycling and Walking)



LCY has a unique advantage in relation to cycling and walking, given its proximity to surrounding residential areas and urban context which benefits from an extensive active transport network. The surrounding active transport infrastructure has improved in recent years, with key developments including construction of the cycle upgrades along North Woolwich Road between Canary Wharf and LCY. Likewise, LCY has invested in upgrading and standardising staff cycling infrastructure on site, providing a combined 72 covered and secure cycle spaces across three key locations at the campus.

The future direction of active transport to the airport is detailed below.

On-site Upgrades

LCY has provided significant investment in on-site cycle secure staff storage infrastructure in recent years, which provides adequate capacity for the foreseeable future. Future efforts to enhance on-site cycle and walking facilities will therefore focus on:

- Improving access to supplementary facilities, such as showers. This will extend to incentives / barriers to use of the systems at the airport (e.g. rewards, booking systems).
- Measuring utilisation and performance of staff facilities, which could inform potential future works.
- Upgrading visitor cycle parking facilities located near the terminal.
- Implementing wayfinding across the site to ensure that staff and visitors are aware of how to navigate the site using active modes.

Under this strategy there will also be a focus on walking connectivity, which will include connections between the site and the surrounding pedestrian network (e.g. King George V DLR station access to Hartmann Road).

Some of these updates may be realised as part of CADP.

Off-site Partnerships and Advocacy

In the area surrounding the airport, LCY's role will continue to be one of partnership and advocacy. In the short term, this will comprise LCY working with key surrounding landowners and LBN. Specifically, this will include working with LBN on the connection between North Woolwich Road and the Woolwich Ferry pier, as well as working with LBN and the Royal Docks on upgrades to improve the perceived safety of Connaught Bridge underpass.

LCY will prepare to provide for new modes of transport on the airport campus, such as dockless bike sharing which may reach the campus boundary in this SAS period.

Future Direction (Active Travel)

- Improve campus active transport infrastructure and service offering to encourage users who live in the vicinity of the airport to walk or cycle.
- Ensure that pedestrian access to the site is sufficient for those accessing the airport by foot (e.g. through King George V DLR pedestrian access).
- Work with surrounding land owners and micro-mobility service providers in the Royal Docks.

6.5 London Taxis, Minicabs, Ride-share (e.g. Uber)

Taxis, minicabs and ride-sharing services all provide an important role in delivering accessibility to the airport at times or between locations which are otherwise inaccessible. The airport recognises that taxis and private hire vehicles are an important part of our transport network, despite them not being included in the Mayor's 80% sustainable transport definition.

On this basis, the provision of these services at the airport will need to be balanced against public and active transport options, and considered holistically across the campus forecourt.

A key focus on taxis, minicabs and ride-share during this plan period will be to standardise fee charging mechanisms between the different modes, to provide a fair and balanced set of options for passengers. Technological tools, including live monitoring and ringfencing, will be explored with service providers during this period to ensure that local impacts are managed.

In the medium term, the new CADP forecourt will provide for new ride share infrastructure, including new expanded drop off / pick up zones. We will continue to engage with relevant groups throughout the course of this strategy (including TfL), particularly as works are undertaken which have the potential to affect pick up and drop off from private hire vehicles.



Future Direction (London Taxis, Minicabs, Ride-share)

- Standardise fee charging mechanisms between different hire vehicle types (including taxis).
- Engage with relevant groups in relation to future changes to the terminal forecourt.



6.6 Private Vehicle Drop Off / Pick Up, Car Share, EV and Personal Vehicle Parking

Given the unique nature of airport operations, there will always be a proportion of passengers that will not use public transport to access the airport. This may be due to group size, luggage or personal preference. Additionally, with a large portion of staff and passengers arriving at the airport before public transport hours of operation, there will always be demand for the provision of car parking at the site.

Drop Off / Pick Up

Vehicle drop off charging will be implemented to align with the extant pick up charging arrangement. The primary purpose of pick up and drop off charging is to incentivise passengers to access the airport by public transport modes, such as the DLR or local bus services.

When the CADP construction resumes in the forecourt, there will be a focus on upgrading the forecourt to provide for an improved drop off / pick up arrangement. This will include the merging of drop off and pick up into one combined area at the site, which will provide key benefits for the landside operation.

Car Parking

Car parking at the site is currently limited by the number of spaces approved under the CADP development consent. However, as the airport grows and passenger numbers rise, there will be a need to manage significant growth in demand for car parking, even as public transport mode share rises relative to private car mode share. This extends to both staff and passengers, when viewed in the context of airport throughput growing from 3.6mppa to 9mppa in the coming years.

A key part of planning for this will be the development and implementation of a car parking strategy at the site, which will balance the various potential uses at the site in a holistic manner, including:

- visitor car parking demand and capacity across the site;
- staff car parking demand and capacity across the various parts of the site;
- requirements for accessible blue badge spaces in locations which meet the needs of their users;

- location of EV charging at the site, including potential provision of a dedicated EV charging facility; and
- location of car share spaces for staff across the site, to continue to encourage high use of car share systems by employees.

A critical matter for the car parking strategy to consider is traffic management should the car parking capacity be reached, particularly in the peaks.



This may bring significant traffic flow impacts on the local area, which could include parking on local streets, congestion and impact on bus services / essential facilities and illegal off-site car parking operations. LCY will employ market based and policy based solutions supported by a comprehensive review of car parking allocation to minimise this eventuality.

Future Direction (Car Parking)

- Implementation of a site wide car parking strategy to coordinate different uses at the site.
- Consideration of solutions for impacts on the regional road network should capacity be reached in the medium term.

6.7 Water Based Transportation



LCY's proximity to water through the River Thames as well as the Royal Docks water system provides additional transport options that this SAS will explore.

Passenger Boat Transport

The closest Riverboat wharf is Royal Wharf Pier, which is located 1.5 miles to the west of the airport and benefits from a half hourly boat service. This pier can be accessed via a short DLR ride from West Silvertown DLR station. LCY will continue to work with our partners to offer this as part of the suite of potential transport options from the site.

The Woolwich Ferry, which provides free river transportation for cars, bicycles and pedestrians, is located to the south of the airport. This provides an additional connection point between the airport and Woolwich, and will continue to be promoted by the airport. In particular, LCY will continue to pursue options which provide for easier staff access to the Woolwich ferry north wharf, including potential access through KGV DLR station.

CADP Construction

Although currently on pause, once CADP resumes per the conditions of the airport planning consent there will be a continuation of construction access via the River Thames where possible. This will assist in minimising potential impacts on the local road network.

Future Direction (Water Based Transportation)

- Support passenger water transport options, including the River Boat and the Woolwich Ferry.
- Resume use of the River Thames for construction when CADP resumes, in accordance with the CADP development consent.

6.8 Other Areas of Focus

In addition to the various mode based focus areas described in this chapter, there are additional measures which relate to more than one mode. Likewise, staff training and other similar areas of focus can be considered which do not relate to one mode on their own. These are discussed below.

Training and Onboarding

The next strategy period will have a significant focus on providing resources which can be accessed during the job application process. Working with the HR and training teams across the campus, we will look to develop resources to provide so that new employees are quickly able to access the various options available for them to commute sustainably.

Communications

In addition to training and onboarding, a key area of focus will be on the methods in which the existing LCY Way to Work team communicates with employees across the various employers at the campus. Way to Work has been developed as a strong internal brand over the past three years, and the next strategy period will be one of ensuring that as many employees are aware of the great facilities and services provided in relation to sustainable transport as possible.



Future Direction (Other)

- Work with HR and training to develop resources for new starters in relation to sustainable travel to the airport.
- Develop a communications strategy for internal 'Way to Work' communications.



7.1 Consultation

The following methods have been utilised as part of the consultation of this strategy:

Table 10 – Consultation methods used in preparation of the study.

Method	Detail	Target Audience
Staff Travel Survey	Use of the annual staff travel survey, to obtain detailed feedback on key barriers to sustainable transport and potential future surface access projects.	Staff
Drop In sessions	Hosting of drop in sessions for staff feedback throughout the development of the strategy.	Staff
Public research	Collection of perspectives from members of the public in relation to surface access through market research.	Public

7.2 Airport Transport Forum (ATF)

The LCY ATF is promoted by the DfT, to foster collaboration among stakeholders to improve sustainable access to airport, reduce reliance on private car transport, and to mitigate congestion/pollution.

The CADP1 S106 agreement also required that the Airport Transport Forum continues to meet twice per year.

The ATF will operate as follows:

- The ATF will be chaired by London City Airport, with minutes distributed post each meeting.
- The ATF will meet at least twice per year, with scope to increase this frequency as required.
- The ATF will have the power to create working groups on specific subjects. Should this be committed to, then working groups would meet to discuss specific issues and report back any findings at the subsequent ATF.
- Should a Sustainable Transport Fund (STF) be realised during this period, then the ATF will be the mechanism for expenditure of STF moneys, in line with the updated Terms of Reference.

Members of the ATF may include, but are not limited to:

- London Borough of Newham;
- Any other Borough who may be interested in the Royal Docks (e.g. LB Greenwich, LB Tower Hamlets);
- Local Community Representatives;
- Transport for London;
- DLR Operations;
- London Chamber of Commerce
- Greater London Authority;
- Businesses in the Royal Docks, such as hotels or key employers; and
- Developers in the Royal Docks.

7.3 Implementation

Implementation of the SAS will be the responsibility of the airport, but successful delivery and implementation will be a shared responsibility of the airport, ATF members and key transport stakeholders. The planning team at LCY will be responsible for the fulfilment of travel plan actions, as well as work towards the achievement of travel targets under the SAS.

Implementation of the SAS will be undertaken in close consultation with the ATF to ensure that the SAS is being delivered in an effective manner. Further detail on the role of working groups within the ATF is detailed at **Section 7.2** above.

It is important to note that the targets established within this strategy have included key assumptions which are outlined at **Section 4.3**.

7.4 Travel Plans

Two Travel Plans will operate during the period of this SAS, being:

- the London City Airport Travel Plan 2026–2028; and
- the (future) London City Airport Travel Plan 2029–2031.

The timeframe of the SAS has been designed to comprise the length of two travel plans, allowing for cohesion and alignment in timeframes between the three documents.

7.5 Measuring Performance

The key targets contained in this strategy are the staff and passenger travel targets identified at **Section 4**.

The Annual Performance Report, which is required under the provision of the Section 106 Agreement

for CADP1, will provide the principal mechanism to report on progress towards these staff and passenger targets. Staff and passenger target performance will be communicated to LBN, TfL and other stakeholders through the ATF mechanism.

7.6 Monitoring and Review

This strategy will be reviewed in **2028**, during the final year of the first travel plan.

If any updates are required to the strategy alongside the Travel Plan 2029–2031, these will be communicated via the ATF. Any updated version of

the strategy will be updated on the airport website to replace this version, with key changes identified in an Annexure.

London City Airport
City Aviation House
Royal Docks
London E16 2PB

Tel: 020 7646 0000
LondonCityAirport.com

