

# Airport Transport Forum Meeting Notes

25 November 2022, Online Meeting

## Attendance

Jane Stewart, LCY  
Chris Abel, Tate & Lyle  
Joe Smith, LBN  
Shamal Ratnayaka, TfL  
Andrew Lunt, TfL

Lisa Martin, Steer  
Darren Brown, LCY Taxi Co-ordinator  
Richard Storer, Crossrail  
Jamie Reed, ExCel  
Paul Creed, Royal Docks Team

## Apologies

Duncan Ayles, LBN  
Tim Halley, LCY

Anderea Sperini, British Airways  
Rikki Pluck, LCY Landside Security

## Copied

Murray Woodburn, LBN  
Scott Derben, RODMA  
Sean McKee, London Chamber of  
Commerce  
Marcus Adams, TfL  
Liam King, TfL  
William Layton, KAD  
Paul Sturridge, TfL

Adesola Fagbenro, KAD  
Sam Barnard, GLA  
Theca Meijer, Community  
Representative  
Thishan Rajendram, Community  
Representative  
Leanne Martin, TfL

## Items

No.	Note	Action
<b>1.</b>	<b>Welcome and announcements</b>	
1.1	Jane Stewart (JAS) welcomed all to the ATF and introduced the agenda.	
1.2	JAS welcomed Jamie Reed (JR) to the Forum. JR has recently joined ExCel and is the replacement ExCel representative.	
1.3	JAS advised the Forum it will be Richard Storer's (RS) last meeting and RS confirmed he was retiring. Forum members thanked Richard for his contribution over the years and delivering Crossrail and wished him a happy retirement.	
1.4	JAS noted the apologies given.	
<b>2.0</b>	<b>Minutes and Actions from last meeting</b>	
2.1	There were no comments on the minutes to the last meeting.	

2.2	JAS confirmed the employee travel survey ended in June and the headline results were presented in the meeting slide pack. An Executive Summary of the ASAS review and the updated Travel Plan update was also included in the slide pack.	
<b>3.</b>	<b>Airport Business update</b>	
3.1	Members updated as per pages 3 and 4 of the accompanying slide pack.	
3.2	JAS advised total passenger numbers for 2022 are expected to be just under 3 million by the end of the year, compared to 714,000 in 2021 and 5.1 million in 2019, and are showing good recovery.	
3.3	LCY held a public consultation in the summer on proposed changes to its existing planning permission and summarised the main changes as set out on page 4 of the slide pack. LCY will present the final proposals to the Forum once the application has been submitted to LBN in due course.	LCY
<b>4.</b>	<b>Transport – performance and initiatives 2022</b>	
4.1	Update as per page 6-11 of the accompanying slide pack.	
4.2	JAS advised the pandemic is still having an impact on how people travel to and from the airport, although there has been some improvement from Q2 to Q3, with 63% of passengers (in Q3) using public and sustainable transport modes compared to 58% in Q2. The number of staff driving to work on their own did not improve since the last staff survey in 2019, noting that initiatives to reduce staff single occupancy car use has been hampered by COVID-19, including the suspension of Liftshare.	
4.3	Liftshare was relaunched in October and there was some uplift in membership. This coincided with a HR Benefits day in October which promoted the benefits on offer to LCY employees to help them choose more sustainable travel options, including the Tusker Car Benefit Scheme, financial rewards for using Liftshare, loans for using public transport and a cycle purchase scheme.	
4.4	LCY will continue to promote all schemes to staff and will work with Liftshare to provide additional Liftshare bays in the staff car park and make the scheme more visible to staff.	
4.5	Personal Travel Plans remain available to staff and will also be relaunched to raise awareness.	
4.6	There are now 13 electric charging points at the airport (6 staff, 6 passengers and 1 London Taxi). Monitoring shows they are all being used and still have capacity. The London Taxi rapid charger has the biggest demand at 47% utilisation. Passenger use of the EV chargers is increasing, with the rapid chargers being the most popular.	

4.7	LCY continue discussions with LBN and Brompton Bike Hire (BBH) to provide cycle hire facilities at the airport for passengers and staff. JR advised ExCel are also in negotiations with LBN and BBH and are reviewing their S106 Agreement cycle hire conditions to align with the scheme. There would be good synergy if both LCY and ExCel had facilities and JR advised ExCel may be able to provide some data on how many ExCel visitors use LCY.	ExCel
4.8	LCY will continue to work towards achieving the 2025 targets through its Travel Plan initiatives. Staff travel surveys will be increased to annual and the updated Travel Plan makes provision for an annual report and review. LCY's commitment to sustainable access is also reinforced in its 2022 Sustainability Roadmap.	
<b>5.0</b>	<b>Review of Surface Access Strategy and Travel Plan</b>	
5.1	Update as per page 12 - 13 of the accompanying slide pack.	
5.2	JAS explained the existing ASAS covers the period to 2025 and it will be rewritten in 2025 with the ATF. The 5 year review confirms progress has been made across all priorities and does not propose any key changes at this time. LCY continue to make improvements to wayfinding, signage, branding and marketing and staff engagement, and will continue to work with Liftshare, Mobilityways and Steer and external stakeholders to bring about infrastructure improvements. For example, discussions with LBN and BBH, and TfL on the possibility of improving connectivity between the airport and the Elizabeth line and new DLR rolling stock. LCY confirmed they remain committed to continuing discussions with TfL to extend the morning operating hours on the DLR, which are still needed for staff starting the early morning shifts. Work undertaken by Steer show this affects over 50% of LCY staff shifts. LCY also want to progress the feasibility assessment of a new Crossrail Station and will set up workshops in 2023 to review this. A copy of the review will be circulated.	LCY
5.3	JAS confirmed the replacement Travel Plan (2023 to 2025) will be submitted to LBN for approval. It does not change the headline 2025 passenger target of 75% public and sustainable transport. It does change the staff 2025 single car occupancy target from 40% to 48%, as COVID-19 restrictions affected the implementation of staff initiatives, such as, Liftshare. JAS confirmed all surface access measures in the 2019 Travel Plan had been implemented and had been carried over into the 2023 Travel Plan. It does not propose to introduce new measures but it does seek to enhance existing measures, for example, additional wayfinding and enhanced engagement.	

	<p>It also introduces an annual review to monitor the effectiveness of the various measures and initiatives to help understand if they are having an effect on travel behaviours and to identify the need to modify initiatives if deemed required. It also commits to increasing staff travel surveys from every two years to annual. A copy of the Travel Plan will be circulated.</p> <p>Joe Smith (JS) asked if the Travel Plan includes a target to show there will be no increase in the number and proportion of minicab trips? JAS confirmed this is included and is listed as a separate category to the headline 75% sustainable and public transport target.</p> <p>JS queried whether the Travel Plan should include measures and initiatives based on a staff needs based parking permits? Noting that if there is no progress LCY will need to look at other measures. JAS confirmed the Travel Plan will include an acknowledgment that LCY have considered other measures and the inclusion of any new measures will be kept under review and included in the annual review with LBN.</p>	<p>LCY</p> <p>LCY</p>
<b>6.</b>	<b>Member Updates</b>	
6.1	<p>Richard Storer, Crossrail, gave an update on the Elizabeth line.</p> <p>The Elizabeth line opened 6.30am 24<sup>th</sup> May and has now been open for 6 months. On 6<sup>th</sup> November it opened up to Heathrow and Reading. There have been nearly 70 million journeys, an average of 600k journeys per day. From May 2023 24 trains will be running every hour and 16 on the off peak.</p>	
6.2	<p>Andrew Lunt (AL), from the Major Projects Sponsorship Team at TfL, gave an update on the new DLR rolling stock.</p> <p>There will be 43 new trains, replacing 33 existing trains. The new stock will be of improved design, reliability and capacity.</p> <p>TfL have applied for funding for an additional 11 trains (through the housing infrastructure fund Department of Levelling Up Housing and Community) and imminently expect to know if they have been successful. AL advised this would be really positive and would further increase capacity uplift. He therefore would welcome support from Forum members to lobby Government to release funding if it was not awarded. Members all agreed to provide this if it was required.</p>	

	<p>AL advised there is a need to undertake a number of activities across the DLR network before the new rolling stock can be used, such as, upgrade power, signalling modifications, upgrade Beckton Depot and providing a second entrance at Blackwall station.</p> <p>The manufactures are currently testing and the first train will be delivered to enable the final stages of testing to commence early 2023. The new stock will start to be introduced early 2024, with the final trains expected to be fully in service mid 2026, exact deployment dates to be confirmed.</p> <p>AL noted a new DLR timetable was introduced in September 2022. This was aimed at optimising the DLR introduction early in 2023 and demand responses to the changes will be used to consider how best to introduce the new trains in 2024. He advised it was likely that the LCY Woolwich branch would be dependent on the additional 11 trains to support capacity uplifts on that branch, as well as supporting significant housing changes. He will report back as testing progresses and will provide more detail closer to 2024.</p> <p>Lisa Martin (LM) noted that whilst the new trains would provide extra capacity they would not help with the early morning challenge and asked if there would be any change to timetabling? AL confirmed the introduction of the new rolling stock is to add capacity and this specific programme does not include extending operational hours. He advised that as the next round of timetables are introduced they can look at future timetables based on the responses to demand.</p> <p>Shamal Ratnayaka (SR TfL) advised the challenge with regards to early hours is more related to engineering than rolling stock. He noted LCY employee staff survey data would be helpful for TfL's engineers to review, especially to know where staff are travelling from, if there are key concentration areas and the times. This can be used to discuss DLR and bus timetabling needs and he would be happy to get involved to bring in other TfL colleagues. LCY to liaise with Steer and send the survey / data to SR TfL.</p> <p>Chris Abel (CA) asked if the power upgrades on the Woolwich Branch would result in DLR closures for extended periods? AL advised there will be some minor closures but they will not be for</p>	<p>TfL</p> <p>LCY</p> <p>TfL</p>
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	extended periods and are likely to be at weekends. AL will follow up on the closure details.	
<b>7.</b>	<p><b>AOB</b></p> <p>AL informed the Forum of a live consultation on 3 new proposed bus routes, one to the airport, as part of TfL's Silvertown Tunnel Bus Route Consultation and would welcome Forum members to take part. The consultation ends January 2023 and proposes improvements to the existing Lewisham- Greenwich 108 bus route, to extend the 129 bus route to Royal Docks, LCY and Great Eastern Quay and to provide a new X239 express route (with non stop sections) to provide quicker journey times to Canary Wharf. The new routes are expected to start operating when the tunnel opens (expected 2025). The new routes will be reviewed for three years to monitor how people respond/use them. JAS confirmed LCY's intention to respond to the consultation and commented that LCY supported the inclusion of a new bus route to the airport.</p> <p>Darren Brown (DB) asked for advice on managing taxis when the taxi rank fills up. JAS advised LCY would liaise with him directly.</p>	LCY
<b>9.</b>	<b>Date of next meeting</b>	
9.1	TBC	LCY