

Connecting The Airport



DRAFT SURFACE ACCESS STRATEGY

Connecting the airport...

WELCOME

For over 26 years London City Airport (LCY) has been providing international and domestic connectivity to London's business community. The airport's unique customer proposition (20 minutes from check-in to departure lounge, 15 minutes from plane to DLR or taxi) and surface transport links to The City, Canary Wharf and Westminster is ideally suited to this audience – more than 60% of the airport's 3 million passengers are travelling on business. Almost 70% of the airport's passengers travel by public transport – higher than many other UK airports.

Passenger demand is forecast to increase to 6 million by 2023. The proposed City Airport Development Programme (CADP) sets out the infrastructure improvements that will be required to meet this demand while still maintaining the airport's core customer propositions.

Growth at the airport is mirrored by change and growth in and around London's Royal Docks.

Business and residential development across the area will continue to bring investment and regeneration to east London. The international connectivity provided by LCY coupled with forecasted demand will facilitate this growth.

LCY recognises that the development of London's Royal Docks, coupled with the wider economic recovery, will create an increased demand for business air travel. The airport is committed to working with stakeholders from across the area to ensure that the surface access demands of passengers and staff travelling to the airport, as well as the travel needs of east London's business community and the communities living near to the airport, are sustainably provided for during this time of planned growth.

Declan Collier
CEO, London City Airport

ABOUT THIS REPORT

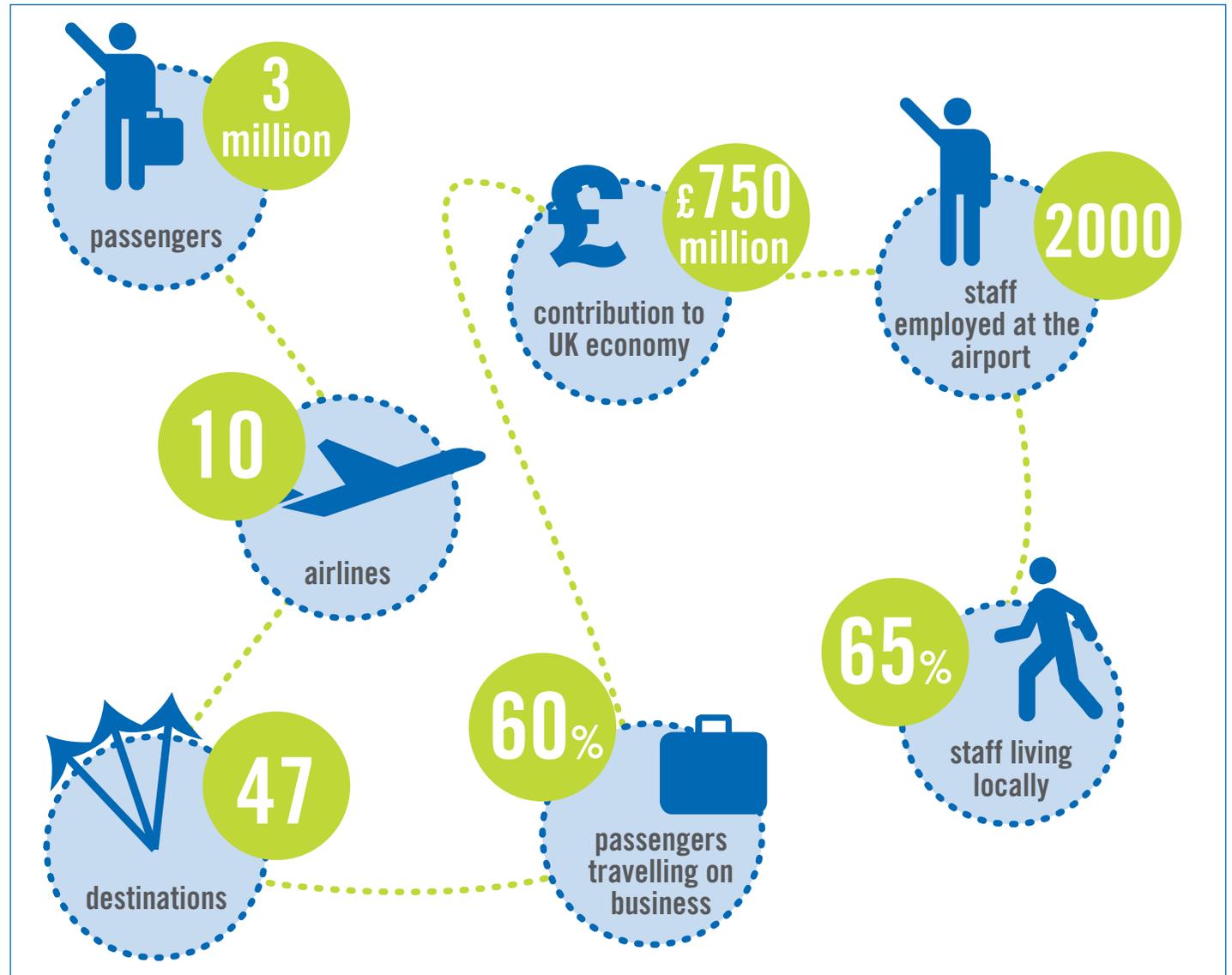
This is LCY's Surface Access Strategy, setting out its approach and priorities from 2013 to 2023. Supporting the Strategy will be independent action plans for air passengers and airport staff - these will establish the actions required to achieve the targets defined in the strategy.

We will engage and work with key stakeholders through an Airport Transport Forum to seek to offer passengers and staff the sustainable transport connections they want, at the times they need it, and at a cost they can afford.



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THE NEED FOR A SURFACE ACCESS STRATEGY

LCY's Surface Access Strategy has been developed to respond to three needs:

- Demonstrating the airport's commitment to sustainable growth
- Securing compliance with planning and aviation regulatory requirements
- Creating strategic alliances with key stakeholders on shared issues

SUSTAINABLE AIRPORT GROWTH

2013 saw the submission by LCY of CADP proposals to enhance and extend the airport's operational infrastructure. These works are required to enable the airport to respond to forecast growth in passenger numbers and accommodate new generation aircraft which are physically larger (yet quieter and more fuel efficient) than the current fleet.

The CADP proposals do not seek to change the permitted number of flights at the airport, which are limited to 120,000 noise factored movements per year, or the approved operational hours. Increasing the efficient operation of the airfield, extending the terminal and the creation of a new forecourt area will enable air passengers to enjoy the same speed of transit through the airport as they do today - 20 minutes from check-in to departure lounge and 15 minutes from plane to DLR or taxi.

EMPLOYMENT OPPORTUNITIES

As the airport grows so too does the airport workforce. Currently there are more than 2,000 people employed on the airport site – by 2023 that will increase to around 3,500 people, with around 500 additional jobs created during the construction programme. With almost 65% of current workers employed from the local area the potential impact

on job creation within the local community is significant.

This surface access strategy establishes the framework and mechanisms, specifically through the Airport Transport Forum, for us to consult, partner and engage with key organisations, communities and individuals throughout this period of growth. We are committed to offering sustainable travel options to air passengers and airport staff as a key component of this agenda.

This strategy supports the airport's wider sustainability programmes namely the Sustainability Strategy and Action Plan 2012, and Air Quality Action Plan 2012. Both indicate the importance of increasing passenger and staff use of public transport to reduce environmental impacts, in terms of policy and associated actions.

SECURING COMPLIANCE

A surface access strategy and Transport Forum are legal requirements of the airport's planning agreement with London Borough of Newham. Both are also requirements of the Department for Transport (DfT) for airports with more than 1,000 annual aircraft movements.

During the development of this strategy, and of the Airport Transport Forum, we have consulted with the London Borough of Newham (amongst others) and made use of available DfT guidance.



STRATEGIC ALLIANCES

To inform the development of the strategy consultation has been undertaken with key stakeholders such as the London Borough of Newham, the Greater London Authority and Transport for London. By identifying the transport opportunities

that are important to them we have made sure the airport's surface access strategy addresses and supports these issues where it can – the following information has been gathered through consultation and review of relevant publications.

The Greater London Authority

- 1 Providing improved accessibility to London City Airport, including enhanced access from the Crossrail network
- 2 Improving station accessibility and ticketing through contactless technology
- 3 Encouraging staff to travel sustainably
- 4 Exploring opportunities for the use of electric buses and the benefits this realises for both carbon and vehicle emissions
- 5 Working with partners to provide the infrastructure that supports the Mayor's Ultra low Carbon Emission Vehicle programme, including opportunities to provide charging points for cars and taxis
- 6 Working in partnership to bring businesses and developers together to understand wider strategic capacity demands

London Borough of Newham

- 1 Understanding the strategic capacity issues affecting the regional transport network, including the local road network
- 2 Providing high quality cycling and walking facilities across the Borough
- 3 Ensuring transport users have access to the travel information they need before and during their journey
- 4 Working in partnership with businesses and other organisations across the Borough

Transport for London

- 1 Encouraging greater use of public transport across all modes
- 2 Improving peak time capacity by encouraging cycling and walking
- 3 Providing accurate travel information to users
- 4 Reducing transport related emissions
- 5 Understanding strategic capacity demands across the network, with a specific focus on DLR

TRANSPORT PRIORITIES

The information above shows that all three stakeholders share similar intentions through their key priorities:

- Increasing the use of public transport
- Promoting cycling and walking as realistic alternatives
- Provision of accurate and current information to travellers
- Maintaining sufficient levels of capacity across the network
- Reducing transport emissions

These and the other specific priorities mentioned above were used to inform the identification and creation of the key priorities for the airport.

AIRPORT USER PROFILES

Over 3 million passengers travelled through the airport in 2012 and with over 2,000 staff employed on the site – together generating around 4 million surface access journeys annually. Developing passenger and staff profiles ensures that the airport’s strategy is focussed on the modes of transport most important to the people that actually use the airport on a regular basis.

TRAVEL HABITS

The following tables and charts show how air passengers and airport staff choose to travel. The information provided includes daily passenger arrival and departure profiles, and the travel choices made by both passengers and airport staff over a number of years.

The Daily Passenger Arrival and Departure Profiles timeline (right) shows that passenger throughput is at its highest in the morning between 07.00 and 08.00, and in the early evening between 17.00 and 18.00.

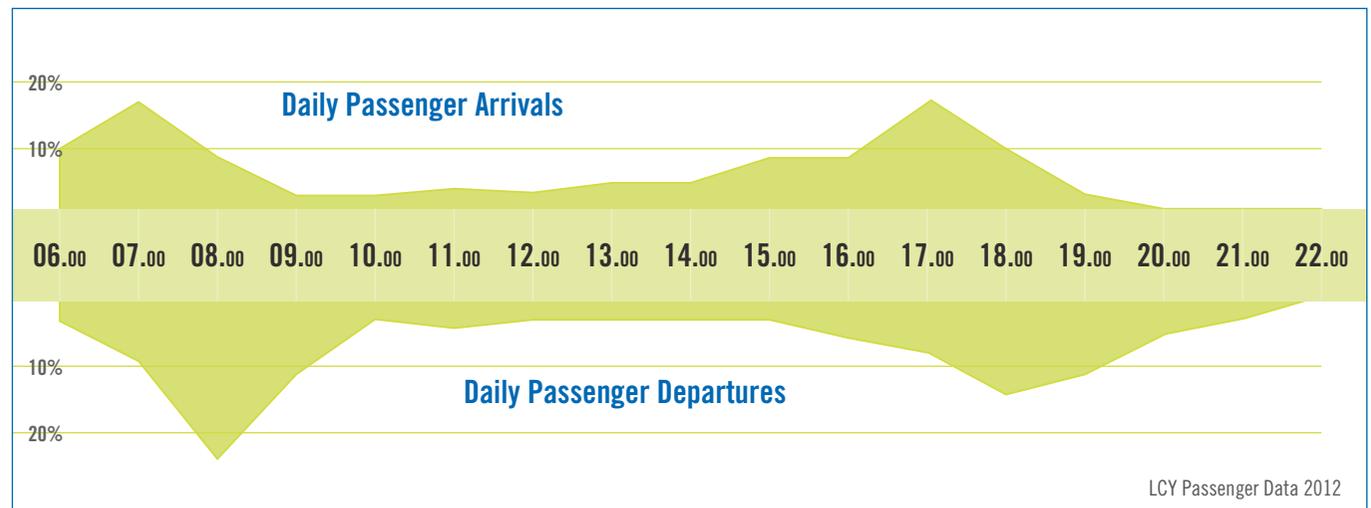
Passengers

- **60%** of passengers travel for business
- Almost **60%** are male
- **50%** of all passengers travel multiple times a year
- **38%** of passengers travel internationally
- **62%** travel to UK destinations
- Over **60%** of all passengers are inbound
- **11%** travel to Westminster
- **19%** travel to the City
- **7%** travel to Docklands
- **29%** travel to other London destinations

Staff

- Approximately **30%** of staff live within Newham
- **65%** of all staff living in the local area
- Almost **75%** of staff work shift
- **80%** of staff work full-time
- **49%** of staff are on duty before 6am
- Just over **60%** of all airport staff are male
- Almost **40%** of staff are between 25 and 34

LCY Passenger Survey 2012 and Employee Survey 2011



LCY Passenger Data 2012

PASSENGER MODE SHARE 2005 – 2012

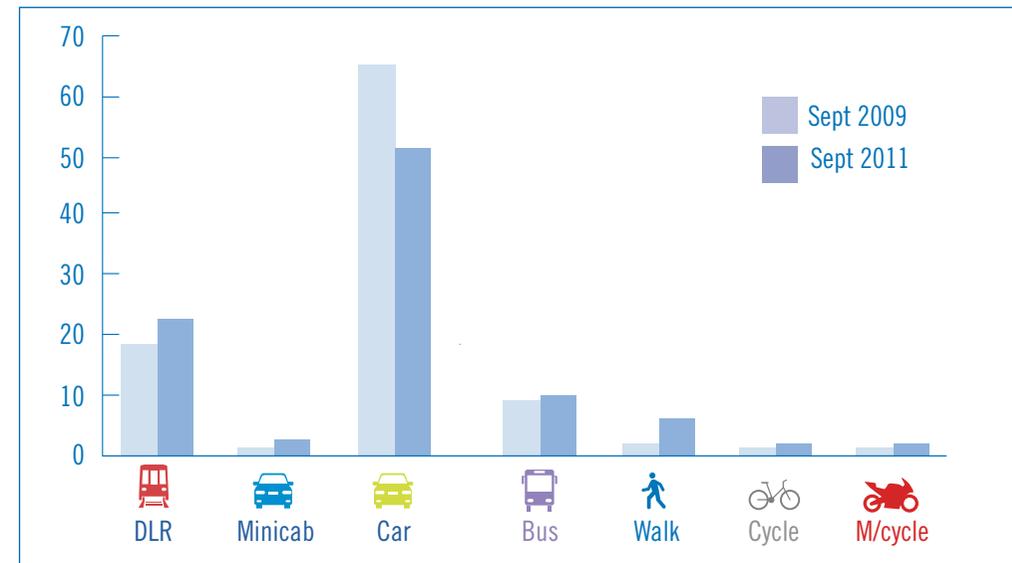
Mode	2005	2006	2010	2011	2012
DLR	0	46	49	55	55
Black Cab	42	28	13	7	14
Minicab	7	10	19	23	16
Car	12	13	11	12	11
Bus	37	2	1	0*	0*
Other	2	1	7	1	4
Total	100	100	100	100	100

LCY Passenger Survey Data. * Bus use lower than 0.5%

Since it began operation in 2005 the DLR has been the predominant choice for airport passengers. The use of black cabs, which were popular with passengers before then, has decreased accordingly with 14% of passengers accessing the airport by this mode in 2012. Similarly, bus travel among air passengers has also decreased since the DLR

came in to operation. Accessing the airport by private car has only been used regularly by just over 10% of airport passengers. With black cabs considered a form of public transport some 68% of passengers travelled to the airport by public transport in 2012. This is considerably higher than many other UK airports.

STAFF MODE SHARE 2009 AND 2011



Airport Employee Survey Data

The percentage of staff using DLR for their journey to the airport is steadily increasing. Travelling by bus, cycling and walking have all shown increases in recent years. While the number of airport staff travelling by private car has decreased by 13%. The reliance on private car and the relative low use of the DLR compared with passengers, is due largely to the lack of available public transport services in the early hours. A recent snapshot staff survey suggested some 67%

of airport staff are on duty by 06.00 (the full employee survey in 2011 put this at 49%) – while the DLR service does not begin running until 05.30 meaning it is not a viable choice for many. The comparatively high number of staff that either cycle or walk reflects the fact that approximately 30% of all airport workers live in Newham - with 9% of staff currently cycling or walking this is a much higher level than seen at many other airports in the UK.

Connecting the airport...

SETTING THE RIGHT STRATEGY

The airport's primary consideration in shaping a surface access strategy through to 2023 is to ensure that passengers and staff continue to use sustainable travel modes as the airport grows, and as London's Royal Docks and the 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 2023 TARGETS

Based on historical travel data, the profiles for air passengers and staff, and referencing the forecast work undertaken as part of the CADP, the following targets are proposed for 2023.

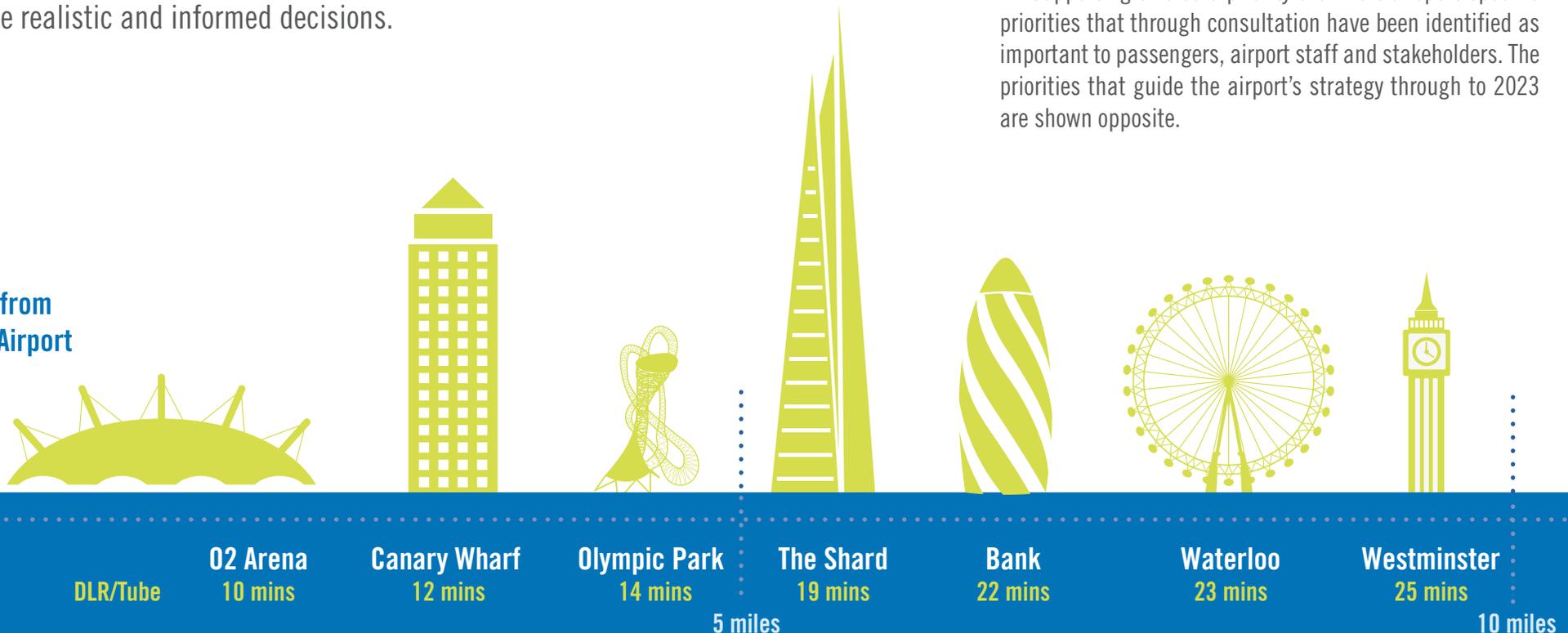
- Over 70% of passengers travelling by public transport
- Less than 40% of staff travelling by single occupancy car

PATHWAY TO 2023

The airport has identified six priorities that will be used to achieve these targets, and guide the strategy and its supporting action plans. The first, and the one that sets the tone for the others, is extending the airport's commitment to customer service across the travel network. This means providing employees and passengers with the confidence that a more sustainable journey choice will still enable them to reach their destination as planned in a safe and timely fashion.

Supporting this core priority are five transport specific priorities that through consultation have been identified as important to passengers, airport staff and stakeholders. The priorities that guide the airport's strategy through to 2023 are shown opposite.

Approximate travel times from London City Airport



Enhancing Customer Service

The airport believes that passengers and staff should receive the same levels of service getting to and from the airport as they do within the airport. This can be achieved through the creation of a shared vision for transport across east London that meets passenger, airport staff, commuter and community expectations now and in the future

Offering The Right Services

Providing passengers and staff with the services they need at the times they need to travel

- Connecting the airport to the Crossrail network in both the short and longer term
- Looking at ways to improve early morning services to the airport for passengers and staff
- Championing airport requirements within future infrastructure and service debates

Improving Integrated Journeys

Making the first journey as easy as the hundredth

- Providing information that instils confidence before and during each journey
- Offering ticketing options that suit passengers and staff
- Streamlining interchange points to remove doubt and delay

Facilitating Local Connectivity

Recognising the role of the airport as a travel hub

- Improving access to the DLR network for commuters and the community
- Improving local bus connectivity through the airport's forecourt
- Supporting local cycling and walking improvements by promoting to airport employees

Offering Low Carbon Alternatives

To monitor, track and reduce emissions from airport related surface access transport movements

- Providing low carbon facilities on-airport such as electric vehicle charging points
- Understanding and supporting where possible the low carbon aspirations of transport providers
- Investigating ways of reducing the impact of freight movements

A Collaborative Approach

Working with partners to increase the use of sustainable travel

- Engaging stakeholders through the Airport Transport Forum
- Promoting sustainable travel to airport staff through the travel plan network
- Understanding local and regional transport requirements from other employers

TURNING STRATEGY INTO ACTION

Priorities will become results through separate action plans for passengers and staff. These will be informed by the Airport Transport Forum and they will set out in detail an approach for a period of three years. Progress will be tracked on an annual basis and before the end of the three year plan actions will be set to cover the subsequent period. 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.

ROLE OF THE AIRPORT TRANSPORT FORUM

Chaired by the airport, the Forum will support four key activities that deliver the Forum's objective of "Increasing the use of public transport and sustainable travel modes among air passengers, airport employees and the local community":

- To facilitate a long term approach to transport planning across East London with a specific focus on London's Royal Docks
- To inform the direction of the Airport's Surface Access Strategy (ASAS)
- To inform the practical application of the ASAS by contributing to the production of passenger and staff action plans
- To contribute to a programme of activity that enhances the transportation synergies between the Airport, East London and London's Royal Docks including engagement with the Canary Wharf Transport Forum, London Chamber of Commerce Transport Group and the Stratford Transport Infrastructure Group
- To assist in monitoring the progress of the ASAS and associated passenger and staff action plans
- To promote the environmental benefits that increased use of sustainable transport modes delivers

The Forum will bring together a group of stakeholders that will deliver these activities. A wider network of partner organisations will also be maintained that will be asked to support or participate in Forum meetings, activities or initiatives. In this way the Forum will remain focussed while still enabling wider engagement with other organisations and neighbouring transport Fora on specific issues.

CREATION OF ACTION PLANS

The airport will produce action plans for passengers and staff which will set out key actions for delivery over a three year period. Performance will be monitored annually.

MONITORING PROGRESS

The impact of the airport's strategy on passenger and staff travel choices will be tracked on a regular basis to provide a picture of progress against goals. A combination of passenger and employee surveys will monitor changes in behaviour, and the data this provides will inform the work of the Transport Forum and the airport's action



BETTER CONNECTED

The airport is well connected by public transport. The range of services provides choice for passengers and staff, while the airport's role as an interchange hub enables the local community to benefit from improved access to multiple transport modes.

The forecast airport growth and the

substantial redevelopment of the wider London Royal Docks area planned over the next 10 years places great importance on maintaining and improving these connections. Providing better transport connections for existing and future airport users will facilitate this growth, ensuring that the airport, and the international

connectivity it offers, continues to play its part in the transformation of east London.

The information below provides a summary of the current transport connections serving the airport and establishes the airport's views on the necessary improvements that will be required by 2023.



Docklands Light Railway (DLR)

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

- A network of 100+ trains carrying 70m passengers to 40 stations annually
- 55% of airport passengers and 22% of staff travel by DLR
- Providing connectivity to 100 bus routes, 5 mainline railways, 8 Underground lines and coach, taxi and river services for air passengers, airport staff and the local community

Pathway to 2023

- 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
- Working with DLR Ltd to maintain and improve station and concourse facilities
- Quantifying the demand for additional early morning services
- Increasing use of DLR to 60% among air passengers



Taxis and minicabs

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

- Around 200 taxis serving 14% of passengers
- Offering a more personal and flexible service outside normal hours
- Dedicated facilities for black cabs, with minicabs operating from forecourt areas

Pathway to 2023

- Developing a Taxi Management Plan to accommodate future growth, including a combined taxi feeder management system and forecourt with capacity for 336 vehicles
- Working closely with local communities to manage local impacts



Bus

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

- The 474 runs 24hrs a day to Canning Town and Manor Park
- The 473 connects Stratford to North Woolwich via the airport
- 10% of airport staff and less than 1% of air passengers travel by bus

Pathway to 2023

- 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



Walking and cycling

With almost 65% of airport staff living locally cycling and walking could be a real alternative

- Local cycle network and facilities across Newham and throughout London are expanding
- On-airport cycle storage facilities provided for use by passengers and airport staff
- Showering and changing facilities provided to LCY staff

Pathway to 2023

- 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
- Providing information and advice about cycling and walking opportunities and benefits

BETTER CONNECTED



Road Network

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

- Hartmann Road directly connects the airport's forecourt to the local road network
- The A112 Connaught Road connects to the Woolwich Ferry and the A13
- The A13 provides access to the A406 and A12, and river crossings via the Blackwall Tunnel
- Around 70% of airport staff, and 41% of air passengers access the airport via the local road network (passenger access is predominantly via taxi)

Pathway to 2023

- A new vehicle link between the airport and the A117 Woolwich Manor Way / Fishguard Way
- A new forecourt interchange, increasing car drop-off/pick-up capacity from 8 to 48
- Maintaining a construction travel plan to mitigate local impact during development



Car Parking

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

- Short stay car park providing just under 150 spaces
- Main stay car park offers almost 650 spaces used by both passengers and staff
- Around 60 staff parking spaces offered at the Western and Triangle car parks
- 120 spaces provided for car hire companies

Pathway to 2023

- Creating 3 new passenger car parks and a dedicated staff car parking facility
- Increasing airport car parking capacity by around 280 spaces to just over 1,250 spaces
- Introducing electric charging points in passenger and staff car parks





River Crossings

Improving local and regional connectivity through additional river crossings

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

Pathway to 2023

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



The 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
- Developments like Minoco Wharf offer improved local access to existing River Services

Pathway to 2023

- Investigating the attractiveness of a premium service for air passengers
- Considering the use of the river for delivery of construction materials within the proposed CADP development

CROSSRAIL OPPORTUNITY

In 2005 the introduction of DLR changed the way people travelled to the airport. The airport now sees around 55% of passengers and 22% of staff travelling this way. The range of local, national and international rail services currently under construction or being discussed offer the potential to influence significant behaviour change and realise environmental benefits for the airport, the Royal Docks area and east London.

Crossrail in particular presents a great opportunity for

the airport. Providing improved connections from Heathrow, across the City and into Canary Wharf and east London it will offer the world class service that London's business sector demands. For the airport it's important that passengers and staff can benefit from the enhanced accessibility offered by Crossrail. In the short term this means working with Forum partners to look at local interchange solutions that offer a fast, convenient and efficient service between the airport and Customs House or

other points on the network.

In the longer term a dedicated airport station could improve airport accessibility, provide increased international connections for London's businesses and give the Royal Docks and east London the diverse transport hub it needs. Working with Forum partners the airport wants to understand the benefits that a new station could offer, in the context of growth at the airport and the continued transformation of east London.



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