

AIRPORT TRANSPORT FORUM

DATE: 2pm, 25th February 2016, City Aviation House, London City Airport (LCY)

MEETING NOTES

ATTENDEES

Rachel Ness, London City Airport (Chair)
Tom Hall, transport consultant to LCY
Rajesh Gami, Transport for London

Richard Storer, Crossrail
Roy Collins, Taxi Co-ordinator
Rupal Patel, Keolis Amey Docklands

APOLOGIES

Claire Hamilton, GLA
Marcus Adams, Transport for London
Julia Bray, Transport for London
Murray Woodburn, LBN
Dave Whittaker, LBN

Siwan Puw, London Chamber of Commerce
James Cox, DLR Ltd
Liam McKay, London City Airport
Stuart Innes, LCACC

ITEMS

1. Apologies;

1.1 Apologies were received from a number of people in advance, but on the day a number of others were unavailable due to short notice clashes with other meetings

2. Welcome and introductions by the Chair;

2.1 RN welcomed the group, with Raj attending for the first time the group made quick introductions

3. Actions from last meeting;

3.1 Local representation: the mechanism for including a local representative was discussed again. The same issues were highlighted in that a lack of local groups and the timing of the session were both mentioned as potential barriers to securing consistent and effective local involvement. Two actions were identified:

ACTION 1: LCY to speak to Liam McKay regarding local representation.

ACTION 2: RN to engage Cllr Murphy regarding local community representation at the Forum (likely to take place post-planning inquiry).

3.2 In discussing local representation the opportunity for closer links with Crossrail was mentioned – in that their community forum may provide a way to engage locally. Conversation then turned to the aspiration for a Crossrail station to directly serve the airport, in response RN confirmed that there has been growing interest from local stakeholders and developers for this option. LCY's initial feasibility study was positive, but it is thought that a partnership approach (involving local

developers, etc) to take forward this thinking would be the most appropriate next step. LCY have made representations to LBN to safeguard land that could host a station through their local plan.

3.3 Local Bus route changes: TH provided an update on his meeting with Stephen Walker in January. TfL will be finalising their suggested route changes over the summer and will publicly consult on these in the autumn. In the context of a changing bus network the group discussed the importance of providing good bus links to the airport from Custom House for Crossrail passengers.

ACTION 3: LCY to follow up with DLR, KAD and LBN to confirm if the ATF can support this process by hosting a session to bring the parties together.

3.4 Bus stats in the LCY APR: TH confirmed that the public transport stats in the APR had been amended to show that bus use among passengers was sub 1% as opposed to zero.

4. London City Airport update

4.1 RN reported 2015 had been a very successful year for the airport with passenger numbers up, and increasing demand is still being seen from both passengers and airlines.

4.2 RN updated the group on the key points of CADP and provided an overview of the planning inquiry that is due to start on the 15th March (this responds to the Mayors decision to overrule the planning approval resolved by LBN in Feb 2015). Following the inquiry a decision will be taken jointly by the Secretary's of State for DCLG and for the DfT, this is estimated to be around October 2016.

4.3 The airport believes that in the context of the ongoing wider SE aviation capacity debate LCY offers a realistic and achievable interim solution to the provision of additional capacity.

5. Operational and strategic updates from the Forum members

5.1 KAD – RP provided an update on DLR operations. At the current time punctuality is 99.1% and customer satisfaction is 89%. November 2015 saw the first ever strikes on the DLR network but KAD staff worked hard to minimise disruption and provide advice and support to travellers affected by this action. More strikes are planned for March 2016, but negotiations are ongoing and it is hoped that action can be avoided.

5.2 KAD/Crossrail – discussion turned to the development of Custom House station. Following the completion of the Crossrail access the DLR station itself will close for around 27 weeks for upgrade works. KAD are considering options to mitigate this closure. All parties agree close working relationships between KAD, DLR, Crossrail and LBN are required before, during and after this period of development.

5.3 Crossrail – RS confirmed that local works were nearly complete with tracks in place and the last concrete being poured imminently. Trains will start running through the tunnels soon to deliver concrete to locations further up the track.

6. Transport Objectives

6.1 TH provided the group with an overview of the recent discussions that the airport has had with LBN and TfL. Surface access issues are being addressed at the airport in the following hierarchical way:

- the ATF provides the overarching direction:

- the ASAS provides the long term strategic approach:
- the Transport Objectives (as agreed as the Interim Travel Plan in July 2015) sets out the short term approach:
- the ATF Working Groups, through the actions they identify, alongside the airport's ongoing activity, deliver outputs to progress the ASAS and Transport Objectives .

6.2 TH mentioned that in the context of previous discussions with other airports that this is an effective approach. Many airports struggle to maintain an approach that enables the ATF to proactively progress long and short term priorities with the membership resources available.

6.3 RN stated that it is important to keep making progress on surface access issues at this time of uncertainty (until a planning decision on CADP is known), and that the above process ensures that progress can continue. RN mentioned that the combination of action taken last year, the deliverables this will lead to in 2016, and the new Working Groups that will be discussed later in the session show that good progress has been and will continue to be made by the Forum.

6.4 TH confirmed that this approach and related documents are now on the LCY website. LCY is also working with LBN to audit the actions contained within the Travel Plan 2011 to show how these have transitioned into the Transport Objectives.

6.5 The Group agreed this approach.

7. 2015 ATF Working Groups

7.1 TH provided the Group with papers explaining what the ATF Working Groups delivered in 2015.

7.2 Cycling & Walking. LCY, LBN and TfL met to consider the longer term cycling and walking plan for Newham so that this information could be used to identify actions that the airport will need to take to support these efforts to get more people cycling and walking. This led to a number of short term opportunities being identified (installation of additional cycle storage, promotion of cycle training, etc) as well as a number of longer term issues (closer working between the partners, etc). RN confirmed that airport has secured the budget to deliver these and so will now progress these actions. Future updates will be provided.

The Forum endorsed the paper.

7.3 Information Provision. Through a series of meetings and subsequent dialogue LCY, TfL and LBN considered how transport information is presented to the passenger. This included the LCY website, provision within the terminals and across the transport network. This led to a number of specific improvements being highlighted – at the airport this included improvements to the website, installation of new information screens in Baggage Reclaim, and is producing a new travel leaflet for passengers (via the Terminal's Information Desk) and staff (via employers). Off airport this highlighted the need to improve wayfinding at Canning Town and the promotion of Canning Town as an interchange point to City Airport while travelling on the Jubilee Line.

7.4 In response to this RP mentioned KAD's Customer Action Team at Canning Town, and that they should be engaged as they can take forward some of these actions. RS highlighted that while the 'which platform' screens at Canning Town are the main issue, the lack of adequate signage from platforms 3 and 4 towards the Jubilee Line should also be addressed.

ACTION 4: As the Canning Town aspects develop RP to provide an introduction to the CAT at Canning Town.

7.5 TH will organise a terminal walk through with the Forum so that they can gain a better understanding of the airport's plans to improve the way information is provided. At the same time we can continue the journey from the airport on the DLR and Jubilee Line to identify any further actions – RP said that these 'think like a passenger' sessions work very well for them.

ACTION 5: TH to circulate a number of dates for the walk through.

7.6. TH to contact David Arqatti to discuss these wayfinding/signage aspects.

ACTION 6: TH to contact David.

7.7 The Forum endorsed the the paper.

7.8 Taxi and local community relations. An update from DW at LBN included: LBN and LCY met to discuss the issue of nuisance complaints from the local community regarding the behaviour of minicab drivers. These are operators that park locally while waiting to pick up a fare. Letters were sent to the operators themselves, with Addison Lee visiting the airport to talk to their drivers. Questionnaires were sent to local residents asking them to record any future incidences – however, none of these were returned. Subsequently no further complaints have been received and so no further action has been taken.

7.9 LBN Cabinet has recently resolved to expand their Residential Parking Zone to cover the Borough and as such this will prohibit minicab drivers parking in restricted locations.

7.10 RC highlighted that the ongoing growth of Uber may only increase the impact on the local area. To evidence this RP identified a number of locally 'parked' minicab providers in the immediate vicinity of the airport through her Uber app. It was agreed that the ATF should consider how these issues may develop over the coming years, how the planned forecourt changes as part of CADP may reduce this, and how other issues such as forecourt and car parking policy may be used to reduce even further.

ACTION 7: Discuss this issue at the next Forum session when the wider group is in attendance.

7.11 The Group endorsed the actions taken to address these issues.

7.11 Low Carbon Transport Infrastructure. TH summarised the workshop session held with TfL, LBN, GLA and LCY to review each organisation's respective plans for facilitating greater use of low emissions vehicles over the next 10 to 15 years. This highlighted firm plans from GLA and TfL to greatly increase the provision of standard and rapid charging points by 2020, with a particular emphasis on locations like the airport becoming integral points of the network. The actions identified included working with TfL in the short term to identify the opportunity for locating charging point(s) on the airport (taxi feeder park, passenger car parks) and in the longer term to ensure that the airport's approach is supportive of the targets established by the GLA and TfL.

7.12 The Group endorsed the paper.

8. 2016 ATF Working Group Topics

8.1 TH summarised a number of options that could be considered for delivery in 2016, these included: Crossrail connections, Travel plan best practice review, Regional travel planning (EASIT model), Bus connections, Carshare review, before asking the Group for other suggestions.

8.2 It was confirmed that the activity in 2016 also needed to include the completion of any relevant actions from 2015 and that this should be considered when planning 2016 activity.

8.3 It was agreed that TH develop a proposed work programme that shows;

- Delivery of 2015 Working Group actions (cycling, information, low carbon)
- Crossrail connections to the airport (primary focus on short term connections, but also giving consideration to the development of a new Silvertown station facility)
- Bus connectivity in response to the autumn TfL consultation
- Travel Plan best practice review (to inform the new Travel Plan that will be developed post-CADP determination)

8.5 It was thought that carsharing and the regional approach to travel planning could be considered within the Travel Plan best practice review

ACTION 8: TH to develop a programme of activity for 2016.

8.6 RN mentioned that the airport had responded to recent river crossing consultations and that if required the Forum could consider these at Working Groups in the future (if required). RN offered to share the airport's submission with the Forum partners.

ACTION 9: To share responses with the Forum on an ongoing basis.

8.4 As LBN were unable to attend the ATF session, it was agreed that TH meet with MW and DW ahead of the next session to provide an overview of discussions and confirm aspects discussed.

ACTION 10: TH to follow up with LBN before the next ATF session.

9. AOB

9.1 RC mentioned that in the near future all black taxis will be required to accept credit cards. While the consensus of all parties is that this is a great development for the customer there is some reluctance among drivers due to increased costs and processes.

10. Next Meetings

The dates of next meetings are 2pm June 15th and 10am November 17th, papers will be circulated for these nearer the time.