

LONDON CITY AIRPORT

2015 SECTION 106 ANNUAL PERFORMANCE REPORT

APPENDIX 17 TRANSPORT OBJECTIVES 2015

01 July 2016

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London City Airport 
Get closer.

Offering the Right Services

	Objective	Actions completed to date	Status 2015
1	Engage with TfL, DLR Ltd & Keolis Amey Docklands to share relevant data (data to be agreed at initial meeting) and consider any future service enhancements	<ul style="list-style-type: none"> • Frequent meetings have been held with TfL during the period, • Meetings with DLR Ltd have also taken place, • While KeolisAmey Docklands attended the ATF we have not met them independently in 2015. 	Ongoing
2	With Forum partners explore the opportunity to trial additional transport interventions from key staff residency locations or at key shift start times, and consider ongoing revenue implications	<ul style="list-style-type: none"> • 2015 was on identifying the interventions that may be required, • TfL presentation at ATF re. options for changing local bus connections, • Airport employer sessions showed that early morning connections continue to be an issue, • Also highlighted lack of connections from SE London, • 2016: Staff travel survey in June will provide further information, • 2016: Further engagement with TfL to review gaps in local bus provision. 	Ongoing
3	Monitor and manage car parking provision to reflect the Travel Action Plan aspirations, and changing passenger and staff travel requirements	<ul style="list-style-type: none"> • Passenger travel choices monitored through quarterly passenger survey, • Results reviewed annually through the ATF and APR, • 2015 figures showed a slight fall in the number of passengers parking, • 2016: within the finalisation of the ASAS greater detail will be included regarding parking. 	Ongoing
4	Consider the value of including transport specific questions within the quarterly Passenger Survey, and if considered beneficial, develop a suitable implementation plan	<ul style="list-style-type: none"> • Additional questions included within the September passenger survey, • Gauged feedback on travel info available before and during their journey, and the simplicity of interchange points, • 2016: the same questions, and others, will be included in 2016 surveys. 	Ongoing
5	Review the proposed Taxi Management Plan and current programme of activity to ensure that impacts on the local community (including nuisance) are minimised where practicable	<ul style="list-style-type: none"> • Taxi management plan produced following CADP determination, • ATF Taxi Working Group reviewed complaints from the local community, • Local people kept incident diaries but none were completed, • LCY wrote to all operators requesting improved behaviour • No further action deemed necessary by LBN, • 2016: LBN approve resident parking zone that will solve these issues. 	Ongoing

Improving integrated journeys

Objective	Actions completed in 2015	Status 2015
6	<p>Review the travel information provided on the LCY website and identify any enhancements</p> <ul style="list-style-type: none"> ATF Information Working Group reviewed LCY website, Identified that transport info was good, but that strategy pages needed updating, 2016: strategy pages updated following ATF approval of the Working Group actions in Feb 2016. 	Complete
7	<p>Maintain dialogue with airlines about relevant transport issues from both a strategic and operational perspective</p> <ul style="list-style-type: none"> Quarterly email system introduced to inform airport companies, including airlines, Emails were sent in autumn and winter and continue into 2016, Operational updates are provided by LCY Terminal and Communications teams regarding issues such as service disruption. 	Ongoing
8	<p>With TfL and relevant transport operators look at potential ticketing, information and interchange improvements that could benefit passengers and staff</p> <ul style="list-style-type: none"> ATF Information Working Group identified issues that would benefit the passenger journey, List of actions developed, including; new information screens in Baggage Reclaim, improvements to wayfinding at Canning Town, and to make LCY more visible on key Tube lines, 2016: actions were approved by the ATF in February and will be delivered throughout the year. 	Ongoing
9	<p>Work with transport operators to offer airport staff trial journeys on public transport and gather feedback on their experience through travel diaries</p> <ul style="list-style-type: none"> The trial period was increased two weeks to make it more appealing, One member of staff volunteered in 2015, their feedback showing that multi-change journeys can be both more costly and lengthier than by car, 2016: engaging the Staff Committee in spring saw four more sign up, while comms led messaging in June saw eight more volunteers request to take part. The outputs will be reviewed and used to inform future delivery. 	Ongoing
10	<p>Monitor on-airport cycle provision and if required consider providing additional cycle storage facilities</p> <ul style="list-style-type: none"> ATF Cycling and Walking Group met in August, The group identified a series of actions to be progressed by LCY, LBN and TfL which were agreed at the Feb ATF session, Increasing cycle storage was a primary need. Locations were identified and discussed with the Staff Committee Group. Project costs were identified and included within 2016 budget, 2016: LCY project team are taking forward these proposals for delivery by end of Summer 2016. 	Ongoing
11	<p>Work with local stakeholders to map planned local cycling and walking schemes and identify aspects relevant to airport users</p> <ul style="list-style-type: none"> ATF Cycling & Walking Group met in August, with follow on information shared via email, The group identified future cycling plans of LBN and TfL and put in place an ongoing process that ensures off- airport plans are shared with LCY via the ATF so that airport infrastructure can be provided as required. 	Complete
12	<p>With local bus operators and TfL share relevant data, discuss route planning and look for any opportunities for improvement</p> <ul style="list-style-type: none"> TfL's bus division presented at the July ATF meeting regarding their planned changes for local bus routes in 2016, Further dialogue with TfL presented an early-2016 timeline for future consultation, 2016: Meeting with TfL in February confirmed that consultation on new routes will occur in Summer/Autumn 2016. An ATF Bus Working Group has been established in response. 	Ongoing

Offering low carbon alternatives

Objective	Actions completed in 2015	Status 2015
13	<p>Gauge the low-carbon aspirations of partners such as London Borough of Newham, TfL and the GLA and identify areas of alignment with the airport's sustainability action plan</p> <ul style="list-style-type: none"> • ATF Low Carbon Working Group was due to meet in November 2015 but it was not possible to bring the group together at that date, • 2016: The session was held in February 2016 and identified the priorities of the GLA, TfL and LBN on for the next 5-10 years and identified actions for all parties to take forward, • 2016: These were agreed at the ATF in February, and subsequent discussions with GLA/TfL are ongoing regarding provision of vehicle charging points. 	Ongoing
14	<p>In line with the airport's approach to carbon management calculate the carbon impacts of staff, passenger and company travel</p> <ul style="list-style-type: none"> • 2015 carbon foot-printing assessment included scope 3 emissions, and as such calculated the impact of journeys to and from the airport. 	Ongoing
15	<p>Review the leading car-share packages that are publicly available and gauge their suitability for an airport environment</p> <ul style="list-style-type: none"> • This action is programmed for 2016, • 2016: a staff travel survey and follow- on engagement with airport employers and employees will gauge demand and likely impact of an incentive driven car-share scheme. 	Ongoing
16	<p>Consider ways to reduce reliance on the car among airport staff</p> <ul style="list-style-type: none"> • This action is programmed for 2016, • Initial discussion with TfL in 2015 considered innovative ways of changing travel habits, • 2016: a staff travel survey and follow- on engagement with airport employers and employees will look to identify possible initiatives. 	Ongoing

A collaborative approach

Objective	Actions completed in 2015	Status 2015
17	Engage airport companies and staff to encourage sustainable travel behaviours <ul style="list-style-type: none"> • Quarterly travel plan updates were introduced to maintain dialogue with airport companies, • These were sent out in Autumn and Winter and helped establish follow-on dialogue with Menzies and WHSmith, • Airport staff are engaged directly through the Staff Committee sessions. 	Ongoing
18	Through the airport's Staff Committee engage airport staff on key transport issues <ul style="list-style-type: none"> • Staff travel is an agenda item at the monthly Staff Committee sessions, giving staff an opportunity to raise any travel issues that are then fed back to the Travel Co-ordinator, • The Travel Co-ordinator also attends sessions to proactively engage staff on certain issues, • Three sessions were attended – firstly to secure input towards the new travel leaflet, secondly to identify locations for additional cycle storage facilities, and thirdly on the mechanism to deliver the staff public transport trial. 	Ongoing
19	Organise at least two meetings of the Airport Transport Forum prior to the determination of CADP <ul style="list-style-type: none"> • The ATF met in July. • The ATF was due to meet in December but was postponed to Feb 2016, due to member availability. • 2016: The ATF met in June and is scheduled to meet again in November. 	Complete
20	Engage with local transport groups as required, this could include the London Chamber of Commerce, the Canary Wharf Transport Forum, or the Stratford Transport Infrastructure Group (or other such Stratford representation) <ul style="list-style-type: none"> • The London Chamber of Commerce attend the ATF • Rachel Ness attended the Canary Wharf Transport Forum • The STIG forum has not been engaged in 2015 following feedback from LBN that it may not be relevant to the airport. 	Ongoing
21	With the London Borough of Newham consider the creation of an 'Easit' style commuter network scheme that brings businesses together to collaboratively address local travel issues <ul style="list-style-type: none"> • This action is programmed for 2016, • It will be considered within the ATF Working Group that will look at best practice across ASAS and Travel Plan development. 	Ongoing

Monitoring and Reporting

Objective	Actions completed in 2015	Status 2015
22	<p>Through the passenger survey monitor passenger travel habits</p> <ul style="list-style-type: none"> • Passenger survey is undertaken quarterly, • Specific questions regarding travel choices of passengers are asked, • Additional questions were included within the Autumn survey to gain feedback on available transport information, and ticketing & wayfinding during their journey to, from and through the airport, • This flagged a need to consider information accessed prior to travel, and the wayfinding available at key interchange points like Canning Town, • Stats are reviewed annually and presented at the ATF and in the APR. 	Ongoing
23	<p>Consider the development of informal KPI's to monitor staff travel habits</p> <ul style="list-style-type: none"> • This action is programmed for 2016, • Initial discussions were had with TfL regarding innovative KPI's, • 2016: This action will be included within the ATF Surface Access Working Group. 	Ongoing
24	<p>Monitor staff and passenger parking requirements</p> <ul style="list-style-type: none"> • Quarterly passenger surveys are used to monitor travel choices, • Staff surveys are undertaken less frequently (2009, 2011 and 2013), • This data is considered by the ATF on an annual basis, • 2016: an employee survey was scheduled for 2015 following determination of CADP. This was postponed but survey will be undertaken in 2016, while questions will be included in the passenger survey to identify what encourages use of public transport. 	Complete
25	<p>Through the Airport Transport Forum share relevant transport data with key stakeholders, including progress against the action plan</p> <ul style="list-style-type: none"> • Data showing trends in passenger and staff mode share performance was presented and discussed at the July ATF meeting. • This provided a breakdown by mode for both passengers and staff, and compares performance over a number of years. 	Ongoing
26	<p>Report progress within the airport's Annual Performance Report</p> <ul style="list-style-type: none"> • The APR includes summary details of activity undertaken within the year alongside current passenger and staff mode share values. 	Complete

Review of the Travel Plan 2011 Actions

Action Ref	Objective	Actions completed in 2015	Status 2015
1.7	Produce & maintain Airport Surface Access Strategy	<ul style="list-style-type: none"> A draft ASAS was published in December 2013, developed in consultation with key stakeholders and the Airports Transport Forum. The intention was to finalise and publish following determination of the CADP planning application. Agreement was reached with the ATF in July 2015 that the ASAS would remain in draft form until the planning appeal process has been completed in 2016. 	Ongoing
1.7	Deliver an Airport Transport Forum	<ul style="list-style-type: none"> The ATF met once in 2015, in July. A second session was planned for December 2015 but has been postponed until January 2016 to ensure all members are available. 	Ongoing
1.13	£50,000 paid by LCY towards a road capacity study of the local road network and impact the Airport has upon it	N/A	Ongoing
1.13	£190,000 index linked Road Capacity Contribution	N/A	Ongoing
2.37 & 3.8	Passenger survey last mode of transport results - closely monitor	<ul style="list-style-type: none"> Quarterly Passenger Surveys are undertaken that include the mode of transport used to travel to/from the airport. The September survey included additional questions aimed at gathering passenger feedback on the quality of services to the airport, the information available, etc 	Ongoing
Table 3.1	Restrict number of staff driving to the site by single occupancy car to existing (2009) levels	<ul style="list-style-type: none"> The snapshot staff travel survey in 2013 suggests that 41% of staff travel primarily by car. This is lower than the 2009 baseline of 59%. The draft ASAS included a new staff target to reduce single car occupancy use among airport staff to below 40%. 	Ongoing
3.6	Promote non-car modes of transport to passengers/encourage public transport	<ul style="list-style-type: none"> The airport's website includes all available public transport options and provides links to sources of further information. Information is also available on-airport; at the information desk and within the airport's forecourt and DLR station. 	Ongoing
3.6	Monitor car park charges at LCY	<ul style="list-style-type: none"> Car Park charges are reviewed by LCY on an annual basis. 	Ongoing
3.6	Car park charges considered against the backdrop of local parking arrangements	<ul style="list-style-type: none"> Complaints regarding minicabs parking in local streets as opposed to parking on-airport were investigated with LBN. This looked to gauge the impact of their operations on the community through resident diaries. LBN will be implementing a residents parking zone that will effectively remove these issues. 	Ongoing
3.7	£2.5m contribution to DLR improvements	N/A	Ongoing

Action Ref	Objective	Actions completed in 2015	Status 2015
3.7	Encourage airlines to promote the DLR on board flights	<ul style="list-style-type: none"> Quarterly email system introduced to inform airport companies, including airlines, Emails were sent in autumn and winter and continue into 2016, Operational updates are provided by LCY Terminal and Communications teams regarding issues such as service disruption. 	Ongoing
3.9	Provide parking subsidies for pax with disabilities	<ul style="list-style-type: none"> Dedicated parking spaces are provided in locations close to the terminal. Discounted rates are offered to passengers with disabilities. 	Ongoing
3.11	Increase taxi occupancy	<ul style="list-style-type: none"> Taxi-share schemes were considered during the development of the draft ASAS and through the CADP transport discussions, but were not considered as a priority by any stakeholders. 	Complete
3.12 & 5.22	Consider taxi sharing scheme & monitor demand	<ul style="list-style-type: none"> Taxi-sharing has not been included as an action within the draft ASAS or the Interim Travel Action Plan as it has not been highlighted as a priority issue. Surveys of taxi users have also previously shown a low interest in taxi-sharing services. 	Complete
3.12	Discuss taxi sharing results with LBN & ATF & Public Carriage Office	<ul style="list-style-type: none"> As above. 	Complete
3.13	Monitor taxi occupancy rates	<ul style="list-style-type: none"> After gauging stakeholder views during the development of the draft ASAS and Interim TAP, and those of passengers during the 2013 taxi survey, taxi-sharing schemes are not considered a core part of the airport's transport offer. 	Complete
4.2	Appoint a Travel Plan Coordinator	<ul style="list-style-type: none"> An external consultant has been managing the airport's travel plan in 2015. 	Ongoing
4.3	Train the Travel Plan Coordinator, attend conferences etc.	<ul style="list-style-type: none"> The travel co-ordinator is fully conversant in travel planning processes. 	Complete
4.4	TPC responsible for providing info regarding the Travel Plan to other companies onsite	<ul style="list-style-type: none"> Relevant information is shared through the Airport's Staff Committee meeting. Quarterly emails to airport companies have also been introduced. Meetings with airport companies are also maintained. 	Ongoing
4.5	Travel Plan Champion each organisation onsite	<ul style="list-style-type: none"> A database of key contacts is maintained. This list was refreshed during 2015. 	Ongoing
4.5	New or renewed lease arrangements include a clause requiring that tenants liaise with the Travel Plan Coordinator, adhere to the Travel Plan & participate in & promote travel surveys	<ul style="list-style-type: none"> Concessionaires are required to support the Travel Plan process and liaise with the Travel Plan Coordinator. They are also required to support and promote the employee survey process. 	Ongoing

Action Ref	Objective	Actions completed in 2015	Status 2015
4.7	Comprehensive & robust Staff Travel Survey	<ul style="list-style-type: none"> No action programmed for 2015 – as a survey was intended to be completed post-CADP to give a baseline dataset that would monitor performance of the ASAS and Travel Plans. A survey has been programmed for Summer 2016. 	Deferred/ Ongoing
4.8	TPC responsible for: <ul style="list-style-type: none"> promotion of sustainable transport measures to employees liaison and cooperation with the local planning, highways authorities & local public transport operators liaison & cooperation with other Travel Plan Coordinators located into the area in order to coordinate efforts, measures and initiatives overseeing the Travel Plan Champions of other companies onsite at the Airport promotion of the objectives & benefits of the Travel Plan organisation & undertaking of the required travel surveys maintenance of all necessary systems, data & paperwork, including a car share scheme (if deemed appropriate) acting as the point of contact for information & exchange of ideas establish a working group from members of the ATF, including staff member each of the employers onsite & LPA, highway authority & local transport ops to review Travel Plan monitor achievements & performance of TP report back to senior management of LCY, ATF working group & ATF 	All relevant activities have been maintained and delivered in 2015, including; <ul style="list-style-type: none"> management of the ATF and its Working Groups liaison with LBN, TfL and other partners on a range of transport issues management and analysis of passenger travel choices data ensuring that performance is recorded and communicated annually through the APR and ATF promotion of transport initiatives to airport employees through the Staff Committee sessions and through direct engagement with airport companies 	Ongoing
4.1	Market the TP	<ul style="list-style-type: none"> The range of travel choices are promoted to staff through a range of mechanisms – online, via the staff committee, and through the airport's employee benefits programmes. Public transport free trials have been launched in 2015 that enable staff to try public transport free for two weeks. Staff use a travel diary to provide feedback which will be used to promote the benefits of public transport to other airport employees. 	Ongoing

Action Ref	Objective	Actions completed in 2015	Status 2015
5.6	Emphasise the enviro & health benefits of walking & cycling to work	<ul style="list-style-type: none"> Health benefits are not seen as a key message for airport employees – instead they focus on ease of access, cost, etc 	Ongoing
5.7	Consider walking & cycling clubs for staff - for commuting & leisure	<ul style="list-style-type: none"> The airport's Staff Committee is used as the mechanism for gathering and sharing employee opinion on public transport issues. 	Ongoing
5.8	Discounts for employees with local cycle shops	<ul style="list-style-type: none"> LCY maintain the Cycle to Work scheme for its own employees, and through the Travel Plan promote this initiative to other airport employers. 	Ongoing
5.8	Cycle maintenance workshops with local cycle shops	<ul style="list-style-type: none"> The Cycling and Walking Working Group identified a number of opportunities to offer maintenance and training programmes to staff. These will be actioned in 2016 	Ongoing
5.9	Interest free loan for purchase of a cycle & safety equipment	<ul style="list-style-type: none"> The Cycle to Work scheme enables employees to purchase safety equipment such as helmets as part of the process. 	Ongoing
5.10	Encourage employers onsite to make arrangements for their staff to shower if cycle/walk to work	<ul style="list-style-type: none"> Showers are offered in a number of locations around the airport that staff can make use of. It is the responsibility of individual companies to offer facilities for their own staff. The airport will continue to monitor cycle usage and if levels increase will look at what facilities need to be provided. 	Ongoing
5.11	Cycle routes & other cycling info provided on notice boards & in induction packs	<ul style="list-style-type: none"> Feedback gathered from the Staff Committee this year and previously shows that there is a low level of demand for this information currently. As routes across Newham develop, and as the airport provides additional facilities we will create additional platforms to promote cycling. 	Ongoing
5.12	Consider improvements to surface access for pedestrians & cyclists & discuss with local authorities	<ul style="list-style-type: none"> An output of the Cycling and Walking Working Group was greater clarity around planned developments across Newham. 	Ongoing
5.14	Contact numbers & web details for transport providers Inc. bus timetables & maps etc, will be displayed on staff notice boards	<ul style="list-style-type: none"> The travel section of the airport website provides information about available services. Links to operator websites and other sources of further information are also provided. 	Ongoing
5.15	Season ticket loan - LCY & other employers	<ul style="list-style-type: none"> Season ticket loans are promoted to LCY staff. Other airport companies are encouraged to offer similar services. 	Ongoing
5.16	Investigate starting public transport earlier with the operators	<ul style="list-style-type: none"> This is highlighted as a key issue by airport employees and employers. It forms a strategic priority within the ASAS and is discussed with stakeholders wherever appropriate. 	Ongoing
5.21	£20,000 bus service improvement contribution	N/A	Complete

Action Ref	Objective	Actions completed in 2015	Status 2015
5.24	Set up an informal car share database for all LCY employees	<ul style="list-style-type: none"> Feedback from airport staff has identified no real interest in structured car-sharing – with only a few staff car-sharing with colleagues on a private basis. Interest in car-sharing continues to be assessed through staff survey, the Staff Committee and direct with employers. 	Ongoing
5.25	Provide subsidised taxi or public transport for stranded employee	<ul style="list-style-type: none"> If employee feedback suggested that an organised car-sharing scheme would be required the opportunity to offer alternative routes home for stranded staff would be considered as part of the scheme development. 	Ongoing
5.26	Include in induction pack information on public transport services close to employees home & encourage non-car modes	<ul style="list-style-type: none"> We have sought input from airport employees on the travel information they require. A leaflet has been developed in 2015 and will be printed and circulated in 2016. 	Ongoing
5.27	All employees & employers receive packs containing: <ul style="list-style-type: none"> Summarised version of Travel Plan Timetables & route maps for public transport Contact numbers & website details for transport providers Local taxi company details Cycling & walking maps for local area Web details for community travel sites & community forum sites 	<ul style="list-style-type: none"> There is no such product in place currently as employee feedback suggested it was unnecessary. The new staff travel leaflet will include this information and will be provided to travel plan contacts to circulate to their employees on a regular basis from 2016. 	Ongoing
5.28	Public transport information will be displayed prominently in airport & added to staff areas	<ul style="list-style-type: none"> Information is provided at key locations for air passengers. The ATF Information Working Group identified that new screens in Baggage Reclaim would improve the provision (to be installed 2016) Staff messaging focuses on online information, and now printed material with the new leaflet printed in 2016. 	Ongoing
6.5	Report results of staff & passenger monitoring to LBN	<ul style="list-style-type: none"> Performance stats are included in the APR 	Ongoing
6.6	Review TP targets & measures in 2011 & 2012	<ul style="list-style-type: none"> A full review was not carried out in 2012 – a review was carried out in 2013. All TP targets have been reviewed and revised and included within the draft ASAS. Draft action plans for passengers and staff were initially developed that are now covered by the Transport Objectives 2015. 	Complete
6.7	Full comprehensive review of the TP in 2013	<ul style="list-style-type: none"> Review partially carried out in 2013, following a review of the 2011 Travel Plan, 'Your City Commuter' was published in 2014. Following previous work to review TP actions 2015 saw the development of Transport Objectives 2015. This included 26 actions that guide the airport's activity through until CADP has been determined. 	Complete

Airport Transport Forum Working Group Outcomes

The content below reflects those issues investigated and subsequent actions arising from the four working groups maintained during 2015. The content was included in a series of Recommendation Papers circulated to the ATF in February 2016.

WORKING GROUP: CYCLING AND WALKING (AUGUST – OCTOBER 2015) RECOMMENDATIONS REPORT JANUARY 2016

1. Background

The Airport Transport Forum (ATF) brings together key stakeholders to progress relevant surface access issues – either on a strategic level through offering guidance to the airport's Surface Access Strategies, Transport Objectives and Travel Plans, or practically through collaboration on specific initiatives. These initiatives are chosen by the ATF from the Transport Objectives and are delivered through a Working Group format where relevant partners from the ATF work together to address that specific issue. A project scope is agreed at the outset and the group then works towards the anticipated solution – this could be a report, a series of actions or recommendations, or something relevant to that issue. Once this output has been agreed by the ATF the airport and its partners will take it forward to completion.

2. Project aim

There are three aims to this activity;

1. To identify planned and proposed cycling and walking improvements across Newham and The Royal Docks and to gauge their likely impact on travel choices
2. To ensure that the airport's approach is aligned to this, and
3. To enable the airport and the ATF to make recommendations about future provision on- airport and locally.

3 Cycling and walking current position

Through an initial workshop and subsequent correspondence between TfL, LBN and LCY the following key issues and considerations were identified;

TfL

Summary of priorities

The following points were identified for consideration by TfL;

1. TfL/GLA's 'Local transport design guidance' to be considered where appropriate.
2. Cycle Workplaces scheme offers employers access to equipment and training.
3. Supportive of cycle route network development across Newham.
4. Interested in how the airport can support growth in leisure

cycling/walking (via Lea Way, etc).

5. Promoting Workplace Cycle Challenge to London businesses.
6. Forthcoming changes to the bus network and the potential impact on walking.
7. Working in partnership with GLA and LBN to develop Royal Docks OAPF which supports increased use of sustainable modes (via improved local connections) across the area and beyond into the wider borough and other boroughs.

Modal data

- 600,000 cycle journeys are made across London daily
- 19% of Londoners cycle (72% of which cycle at least once a week)

Future aspirations - Modal

- 400% increase in cycling on 2001 levels by 2026 (GLA)
- 40% reduction in KSI's by 2020 (GLA)

Future aspirations - General

- Improved connectivity between routes & destinations
- LCY to engage in CW and CC schemes above
- Explore the leisure value of LCY

Data source: All data above provided by TfL, where it comes from a source (such as GLA) it is detailed

London Borough of Newham

Summary of priorities

The Council's key objectives as set out in their Sustainable Communities Strategy and Local Implementation Plan. These are;

1. Provision of improved walking, cycling and public transport linkages between neighbourhoods – this includes;
 - improved permeability through existing residential areas by opening up new walking and cycling routes.
 - better cycle facilities and more secure cycle parking will be provided to allow for local trips to be made by cycle.
 - wayfinding and other footway improvements to ensure more walking trips are made for local journeys.
 - the appointment of a Councillor as Cycling Champion for the borough and the proposal to hold a Cycling Summit.
 - production of local maps will ensure improved walking and cycling routes are understood.
2. The promotion of sustainable travel patterns throughout the Borough, this includes;
 - better cycling facilities and parking to encourage greater number of cycling trips
 - ongoing support for wider cycle initiatives in London and working with TfL to secure an extension to the cycle hire schemes post 2012
 - walking schemes, including footway and wayfinding improvements
 - working with NHS Newham and other healthcare partners to inform of the health benefits of active travel behaviour

Modal data

Current cycle to work mode share of only 1.2%. Low quality of existing infrastructure and lack of nearby employment opportunities cited as reasons. Even fewer people walk to work for the same reasons.

Future aspirations

With expected increases in residents and employment opportunities in the Docks, and with a programme to increase the quality of walking and cycling network, LBN expect mode share to rise in future years towards a target of 5% cycle trips by 2023.

Data source: All data above provided by LBN

London City Airport

Summary of priorities

1. Staff residency: 29% of staff live in Newham, 64% are from the local area.
2. Cycle provision: 30 cycle stands provided under DLR ramp, 24 secure staff spaces.
3. Future cycle provision: CADP estimates future capacity requirement of 70 spaces.
4. Staff showers are provided in a number of locations.
5. The airport wants to encourage more staff to travel by bike or foot, while considering how best to encourage other airport users to do the same.

Modal data

Fewer than 1% of airport passengers cycle or walk
Airport staff: currently 2% cycle (approx 40 staff) and 7% walk (approx 130 staff)

Future aspirations

1. Increase numbers of staff cycling to 4% (approx 110 staff)
2. Increase numbers of staff walking to 9% (approx 250 staff)
3. Provide additional cycling storage capacity on-airport
4. Improve connectivity between the airport and future cycle network
5. Promote cycling and walking to staff (raise awareness, offer training, etc)

Data source: All data is LCY generated. The forecast increases are extracted from the Transport Assessments conducted as part of the CADP.

4. Programmed cycling and walking improvements

LBN intend to transform the walking and cycling infrastructure in the Royal Docks over the coming years. The programme set out below will provide a high quality, dense and accessible network of walking and cycling routes.

Local Walking and Cycling Connectivity Schemes

A year-on-year programme of walking and cycling connectivity improvements has been underway in the Royal Docks since 2014-

15. A number of smaller connectivity schemes have been delivered, such as the Connaught Bridge route, the ExCeL car park connection, a number of dock edge route improvements, widening of the Drew Road walking/cycling route, North Woolwich Road two-way cycle track implementation, etc. This investment has totalled in excess of £300k per annum and will continue in future years.

Wayfinding and Mapping

At present, the Docks are not easily navigable and routes to destinations are not obvious, due to the severance caused by large industrial sites, bodies of water and transport infrastructure. A Legible London wayfinding programme is therefore proposed to introduce easily understood mapping and wayfinding into the Royals, to encourage more trips on foot and by bike to local destinations.

Royal Docks Cycle Hire Scheme

The Council is committed to the introduction of a cycle hire scheme in the Royal Docks to supplement the emerging leisure visitation associated with the LeaWay and Royal Victoria Dock as well as for the ExCeL centre and the surrounding hotel developments. It is unlikely that the Santander (TfL) cycle hire scheme will be extended into this area in the medium term, so other options are being pursued, which allows for specific Royals branding to be added to the hire bicycles. Brompton bicycle docks are being investigated and appear to offer a higher quality option than the Santander cycle scheme.

LeaWay Walking and Cycle Route

The LeaWay is a high quality cycle and walking route running down the River Lea from the Queen Elizabeth Olympic Park to Canning Town and then along Silvertown Way to Royal Victoria Dock. This first phase is in delivery now, with completion expected by late 2016. Phase two will follow, which will extend the route further eastwards along North Woolwich Road as far as the Airport roundabout in 2017-18. Phase 3 will involve the addition of 3 further bridge connections to Tower Hamlets across the River Lea, providing a high quality cycle link to Canary Wharf in 2019-23.

Enterprise Zone Investment

The designation of the Royal Docks as an Enterprise Zone allows for the leverage of additional new investment into the area, and an extensive package of public realm and connectivity improvements (>£30m) are proposed alongside significant public transport and highway investment to support the full build out of the Enterprise Zone. A total transport investment package of around £280m has been identified, with substantial new walking and cycling connectivity across the Royals proposed. The objective is to convert the Royal Docks into a place which looks and feels like any other piece of the city, by tackling the large impermeable former industrial sites and creating new walking and cycling routes across and through these large areas. This is a longer term project (to 2023) and will be delivered in parallel with the advancement of development sites – so the initial focus will be on the walking and cycling connectivity to and through the Silvertown Quays and ABP sites, with the wider network to be in-filled as further development comes forward. There is therefore an ongoing commitment to deliver high quality public realm, wayfinding and segregated cycle networks through the Royal Docks in future years.

5. Recommendations & Actions

In considering the aspirations of the three organisations involved, alongside the improvement programme currently being implemented by LBN, the following recommendations have been

identified for consideration and subsequent implementation by the airport and the ATF. They have been split into short term and longer term opportunities to reflect actions that can be followed up on immediately;

Short Term Opportunities		Owner	Tmeframe	LCY Costs
1	Join TfL's Cycling Workplaces scheme. Use equipment provided to enhance secure cycle storage facilities provided on-airport (to consolidate existing cages in Western End Car Park, and provide new facility in CAH location)	LCY	Join February,install from March	Circa £30k
2	Promote TfL's and LBN's free to access cycle training, seminars and bike repair sessions to airport staff	LCY	From March	Nil
3	Once infrastructure and training regimes are in place purchase pool bikes to enable staff to trial cycling to/from work, and promote cycling across the airport	LCY	From April	£2-3k
Longer Term Opportunities		Owner	Tmeframe	LCY Costs
4	Maintain a full understanding of LBN's planned programme of cycle improvements – through regular updates at the ATF	LB	Ongoing	Nil
5	As the local route network develops enhance airport campus access points as required	LCY	Dates tbc	TBC
6	Promote TfL/GLA's street level design guidance in future airport development	LCY	Ongoing	TBC
7	If following the improvements outlined above cycling and walking does increase across the borough LCY, via the ATF, will work with LBN and TfL to provide additional airport-user related infrastructure (airport staff, passenger and commuter)	LCY & ATF	Dates tbc	TBC

6. Monitoring progress

Progress against the actions above will be monitored at the ATF via either a verbal or written update.

7. Timings

It is recommended that LCY progress actions 1-3 immediately in early 2016, and consider actions 4-7 on an ongoing basis via the ATF. This recommendation will be presented to the ATF in February 2016 and if agreement reached actions 1-3 will be progressed to delivery.

WORKING GROUP: INFORMATION (OCTOBER – NOVEMBER 2015) RECOMMENDATIONS REPORT JANUARY 2016

1. Background

The Airport Transport Forum (ATF) brings together key stakeholders to progress relevant surface access issues – either on a strategic level through offering guidance to the airport's Surface Access Strategies, Transport Objectives and Travel Plans, or practically through collaboration on specific initiatives. These initiatives are chosen by the ATF from the Transport Objectives and are delivered through a Working Group format where relevant partners from the ATF work together to address that specific issue. A project scope is agreed at the outset and the group then works towards the anticipated solution – this could be a report, a series of actions or recommendations, or something relevant to that issue. Once this output has been agreed by the ATF the airport and its partners will take it forward to completion.

2. Project aim

To identify improvements that will make transport information more accessible to air passengers before, during and to/from their journey to the airport. This includes the airport's website, provision within the terminals and across the local transport network (DLR and Tube).

3. Output of review process

The information contained below was identified through a workshops session and subsequent dialogue between TfL, LBN, DLR and LCY.

The Airport's Website

Summary information

Two elements of the airport's website have been reviewed. This includes the 'transport strategy' and 'travel information' pages.

Review

Good

- Transport is given a strategic context by the airport
- Up to date and plenty of links provide the traveller with access to accurate information

To improve

- Strategic content needs updating with more info on the ASAS, ATF, and current interim TAP position

Opportunities Short-term

1. Update the strategy pages to provide a wider overview of LCY's approach

Opportunities Long-term

1. Maintain relationship with TfL and others through the ATF to ensure that best practice is adopted

On-airport Provision

Summary information

The airport is creating a new intelligent information system that will cover both arrivals and departures routes. Through a network of screens direct and focussed messaging will be presented to passengers throughout their airport journey.

Review

Good

- New screens being installed throughout the terminal
- Detailed information presented at Baggage Reclaim
- Information desk provides information to passengers

To improve

- Baggage Reclaim information is not overly engaging
- Information desk require a simple info source to provide to passengers
- There is an opportunity for the ATF to input to the development of the messages displayed within the terminal

Opportunities Short-term

1. Update Baggage Reclaim sites with screens that can in future be linked to the wider intelligent system
2. Produce with new travel leaflet

Opportunities Long-term

1. Via the ATF provide input to Customer Experience team regarding the transport messaging used on the screen system

The Local Transport Network

Summary information

Generally an excellent level of information presented to all users of public transport. The group have identified a number of small improvements that would enhance air passengers on their journey to the airport, as well as other public transport users

Review

Good

- Information panels presented at key locations
- Wayfinding clear at most locations
- Mix of messages presented – both technical and softer messaging that is more accessible to passengers

To improve

- Small and complicated nature of 'which platform' information at Canning Town
- Lack of 'change at Canning Town' signage on Jubilee Line

Opportunities Short-term

1. ATF to provide input to DLR screen messaging at Canning Town (this has been simplified but could it be clearer, and could it benefit from extra screens?)
2. Work with TfL / Tube to add LCY to Jubilee Line map within the carriage

Opportunities Long-term

1. DLR and TfL to maintain a consistent approach to consulting LCY on passenger travel information issues
2. Consider the installation of additional flight information panels across the network

4. Actions & Recommendations

Extracting the relevant information from the table above the following actions and owners have been identified;

Short Term Opportunities		Owner	Tmeframe	LCY Costs
1	Update the strategy pages of the LCY website to provide a wider overview of LCY's approach	LCY	Feb 2016	Nil
2	Update Baggage Reclaim information sites with screens that can be linked to wider system	LCY	Feb-Mar 2016	£25k
3	Provide Terminal Information Desk with new travel leaflet	LCY	Feb 2016	£5k quarterly
4	Consider ways of improving the 'which platform' screen information at Canning Town	DLR ltd	June 2016	TBC
5	Add LCY to Jubilee Line map within the carriage	TfL	June 2106	TBC
Longer Term Opportunities		Owner	Tmeframe	LCY Costs
6	Maintain a relationship with TfL and operators including DLR to ensure that the passenger information provided on the LCY website is of a high standard.	LCY	Annual review with TfL	TBC
7	Consider how a 'best practice' passenger information model can be created that can then be shared with the airport's airlines	LCY	July 2016	TBC
8	Via the ATF provide input to transport messaging that Tbc will be used on the airport's new passenger information screen system	ATF	TBC	TBC
9	DLR and TfL to maintain a consistent approach to consulting LCY on passenger travel information issues	DLR Ltd & Tfl	Ongoing	TBC
10	Consider the installation of additional flight information panels	ATF	Sept 2016	TBC

5. Monitoring progress

Progress against the actions above will be monitored at the ATF via either a verbal or written update.

6. Timings

This paper will be submitted to the ATF for consideration at the February 2016 meeting. It is recommended that actions 1-5 are progressed on an ongoing basis from February 2016. And that actions 6-10 are progressed at the relevant time.

WORKING GROUP: LOCAL MINICAB OPERATIONS AND THEIR IMPACT RECOMMENDATIONS REPORT MARCH 2016

1. Background

The Airport Transport Forum (ATF) brings together key stakeholders to progress relevant surface access issues – either on a strategic level through offering guidance to the airport's Surface Access Strategies, Transport Objectives and Travel Plans, or practically through collaboration on specific initiatives. These initiatives are chosen by the ATF from the Transport Objectives and are delivered through a Working Group format where relevant partners from the ATF work together to address that specific issue. A project scope is agreed at the outset and the group then works towards the

anticipated solution – this could be a report, a series of actions or recommendations, or something relevant to that issue. Once this output has been agreed by the ATF the airport and its partners will take it forward to completion.

2. Project aim

There are three aims to this activity;

- 1) To monitor reported nuisance complaints from local residents regarding minicab operations
- 2) To assess the impact of these operations, and,
- 3) To recommend what appropriate steps of redress should be taken.

3. The impact of minicab operations - current position

A number of complaints have been received by both the airport and by the London Borough of Newham that indicate that the antisocial behaviour of minicab drivers are causing disturbance to local residents. These minicab drivers are parking in local streets while awaiting a fare, or potential fare, from an airport user. The nature of the complaints includes leaving engines running, playing loud music, littering, etc.

4. Assessing the situation

To quantify and better assess the level of nuisance local residents

were asked to keep track of when incidents occurred. These would identify particular issues, locations or times, and enable the group to fully assess the issue and develop the relevant remediation.

Led by the London Borough of Newham residents were asked to complete these questionnaires. However, at the end of this period none were returned.

It was also noted that residents were generally resistant towards LBN increasing their ability to move vehicles on by creating a controlled parking zone.

5. Recommendations & Actions

In considering the results presented by local residents the airport and London Borough of Newham decided that due to the low level of complaints recorded through the questionnaires and the lack of interest in a controlled parking system meant that no immediate action should be taken.

It was agreed that the airport contact all minicab operators highlighting the importance of good behaviour and the need to maintain good relationships with the local community. In response to this Addison Lee attended the airport to speak to their drivers about this issue.

At the same time the London Borough of Newham and the airport will continue to; monitor the situation, meet and engage with local residents and record the number of complaints, and to act if these indicators require further action to be taken.

Actions	Owner	Tmeframe	LCY Costs
1	LCY to write to all minicab operators reminding them of the need to act as good neighbours	Ongoing	Nil
2	LBN and LCY continue to monitor the number of focus of complaints.	Ongoing	Nil
3	Convene an annual meeting to review complaints received and decide upon next steps.	Annually	Nil
4	The ATF should have two distinct roles in this issue. Firstly to discuss complaints received, and if required re-examine the issue. Secondly, the group should discuss the longer term implications that products such as Uber will have on minicab operating practices.	ATF sessions	TBC

6. Monitoring progress

Progress against the actions above will be monitored at the ATF via either a verbal or written update.

7. Timings

It is recommended that LCY progress action 1 immediately. Action 2 should be progressed on an ongoing basis to maintain a watching brief on the situation. Action 3 will be driven by LBN and the frequency of complaints that receive. Action 4 will be progressed through the inclusion of local minicab operations as a standard agenda item at future ATF sessions.

WORKING GROUP: LOW CARBON TRANSPORT INFRASTRUCTURE

Recommendations Report February 2016

1. Background

The Airport Transport Forum (ATF) brings together key stakeholders to progress relevant surface access issues – either on a strategic level through offering guidance to the airport’s Surface Access Strategies, Transport Objectives and Travel Plans, or in this instance, practically through collaboration on specific initiatives. These initiatives are chosen by the ATF from the Transport Objectives and are delivered through a Working Group format where relevant partners from the ATF work together to address that specific issue. A project scope is agreed at the outset and the group then works towards the anticipated solution – this could be a report, a series of actions or recommendations, or something relevant to that issue. Once this output has been agreed by the ATF the airport and its partners will take it forward to completion.

2. Project aim

To complete a high-level review of the low carbon transport aspirations and strategies of LBN, TfL and the GLA and use that to inform the LCY approach to the issue. This will not be a ‘technical’ piece of work, instead it will be an interactive and collaborative project that brings together members of the ATF to provide their thoughts and expertise on this issue. Specifically the following aspects will be considered;

- Aspect 1: Longer term aspirations of each organisation to support the use of low carbon forms of vehicular transport (cycling and walking are not covered in this exercise)
- Aspect 2: Relevant monitoring processes adopted across each organisation
- Aspect 3: Suitable funding streams that may exist to bring forward low carbon solutions
- Aspect 4: A suggested approach for the ATF to understand the low carbon requirements that may be placed on the airport over the coming years

3. Output of review process

Introduction:

A workshop session was held with representatives of the GLA, TfL, LBN and LCY on the 2nd February 2016. Initial discussion focussed around the airport’s surface access strategy and the role of the ATF, including how the outputs of the session are taken forward by the ATF. Following that the group discussed the low carbon transport ambitions of each organisation – the key points of which are captured below.

General summary;

Issues of air quality are seen as important by all parties, and as such the need to reduce emissions associated with public transport and ground vehicle movements is key. This is reflected in the current mayoral priorities, but also seen as a key issue for the leading mayoral candidates. In a wider sense if air quality and carbon reduction targets are to be met there needs to be a significant change in transport provision and travel behaviours. The subsequent delivery plans set by the GLA and TfL are ambitious but reflect the need to be bold if this shift in behaviour is to be achieved.

The airport has a role to play as a transport hub. With around 30% of passengers accessing the airport by black taxi (10%), minicab (14%) and private car (6%) there’s an opportunity for the airport to support the GLA’s and TfL’s aspirations. From a practical sense the airport offers a location that many black taxi’s can access easily as part of their daily activities – either those operators that remain in the Newham area, or those drivers that pick up a fare from the airport in the early morning on their way into the City. Offering a combination of standard charging points for use by passengers and staff, alongside rapid charging points for commercial vehicles could make the airport a key point in the London charging network. Furthermore, the provision of charging infrastructure for black taxi or other private hire vehicles will ensure that the airport continues to provide the range of transport connections that air passengers require.

Aspect 1: Longer term aspirations;

GLA & TfL

Both organisations have made a strong commitment to support the development of low carbon technology;

- By 2018 all new black taxis will be zero emission capable (including hybrid options)
- By 2020 all new minicabs (including chauffeur services) will need to be zero emission capable
- By 2020 all single deck buses will be electric (work continues to explore hydrogen as a fuel source)
- By 2018 there will be 150 rapid charging points, 90 will be provided for taxis
- By 2020 this will have increased to 300
- The expectation is that 50% of the taxi fleet will be electric by 2020

London Borough of Newham

A controlled parking zone is likely to be introduced across the Borough in 2016 (subject to member approval). Included within this scheme will be the provision of additional electric vehicle charging points (current commitment is that these will be within a 10 minute walk of all residents, as well as charging points for Car Clubs).

The Council have received feedback from residents that states they cannot purchase an electric vehicle due to the lack of charging points.

London City Airport

The airport has a defined approach to reducing its air quality and carbon emissions through action plans for both issues (click here to view both action plans on the LCY website). Alongside this the draft airport surface access strategy (ASAS) provides an overview of how LCY want to encourage passengers and staff to travel sustainably. This document is currently in draft form until the City Airport Development Programme has been determined (a planning inquiry begins in spring 2016) at which point the ASAS will be revised and a new longer term approach to surface transport will be agreed.

In this context LCY are keen to understand how the priorities of partners, such as TfL, GLA and LBN, can be considered and included within this new strategy document. By gaining a clear understanding of the timings of interventions as set out above the airport can plan to provide infrastructure, or the space for infrastructure, that supports the capital's low carbon aspirations.

Monitoring and measuring

As much of the focus was on longer term planning issues the monitoring and measuring of success was not covered. Instead this aspect will be discussed at a later date (see actions below).

Funding streams

At this stage it appears that funding for the infrastructure will be provided by government or by the providers themselves. Further discussion with TfL will clarify whether installation costs are to be included or covered by the land owner (subsequent discussions with TfL indicate that the current scheme includes all installation costs and may cover a recharge arrangement relating to the loss of parking spaces).

An approach for the ATF

It is suggested that the ATF support the development of additional low carbon infrastructure at City Airport. In the short term this will mean gaining a deeper understanding of what TfL are looking to deliver, and the cost and space requirements associated with it. In the longer term this means giving consideration to how low carbon transport can be best included within the updated ASAS and associated travel plans. It was noted that politically, developing a robust and potentially innovative stance on this issue would create a point of difference for City Airport, and demonstrate to the new mayor that the aviation industry is taking positive steps to address local air quality issues.

Other points for consideration

Low Emission Buses

The vehicles utilised on the two routes currently serving the airport are midway through their lifecycle and so are unlikely to be upgraded to electric vehicles in the near future. The route is also served by double-deckers which are not in the scope for electrification. To note GLA and TfL are considering whether hydrogen buses may be more suitable. Also flagged was the current trial of inductive charging technology on the route 69 from Canning Town to Walthamstow.

Freight and Fleet Services

TfL highlighted the LO City programme that encourages freight and fleet vehicles to electrify. Contact details will be provided to have a follow up conversation on this, and explore what this could mean for the airport in terms of both deliveries but also airside vehicles.

Emergency Services

Airports have traditionally stayed away from discussions regarding electric or alternative fuelled emergency service vehicles. It was interesting to hear that the Fire Service are considering a number of different options and it would be good for the ATF to hear more about this in time.

4. Actions & Recommendations

Extracting the relevant information from above following actions and owners have been identified;

Short-term Opportunities		Owner	Tmeframe	LCY Costs
1	LCY to meet TfL to discuss rapid charging programme	LCY	Feb 2016	Nil
2	Subject to TfL requirements identify locations suitable for installation of rapid and standard charging points	TfL	March 2016	Nil
3	If suitable locations can be found (locations subject to adequate power supply and the airport land use plan as per CADP) progress within installation	LCY/TfL	2106/17	Nil
4	TfL to provide a contact for their LO City programme	TfL	March 2016	TBC
5	TfL and LBN to provide further update on the trial of inductive charging technology on the route 69 bus	TfL/LBN	Ongoing	
Longer-term Activities				
6	TfL, GLA and LBN to actively include LCY in future discussions regarding the provision of charging points – both standard and rapid	TfL/GLA/LBN	Ongoing	
7	LCY to include a section within the revised ASAS focussing on electric vehicles and infrastructure	LCY	2016/17	
8	As London's charging network grows actively promote electric vehicle use by airport staff and passengers	LCY	2018	

5. Monitoring progress

Progress against the actions above will be monitored at the ATF via either a verbal or written update.

6. Timings

This paper will be submitted to the ATF for consideration at the February 2016 meeting. It is recommended that all actions are developed on an ongoing basis.