

Travel Plan

February 2011



Summary

Travel Plans are one of the ways of potentially reducing the car dependency of sites by providing information and opportunities for alternative modes of transport.

London City Airport (LCY) is fortunate in being well connected to and easily accessible by public transport to London's extensive and multi-modal transportation network, particularly since the extension of the Docklands Light Railway in 2005 to include a station at London City Airport. The modal share for passenger travel to London City Airport is excellent, and probably one of the best of any significant commercial airport in Europe.

Nevertheless improvements can always be made in reducing the impacts of the Airport's staff and passengers on the local road network, in line with LCY's Section 106 Planning Agreement, and increasing the mode share of more sustainable modes of transport. The Travel Plan outlines the methods LCY will use to achieve this.

London City Airport has appointed a Travel Plan Coordinator to produce, manage, implement, monitor and review the Travel Plan, utilising a range of initiatives, measures and marketing strategies, covering walking; cycling; public transport; car sharing and parking.

This will result in a managed, monitored and controlled travel ethos to the benefit of staff, passengers, local communities, London and the general environment.



Contents

1 INTRODUCTION	5
• Background	5
• Location and Existing Site	5
• The Airport Transport Forum and Airport Surface Access Strategy	6
• Travel Plan Scope	7
2 ACCESSIBILITY AND EXISTING TRAVEL SITUATION	9
• Access and Egress	9
Pedestrians and Cyclists	9
Public Transport	10
<i>Docklands Light Railway (DLR)</i>	10
Overview of Connections	11
<i>London Underground</i>	11
<i>Train</i>	12
<i>Bus</i>	13
<i>Taxis and Private Hire</i>	13
• London City Airport Staff Travel Patterns	14
Staff Travel by Car	15
• London City Airport Passenger Travel Patterns	16
3 OBJECTIVES AND TARGETS	19
• Objectives	19
• Targets	19
Staff Travel Targets	19
Passenger Travel Targets	20
4 TRAVEL PLAN STRATEGY	23
• Management	23
• Travel Plan Coordinator	23
• Staff Travel Strategy	23
• Marketing Strategy	24
5 SUSTAINABLE TRAVEL MEASURES	27
• On and Off-site Enhancement	27
<i>Walking and Cycling</i>	27
<i>Public Transport</i>	28
<i>Docklands Light Railway</i>	28
<i>Bus</i>	28
<i>Taxi Share</i>	29
<i>Car Share</i>	29
• Induction Packs/Seminars and Other Information Provision	29
6 MONITORING AND REVIEW	31
• Monitoring	31
• Review	32

Figures

Figure 1 Location of London City Airport p 33

Figure 2 Pedestrian & Cycle Distances p 34

Figure 3 Location of Public Access Gate Map p 35



Introduction

Background

- 1.1** On 9th July 2009, London City Airport (LCY) was granted permission to increase the number of annual aircraft movements from c.80,000 in 2006 to 120,000 (07/01510/VAR). This planning approval forms the first step of London City Airport's Master Plan, which was published in November 2006 and sets out the Airport's growth aspirations through to 2030.
- 1.2** The Travel Plan is a long term strategy and action plan that will evolve and contribute towards the Airport achieving the level of growth detailed in the Master Plan. It is a plan required by the Airport's 2009 Section 106 Planning Agreement (Part 1, Sixth Schedule), and developed to encourage passengers and staff to use sustainable transport modes to access the Airport where possible. This includes making the best use of public transport, including minimising the number of trips to and from LCY by single occupancy vehicles. For ease of use, this Travel Plan makes reference and targets for both passengers and staff. July 2009, London City Airport (LCY) was granted permission to increase the number of annual aircraft movements from c.80,000 in 2006 to 120,000 (07/01510/VAR). This planning approval forms the first step of London City Airport's Master Plan, which was published in November 2006 and sets out the Airport's growth aspirations through to 2030.

Location and Existing Site

- 1.3** LCY is located in the Royal Docks, six miles east of the City of London, Europe's major financial district, and two miles east of Canary Wharf, London's new business centre located in the Docklands. It is just half a mile from ExCeL London, the Exhibition and International Convention Centre. Existing land uses in the vicinity of the site are varied and of mixed use: there are residential, industrial and commercial areas. Figure 1 (included at the end of this document), a site location plan, shows the airport site in relation to the surrounding area and transport system.
- 1.4** The permitted and existing use of the site is as an international airport. There are two elements to the Airport; the main airport building with ancillary services and the Jet Centre that serves non-scheduled corporate aviation.
- 1.5** Traffic at LCY is controlled by a range of both day-specific and annual limits on aircraft movements as set out in condition 8 of the planning permission.

The Airport Transport Forum and Airport Surface Access Strategy

- 1.6** In line with Government policy, LCY has established an Airport Transport Forum (ATF). The objectives of the Forum, which is made up of representatives of the Airport, local authorities, regional planning bodies, transport operators, infrastructure providers, local businesses and other interested bodies, are:
- To make access to the airport more sustainable;
 - To draw up short term and long term targets for increasing the use of public transport by passengers and staff;
 - To devise an Airport Surface Access Strategy for meeting these targets to feed into the transport plan for London prepared and revised from time to time by the Mayor of London and into the local implementation plans to be prepared by the London Boroughs;
 - To monitor the implementation of the strategy.
- 1.7** The Travel Plan will work alongside the Airport Surface Access Strategy (available on the LCY website) with the Airport Transport Forum having a vital role in the development, implementation, monitoring and review of the Travel Plan.
- 1.8** The current LCY Surface Access Strategy was finalised in February 2005 and in line with Government Guidance the objectives of the strategy are to:
- Encourage the use of public transport for journeys to and from the airport (for staff and passengers);
 - Offer a choice of efficient public transport;
 - Ensure access for the disabled;
 - Ensure access for employment;
 - Contribute to regeneration.
- 1.9** These objectives are compatible with the objectives of this Travel Plan. The current Airport Surface Access Strategy now requires review and modification following the extension of the Docklands Light Railway (DLR) to the Airport which opened in December 2005. This together with a further extension of the DLR south of the river to Woolwich in 2009 has encouraged a significant shift in travel patterns to and from LCY.

Travel Plan Scope

- 1.10** A travel plan is a package of site-specific initiatives aimed at improving the availability and choice of travel modes to and from a development. It may also promote practices or policies that reduce the need for travel. Travel plans are becoming an increasingly important tool in the delivery of sustainable outcomes. They provide, together with transport assessments, a mechanism for assessing and managing access to sites. In addition, the initiatives contained within travel plans can help improve accessibility, both to and from the site, and to local amenities and services.
- 1.11** The Travel Plan considers journeys made by staff employed at the Airport and passengers and how they can be encouraged to travel to and from the site efficiently and using sustainable modes of transport.
- 1.12** This Travel Plan sets out a strategy for managing single occupancy car use for journeys to and from the Airport. This is in line with LCY's Section 106 Planning Agreement with the London Borough of Newham (LBN), which states '(the airport) shall use reasonable endeavors to agree with the council targets for managing any impacts of the airport's staff and passengers on the local road network'.
- 1.13** In addition to £50,000 paid by LCY towards a road capacity study of the local road network and impact the Airport has upon it, LCY has a commitment through its Section 106 Planning Agreement to a "Road Capacity Contribution". This contribution (of up to £190,000 index-linked) will be used by the relevant highway authority towards the cost of any mitigation works recommended by the study mentioned above. This contribution acts in line with "managing any impacts of the airport's staff and passengers on the local road network."
- 1.14** For clarity, this plan has been structured to include the following sections;
- | | |
|-------------|---|
| Section 2 – | will outline the accessibility of the site and outlines the current situation. |
| Section 3 – | indicates objectives and targets for the site. |
| Section 4 – | outlines the Travel Plan strategy including how it is managed, with marketing and consultation strategies. |
| Section 5 – | sets out the measures that have been implemented to help achieve the objectives and targets of the Travel Plan. |
| Section 6 – | outlines the monitoring methodology. |
| Section 7 – | provides a brief summary. |
- 1.15** Sections Two to Four have been sub-divided into points relating to 'Staff Travel' and 'Passenger Travel' to highlight the different measures and targets for each audience and address the requirements of the Section 106 Planning Agreement to devise a plan for each of these key groups.

Accessibility and Existing Travel Situation

Access and Egress

- 2.1** LCY is easily accessible by road via a signaled controlled junction on the A112 at its junction with Hartmann Road, which provides direct access to the Terminal Building and beyond to the Short and Long Stay Car Parks. The A112 runs east to west connecting with the A1020 just to the north of the Airport and with the A117 to the east, to the north of the Woolwich Ferry. LCY is approximately fifteen miles from the M25 to the north, access to which is via the A13 and A406/M11 and 16 miles from the M25 to the south, access via the A102/A2. There are no road access constraints.

Pedestrians and Cyclists

- 2.2** LCY is located close to a number of residential areas and there is an opportunity for staff living in these areas to walk or cycle to work. Bicycle parking is available for staff in the Short Term Car Park (14 spaces), and the Western Staff Car Park (14 spaces). Cycle parking for staff and passengers is available at the Terminal Forecourt (30 bicycle spaces and c20 spaces for motorcycles). All of the streets in the area have footways and there are pedestrian crossings at the major junctions in the area, controlled by traffic signals.
- 2.3** When assessing the accessibility of a site to local facilities, including access to public transport, an average walking speed of approximately 1.4m/s can be assumed, which equates to approximately 400 metres in 5 minutes or 3 miles per hour (mph). (Source: The Institution of Highways and Transportation publication 'Guidelines for Providing for Journeys on Foot (2000)').
- 2.4** The Institution of Highways and Transportation publication 'Guidelines for Providing for Journeys on Foot (2000)' contains guidance on the distances it is considered acceptable and desirable to expect people to walk for journeys of differing type. The table is recreated below as Table 2.1.

	Town Centres (m)	Commuting/School (m)	Elsewhere (m)
Desirable	200	500	400
Acceptable	400	1000	800
Maximum	800	2000	1200

2.5 Using the acceptable walking speed stated above and assuming an average cycling speed of approximately 9mph (three times faster than the walking speed), walking and cycling travel distances from the Airport Terminal Building are shown in Figure 2 (found at the end of this document).

Public Transport

2.6 London City Airport is easily accessible via public transport. The Airport Terminal is directly linked to the Docklands Light Railway London City Airport Station. This link connects the Airport quickly and easily with London's extensive public transport network, tube, train and bus.

Docklands Light Railway (DLR)

2.7 LCY was connected in December 2005 to London's public transport rail network via the Docklands Light Railway (DLR), which links directly into the Airport Terminal Building. The DLR was one of the first light rail systems in Britain, opening in 1987 to serve the first brownfield developments in Docklands. Since then, a number of extensions have taken place, extending the DLR to Bank, Beckton, Lewisham and in 2009 to Woolwich Arsenal via London City Airport. The DLR is now a significant railway which carries almost 70 million passengers per year¹.

2.8 There are a large number of potential public transport routes to LCY from across the London area, provided by various modes of transport. With the exception of the limited number of people who access the Airport by bus, the last stage of any public transport journey to LCY will necessarily use the DLR. The service frequency and first and last train times for the DLR at LCY are shown in Table 2.2.

Table 2.2 – Docklands Light Railway: Service Frequency and Hours of Operation – (Source: Transport for London as at 5 November 2010)			
Departure Times from London City Airport to Woolwich Arsenal (Platform 1)			
	First Train	Last Train	Frequency (Off Peak/On Peak)
Mondays to Fridays	05:15	00:59	Every 10 minutes/ 4 minutes
Saturday	05:19	00:59	Every 10 minutes
Sunday	06:49	23:59	Every 10 minutes
Departure Times from London City Airport to Bank or Canning Town (Platform 2)			
	First Train	Last Train	Frequency (Off Peak/On Peak)
Mondays to Fridays	05:33	00:18	Every 10 minutes/ 4 minutes
Saturday	05:18	00:18	Every 10 minutes
Sunday	06:48	23:18	Every 10 minutes

2.9 The LCY website includes a link to the Transport for London DLR website and also an up to date DLR route map. There are a number of options for transport to central London locations from LCY using the DLR.

London City Airport to Central London

Option 1 – via Bank

Take the Docklands Light Railway from London City Airport direct to Bank. The journey time is approximately 22 minutes and the trains run at 4.5 minute intervals (10 minute intervals off peak). The Circle, District, Northern, Central and Waterloo and City lines, as well as London Overground are also available from Bank.

Option 2 – Liverpool Street via Stratford

Take the Docklands Light Railway from London City Airport direct to Canning Town and connect with the Jubilee line to Stratford. Take an overground train from Stratford direct to Liverpool Street. The journey time from Stratford to Liverpool Street is approximately 10 minutes and trains run at 15 minutes from Stratford.

Option 3 - West End (Bond Street) via Canning Town

Take the Docklands Light Railway from London City Airport to Canning Town to connect with the Jubilee Line. The journey time to Canning Town is approximately 7 minutes and the trains run at 4.5 minute intervals (10 minute intervals off peak). The journey time from Canning Town to Bond Street is approximately 23 minutes.

London City Airport to Canary Wharf

Option 1 – Via Canning Town

Take the Docklands Light Railway from London City Airport to Canning Town to connect with the Jubilee Line to Canary Wharf. The total journey time is approximately 14 minutes and DLR trains run at 4.5 minute intervals (10 minute intervals off peak).

Option 2 – Via Poplar

Take the Docklands Light Railway to Poplar to connect with a Docklands Light Railway service to Canary Wharf. The total journey time takes approximately 18 minutes and the trains run at 4.5 minute intervals (10 minute intervals off peak).

Overview of Connections

London Underground

2.10 The DLR connects to the London Underground at a number of stations, which provides good connections to London's public transport network for travel to central and outer London.

¹ www.tfl.gov.uk 18 November 2009

2.11 The DLR connects with the London Underground (tube network) at:

Canning Town (Jubilee Line) 3 stops from LCY

West Ham (District Line, Hammersmith & City Line, Jubilee Line) 4 stops from LCY on DLR and Jubilee Line

Stratford (Central Line) 5 stops from LCY via Jubilee Line

Shadwell (East London Line) 9 stops from LCY

Bow Church/Bow Road (District Line; Hammersmith & City Line) 10 stops from LCY

Bank (Central Line; Northern Line; District Line; Circle Line; Waterloo & City Line) 10 stops from LCY

Tower Gateway/Tower Hill (District Line; Circle Line;) 10 stops from LCY

Train

2.12 The DLR also connects to London's extensive London Overground railway network at a number of stations;

Woolwich Arsenal (South Eastern Line) 2 stops from LCY on the DLR

Stratford (One Railway and London Overground) 5 stops from LCY on DLR and Jubilee Line

Limehouse (c2c Line) 8 stops from LCY on the DLR

Tower Gateway/Fenchurch Street (c2c Line) 10 stops from LCY on the DLR

Greenwich (South Eastern Line) 15 stops from LCY on the DLR, or 12 stops on the DLR and Jubilee Line.

Lewisham (South Eastern Line) 18 stops from LCY on the DLR, or 15 stops on the DLR and Jubilee Line.

2.13 The London Overground provides easy connections from destinations such as Richmond, Highbury & Islington, Camden Road or West Hamstead to Stratford, with connections on the Jubilee Line and Docklands Light Railway to London City Airport.

2.14 The c2c Line runs east from Fenchurch Street Station along the north bank of the Thames serving destinations in Essex such as Barking, Tilbury, Basildon and terminating at Shoeburyness. These services can be easily accessed by interchange at Limehouse (8 stops from LCY on the DLR) and West Ham (4 stops on DLR and Jubilee Line).

2.15 The One Railway Line provides services from Liverpool Street Station, including the Stansted Express, with services to destinations such as Ilford, Romford, Brentwood Braintree, Colchester, Stratford, Southend and Harwich.

2.16 The South Eastern Metro and MainLine is accessible via Woolwich Arsenal, Lewisham or Greenwich DLR stations and runs from Charing Cross, Blackfriars, Victoria and Cannon Street Stations. The South Eastern Lines serve stations in south London and further, including:

Dartford

Gillingham

Hayes

Sevenoaks

Ashford International

Tunbridge Wells and the Kent Coast (including Dover and Folkestone).

Bus

2.17 There are two London Transport bus services available for local journeys to and from LCY.

2.18 The 473 bus serves North Woolwich, Silvertown, London City Airport, Prince Regent, Plaistow and Stratford. The service departs every 9 to 13 minutes from the terminal forecourt. Buses operate from Stratford from 05:04 (06:11 Sunday) with the last bus at 01:14 (Monday to Sunday). First bus from North Woolwich is at 04:30 (05:39 Sunday) with the last bus at 00:16 (00:18 Sunday).

2.19 The 474 bus serves Canning Town, North Woolwich, East Beckton, East Ham and Manor Park via Silvertown. The service operates 24 hours a day with a typical peak period frequency of 10 – 13 minutes.

2.20 A further 11 bus services call at Canning Town DLR station, 3 stops on the DLR from the Airport. Buses on these routes call at a wide range of destinations including Romford (No. 5), Stoke Newington (No. 276), Bethnal Green (No. 309), Stratford (No. 241), Ilford (No. 147) and Walthamstow (No. 69), Aldgate (No. 115), East Ham (No. 300), Mile End (No. 232) and Manor Park for the Woolwich Ferry (No. 474).

Taxis and Private Hire

2.21 There is a taxi rank (for black cabs licensed by the Public Carriage Office) directly outside the Terminal Building.

2.22 Private mini cabs are based off-site and passengers and staff are able to pre-book this service.

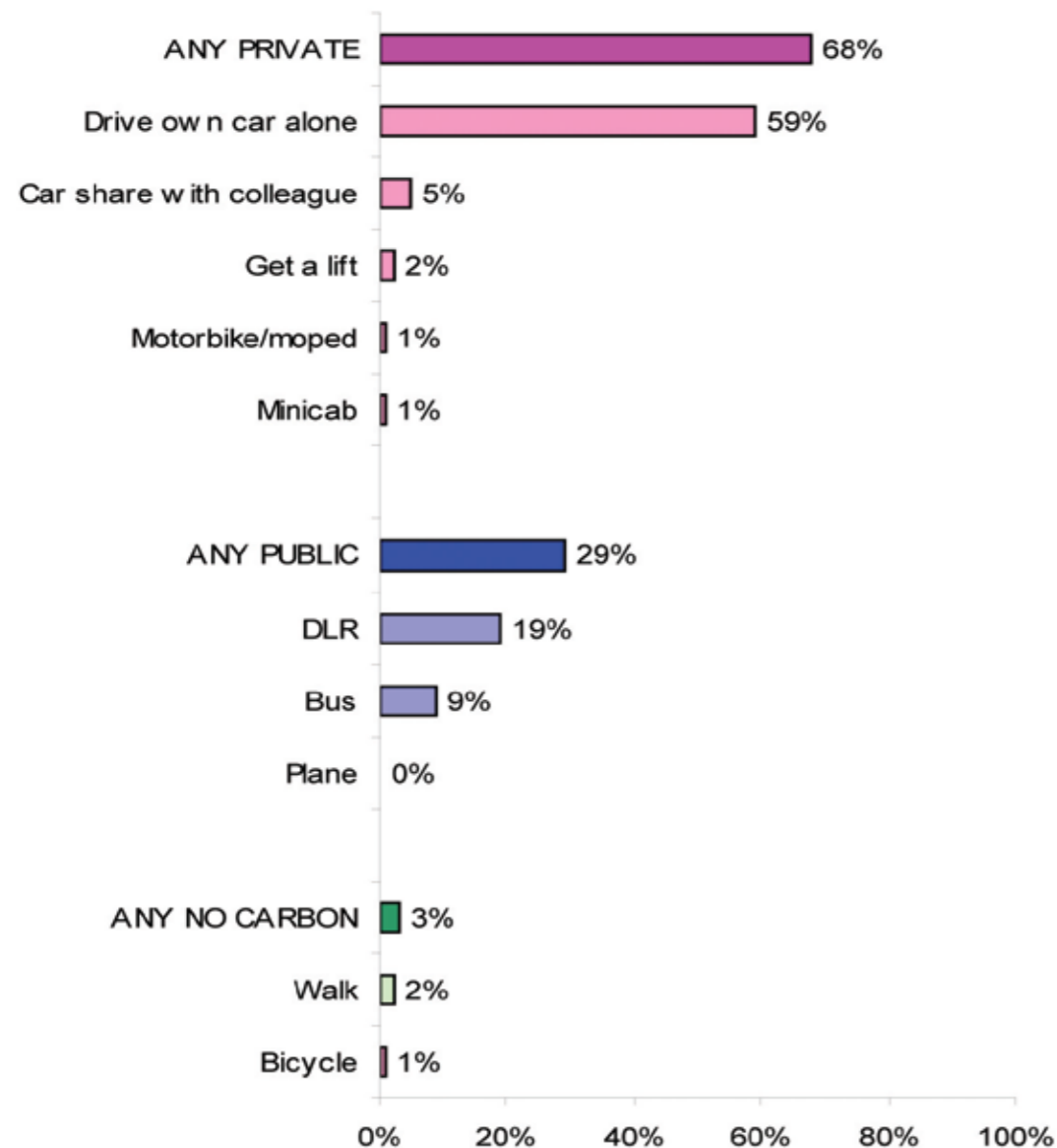
2.23 A chauffeur service is based on-site in the Airport Terminal.

2.24 Car rental companies are based onsite, outside the terminal, for passengers wishing to hire a car.

London City Airport Staff Travel Patterns

- 2.25** There are currently just over 2000 employees working on-site at LCY. There are a number of modes of travel available to these employees and the Airport provides facilities to support these methods.
- 2.26** In the development of this Travel Plan, London City Airport conducted a Staff Travel Survey in October 2009. This survey was undertaken by an independent market research company and yielded responses from approximately 40% of all staff on-site.
- 2.27** One of the key results of the Staff Travel Survey is the normal transport mode share for staff. These results are shown below in Chart 2.1.

Chart 2.1 – Staff Last Mode of Transport Normally Used
(Source, LCY Staff Travel Survey, October 2009)



- 2.28** At December 2009, LCY Ltd itself directly employed 403 people of the c.2000 working on-site at LCY.
- 2.29** Approximately 60% of employees working on the Airport site work shifts, which generally fall between the hours of 05:00 and 22:45. Shift workers employed by LCY Ltd work in the departments of Customer Services, Airfield Operations, Aviation Security, Ramp Services, Airport Fire Service and the Jet Centre.
- 2.30** Most staff are unable to access LCY for early shifts by public transport due to the commencement of their shifts generally being before public transport begins operating.

Staff Travel by Car

- 2.31** According to the 2009 Staff Travel Survey, 59% of staff drive to work by private car alone.
- 2.32** LCY Ltd provides an annual car parking pass to its employees within the staff remuneration package. There are currently 281 parking spaces available to staff in the main car parks adjacent to City Aviation House, 10 in the terminal staff parking area (commonly known as “the triangle”) and 52 in the western end car park. These spaces are available to the employees of all companies operating onsite at London City Airport. LCY Ltd makes a charge to other companies on site for car park passes, who then supply to their staff at the cost to their company.
- 2.33** There is currently no car share programme at LCY, although some staff do share lifts to work. The 2009 Staff Travel Survey indicated that 5% of staff normally car share with colleagues.

Staff Travel by Public Transport

- 2.34** The numerous options for staff to travel to LCY via public transport are outlined in section two.

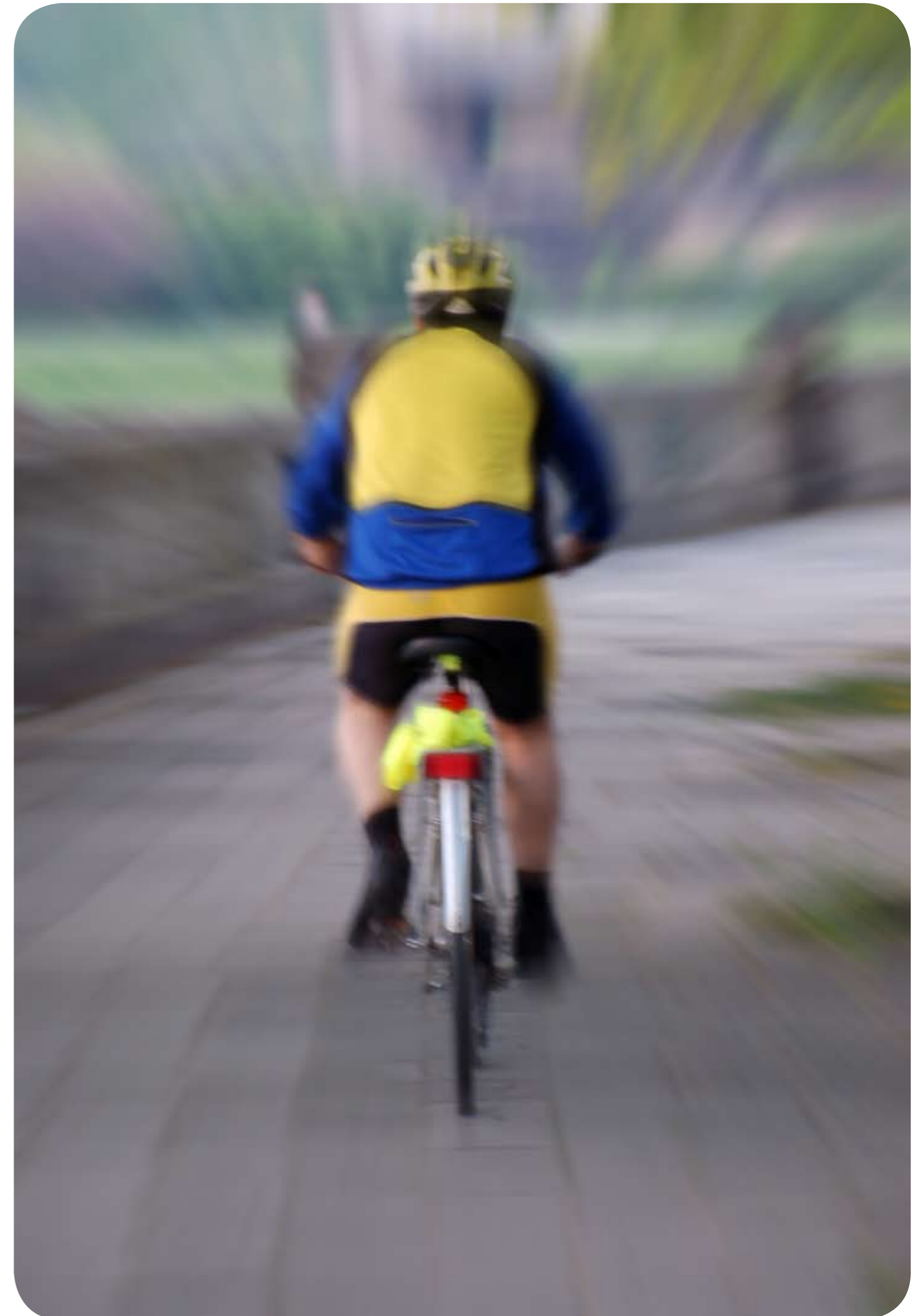
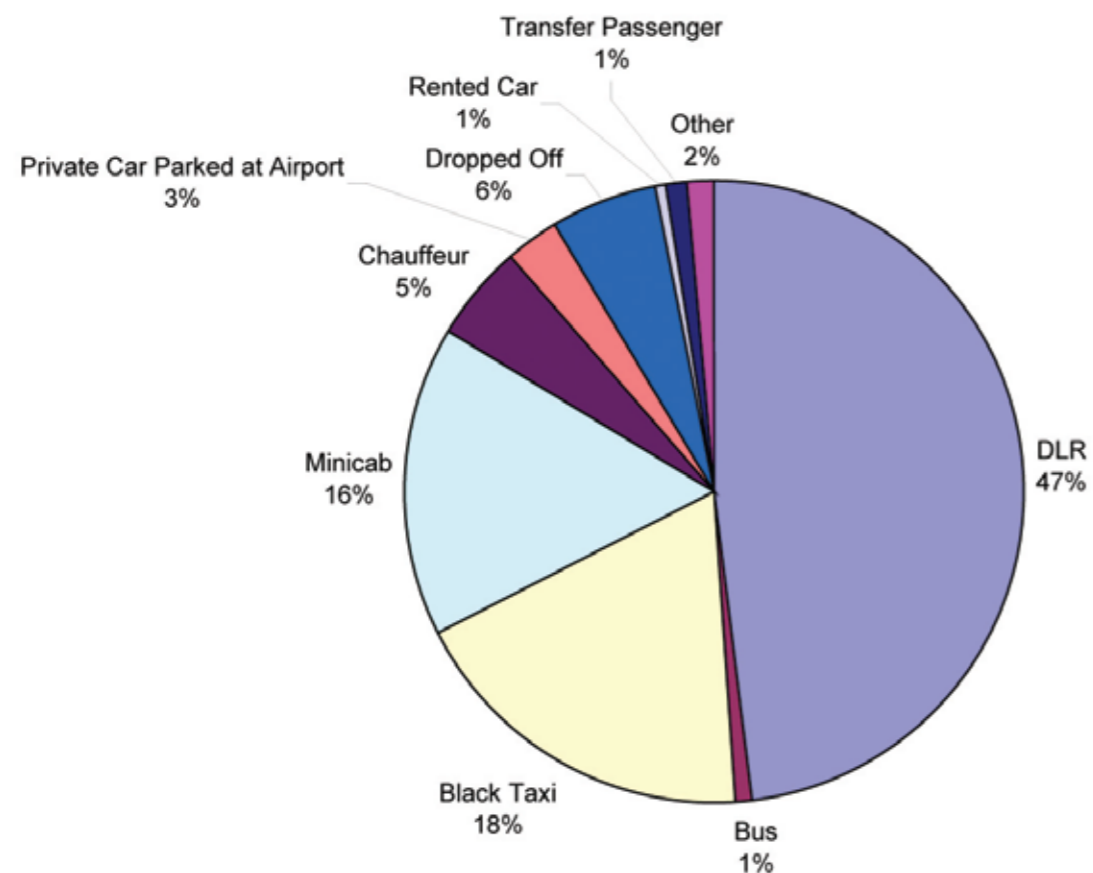
Staff Travel by Walking and Cycling

- 2.35** Bicycle racks are available for staff use at the terminal forecourt under the DLR (30 spaces). During 2010, new bicycle cages were installed for staff use in the short stay and western end car parks, each with 14 cycle parking spaces. Showers and changing facilities are available in City Aviation House, Ramp Services Department (Ledger Building), Airport Fire Station and Jet Centre for use by LCY Ltd employees who cycle to work.
- 2.36** LCY is easily accessible by foot via Hartmann Road (from Albert Road) or via the access gate to the terminal forecourt from Newland Street in Silvertown. The location of the public access gate is shown in Figure 3 at the end of this document.

London City Airport Passenger Travel Patterns

- 2.37** LCY undertakes passenger satisfaction research over two week period, on a quarterly basis with a minimum sample size of 250 passengers. As part of this research, passengers are asked to provide their last mode of transport to the Airport. The results of the 2009 survey are summarised in Chart 2.2.
- 2.38** The results of this survey show that 66% of passengers currently travel to the Airport by public transport (including licenced black taxis), and that only 3% travel by private car parked at the Airport. The DLR is the most commonly used mode of transport for passengers, with 47%, followed by 18% of passengers using black taxis.
- 2.39** Licenced black taxis perform an important role as a public transport provider by reducing the passenger's reliance on the private car. They are particularly useful for passengers using the Airport from Central London and Canary Wharf because they are not restricted to a timetable or constrained by fixed routes. There are no direct DLR services between LCY and Canary Wharf at the time of publication of this document.
- 2.40** Further data regarding the use of taxis from the Airport was recorded during surveys undertaken at the pick-up zone outside of the Airport in September 2010. These surveys recorded that the average occupancy rate for taxis departing from the Airport is 1.46 passengers (excluding driver).

Chart 2.2: Passengers' Last Mode of Transport (%), 2009



Objectives And Targets

Objectives

- 3.1** This Travel Plan is primarily aimed at reducing the dependence of London City Airport employees on travel to and from work by single occupancy car, managing any impacts of LCY staff and passengers on the local road network (S.106 Sixth Schedule, Part One 3 (c)) and to continuing to promote the use of sustainable modes of transport to LCY passengers.
- 3.2** Therefore the main objectives of this Travel Plan are:
- To increase employee and passenger awareness of and access to sustainable modes of travel;
 - To facilitate access to appropriate travel information for employees and passengers;
 - To reduce the impact of the site on the local highway network;
 - To reduce unnecessary or unsustainable use of the car for the journey to and from the site.

Targets

- 3.3** The existing travel patterns for staff and passengers are significantly different and therefore, the Travel Plan targets are different for each group. This section has been divided into targets relating to staff travel and targets aimed at passenger travel.

Staff Travel Targets

- 3.4** As detailed in Section 2 of this document, there are currently about 2,000 employees working at the Airport. The 2009 Staff Travel Survey shows that approximately 59% of staff drive a private car alone to work.
- 3.5** The target for staff travel is to restrict the number of staff driving to the site by single occupancy car to existing car borne levels. Therefore, as the number of staff working at the Airport increases, the percentage that drives to the site should reduce. On the assumption that the number of staff will grow uniformly, the target mode share for staff driving to LCY each year by single occupancy car is shown in Table 3.1.



Year	Modal Share
2009	Base
2011 ²	-10%
2012	-17%
2013	-23%

Passenger Travel Targets

- 3.6** The proportion of passengers that drive and park at LCY is very low (3%), as shown in Chart 2.2. Therefore, whilst the Airport will continue to promote the use of non car modes of travel to and from the site, it will be difficult to achieve significant changes to the level of passengers that currently travel by this mode. However, London City Airport will continue to monitor car park charges on-site at the Airport to endeavour to encourage Airport passengers to use public transport wherever possible. LCY will report changes to its car park charges with the London Borough of Newham and the Airport Transport Forum when reporting on the performance of the Travel Plan. Airport car park charges will also be considered against the backdrop of local parking arrangements to ensure that local residents are not negatively impacted by increased passenger parking charges on-site.
- 3.7** LCY is committed to increasing the proportion of passengers arriving by public transport, including the DLR. It is anticipated that the DLR capacity and service enhancements which are planned will encourage a further increase in the proportion travelling by DLR. A corresponding reduction in car and taxi use is therefore expected. A £2,500,000 contribution towards the DLR improvements from LCY as set out in the Section 106 Planning Agreement and the encouragement of airlines to promote the DLR onboard flights are the first steps to supporting a further increase in DLR by Airport passengers.
- 3.8** LCY will closely monitor the passenger mode share and this will form an integral part of the Travel Plan monitoring process. This will report the proportions of passengers travelling by each mode, enabling the anticipated increase in public transport and reduction in private transport modes to be recorded.

² After review by the London Borough of Newham and subsequent updates by London City Airport, this Travel Plan was approved in early 2011. Following approval, the Airport is required through Section 106 Planning Agreement to implement the measures of the Travel Plan within six months. The first Staff Travel Survey following implementation of the Travel Plan measures therefore will take place in 2011 after these six months have passed.

- 3.9** There are several reasons why some passengers cannot use public transport for their journey to and from the Airport. These include the amount of luggage they may have, no available public transport options from their origin/to their destination and passenger disabilities. London City Airport will continue to provide parking subsidies for passengers with disabilities.
- 3.10** After the DLR, the second most popular mode of passenger travel to and from the Airport is taxi. The typical occupancy of taxis travelling from the Airport is 1.46 passengers. The increase in passengers as a result of the 2009 planning approval may increase demand for this mode of travel in the coming years, particularly in the absence of a direct DLR service between LCY and Canary Wharf.
- 3.11** The Travel Plan target for passengers aims to increase the efficiency of this mode of transport by increasing the occupancy of taxis travelling to and from the Airport at peak times. A minor but useful improvement can be achieved if LCY were to gain permission from the Public Carriage Office to run a taxi share scheme.
- 3.12** While LCY is not currently convinced that a taxi share scheme is in the interests of passenger comfort, safety or security, it will continue to monitor this situation and the level of demand. Research into demand for this service has been gauged through special questions included in the Airport's regular passenger satisfaction research. Feedback from these special questions was received in July 2010 and will be discussed with the London Borough of Newham and Airport Transport Forum, to which the Public Carriage Office is invited.
- 3.13** Taxi occupancy rates will be monitored by LCY.
- 3.14** The measures that will be implemented to achieve these targets are detailed in Section 5.

Travel Plan Strategy

Management

- 4.1** LCY Ltd as the owner and operator of the Airport is responsible for the existing and ongoing management of the site and as such will be responsible for the production and implementation of the Travel Plan.

Travel Plan Coordinator

- 4.2** The main element of the proposed management structure for the Travel Plan is the appointment of a Travel Plan Coordinator to oversee all elements of the Travel Plan.
- 4.3** The Travel Plan Coordinator is an existing staff member employed by LCY Ltd who has taken on the role as part of their job. The Coordinator has the full support of senior management with regards to the implementation of the Travel Plan. The staff member has skills and knowledge relevant to this responsibility, participating in regular Transport for London Travel Planning Conferences. This level of skill and training will enable the Coordinator to produce, implement, monitor and update a high quality Travel Plan.

Staff Travel Strategy

- 4.4** LCY Ltd is directly responsible for the c400 people it employs at the Airport which is approximately 20% of the total workforce currently employed on-site. Every person employed at the Airport is subject to the Travel Plan. The Travel Plan Coordinator is responsible for providing information regarding the Travel Plan to other companies on site.
- 4.5** Each individual employer (55 in total) with staff at the Airport will be encouraged to take part in the Travel Plan process and where practical would appoint a member of staff at the Airport to be the point of contact with the site wide Travel Plan Coordinator. This staff member will be designated as a Travel Plan Champion within each organisation. Any new or renewed lease arrangements will include a clause requiring that tenants liaise with the Travel Plan Coordinator, adhere to the Travel Plan and agree to participate in, and promote, travel surveys.
- 4.6** The responsibilities of the Travel Plan Coordinator include providing the interface between all parties on the site, reporting to the local authority, and monitoring the progress being made towards site-wide transport objectives and the provision of sustainability measures.
- 4.7** The first task in the development of this Travel Plan has been to undertake a comprehensive and robust Staff Travel Survey (October 2009).



4.8 The Travel Plan Coordinator is responsible for all aspects of the site-wide Travel Plan and their primary functions include:

- Promotion of sustainable transport measures to employees;
- Liaison and cooperation with the local planning, highway authorities and with local public transport operators;
- Liaison and cooperation with other Travel Plan Coordinators located in the area in order to coordinate efforts, measures and initiatives. There is potential for synergy with regards to area wide Travel Plan networks;
- Overseeing the Travel Plan Champions of other companies onsite at the Airport;
- Promotion of the objectives and benefits of the Travel Plan;
- Organisation and undertaking of the required travel surveys;
- Maintenance of all necessary systems, data and paperwork; including a car share scheme (if found to be an appropriate measure);
- Acting as the point of contact for information and exchange of ideas;
- Establishing a Working Group from members of the Airport Transport Forum, which includes staff representatives from each of the 55 employers at the Airport, the local planning and highway authorities and local public transport operators. This group would aid in the development, implementation, monitoring and review of the Travel Plan.
- Monitoring the achievements and performance of the Travel Plan and reporting back to the senior management of LCY Ltd; the Working Group; and Airport Transport Forum.

Marketing Strategy

4.9 Different methods of marketing the Travel Plan are employed to maximise the impact of the different measures to be implemented, including providing appropriate sustainable transport information.

4.10 Methods used and planned for disseminating information include:

- Payslips;
- Staff briefings;
- Staff notice boards and information points;
- Induction packs/seminars;
- Staff Training;
- "The Chronicle" - the Airport staff newspaper;
- London City Airport Website and Intranet;
- Staff Association;
- LCY Employers' Forum;
- Airline Operators Committee;
- Provision of information on ID pass forms.





Sustainable Travel Measures 5

- 5.1** To help facilitate and promote the use of sustainable modes of transport for journeys to and from the Airport and manage the impacts of the LCY's staff and passengers on the local road network, a variety of measures will be implemented. The measures outlined below are proposals only and will evolve through discussions between LCY Ltd and the relevant Local Authorities.
- 5.2** Changes, where reasonable and achievable, will also be made in response to results of the 2009 Staff Travel Survey and future Staff Travel Surveys.
- 5.3** The list is by no means exhaustive. The actual measures implemented by employers may vary between employers because of the varying nature of their businesses, type and number of employees, and financial ability to implement certain measures.
- 5.4** The regeneration agenda in Newham also encompasses job creation and initiatives designed to encourage people to live and work locally as part of the Sustainable Communities Agenda.
- 5.5** For the purpose of this plan, suggested measures have been focused on staff travel, with passengers benefiting from the improvements made to public transport and site enhancements.

On and Off-site Enhancement

Walking and Cycling

- 5.6** As part of the Travel Plan the environmental and health benefits of walking and cycling to work will be emphasised to staff, e.g. promotion of the '10,000 steps a day campaign'.
- 5.7** The formation of walking and/or cycling clubs will be considered, which will encourage staff to walk and/or cycle together for commuting as well as leisure purposes either during the working day (journey to work, lunchtimes) or out of work hours.
- 5.8** The Travel Plan Coordinator will investigate possible discounts for employees with local cycle shops and the potential for holding cycle maintenance workshops with local cycle shops.
- 5.9** The Travel Plan Coordinator will encourage employers to offer their employees an interest free loan for the purchase of a cycle and relevant safety equipment. LCY currently operates a 'Cycle to Work' scheme in partnership with Halfords Cycle shop.
- 5.10** The 2009 Staff Travel Survey shows that approximately 67% of all staff on-site are aware of the cycle parking facilities and 46% are aware of the showering and changing facilities. Staff showering and changing facilities are currently provided only by LCY Ltd. The Travel Plan Coordinator will encourage employers on-site to make arrangements for their own staff welfare in regard to the availability of showering and changing facilities.

5.11 Cycle routes and other cycling information will be provided on notice boards and in induction packs.

5.12 Surface access improvements to the Airport for pedestrians and cyclists in the surrounding transport network will be considered and discussed with the relevant local authorities. Such improvement could enhance the role of walking and cycling as important modes of travel for airport employees who live in the surrounding area.

Public Transport

5.13 LCY is easily accessible to London's integrated public transport system.

5.14 Contact numbers and web details for the various transport providers and services (e.g. DLR, London Underground, TfL, National Rail Enquiries) as well as light rail, tube, rail and bus timetables and route maps and local taxi company details will be prominently displayed on notice boards. This information is also available at the terminal information desk.

5.15 LCY Ltd introduced the provision of season ticket loans to its employees from summer 2007. The Travel Plan Coordinator will encourage all employers at the Airport to offer their employees the provision of season ticket loans where possible.

5.16 The London City Airport Master Plan states that public transport should operate earlier to enable shift workers to arrive at the Airport in time for a 05.00hrs start. The Travel Plan Coordinator will investigate the possibility of this with public transport operators.

Docklands Light Railway

5.17 The extension of the DLR in 2005 to LCY has resulted in this mode of transport becoming the second most used mode of access to the Airport for staff after private car (19%, 2009), and the most popular mode for passengers travelling to the Airport (47%, 2009). The further DLR extension in 2009 to Woolwich Arsenal has given staff and passengers south of the river access to the Airport.

5.18 Upcoming developments to the DLR network include the introduction of a three-car service for all major routes, due to be completed in 2011. An extension to Stratford International is also being introduced in 2011, providing a direct link between London City Airport and Stratford International Station.

5.19 Through the Airport's Section 106 Planning Agreement, it is required to contribute the sum of £2,500,000 to the Council towards the cost of providing DLR service enhancements.

Bus

5.20 Bus route 474 is a 24 hour service, which provides a link to the 24-hour bus network. The network has a fairly significant coverage of the areas of East London where some airport shift-workers are likely to live.

5.21 As part of LCY's Section 106 Agreement with the London Borough of Newham, the Airport in 2009 paid £20,000 towards the improvement of local bus services to serve the Airport. LCY welcomes information on the precise nature of service enhancements and improvements to infrastructure that are forthcoming.

Taxi Share

5.22 LCY will continue to monitor the demand for a taxi-share scheme. The Airport is not currently convinced that a taxi-share scheme is in the best interests of its staff and passengers in regards to safety and security.

Car Share

5.23 A car share scheme is an effective way to reduce single-occupancy car trips made to the workplace.

5.24 The Travel Plan Coordinator will set up an informal car share database for all employees of LCY. This could be opened up to include the employees of surrounding developments.

5.25 An effective car share scheme necessarily includes the provision of a Guaranteed Ride Home Scheme (GRHS) in the event that a ride falls through and alternative modes of transport are not available, or an employee needs to return home quickly in the event of an emergency. This may simply involve the provision of subsidised (free or partial) taxi or public transport for the stranded employee.

Induction Packs/Seminars and Other Information Provision

5.26 Induction packs are provided on commencement of employment to new employees. They contain information on public transport services close to the employee's home and other measures for encouraging use of non-car modes of travel, in line with LCY's Section 106 Planning Agreement commitment.

5.27 The provision of information of alternatives to the car is an important aspect of travel plans and can be easy to deliver to employees via a number of media e.g. email, circulation with payslips, intranet etc. All employers and employees will receive the packs which will contain the following information:

- A summarised version of the Travel Plan document, that sets out the purpose and benefits etc;
- Timetables and route maps for public transport if available from TfL;
- Contact numbers and website details for transport providers and services (e.g. DLR, London Underground, TfL, National Rail Enquiries);
- Local taxi company details;
- Cycling and walking maps for the local area if available from TfL; and
- Web details for any community travel sites and Community Forum sites.

5.28 Public transport and other travel related information will also be displayed prominently within the Airport and will be added to displays in communal staff areas by the Travel Plan Coordinator.

Monitoring And Review

Monitoring

- 6.1** The LCY Travel Plan Coordinator will monitor the travel behaviour of employees and passengers on a regular basis. The exact form that this monitoring will take will be discussed with the London Borough of Newham although it is proposed that passenger travel will continue to be monitored as a part of the Airport's regular passenger survey programme.
- 6.2** The Travel Plan will be monitored annually on the anniversary of the initial employee baseline travel survey. This baseline survey represents the start of the travel plan for monitoring purposes and is known as Year 0.
- 6.3** The standard employee questionnaire requests the following information:
- origin and destination postcodes (full if known);
 - main mode to work – form of travel used for the greatest amount of time,
 - final mode into work – the last form of travel used before arriving at the site,
 - first mode out – the first form of travel used when leaving work;
 - main mode out - form of travel used for the greatest amount of time;
 - car parking location (if applicable);
 - if the employee has a disability affecting their travel to work; and
 - the reasons staff who travel to work by car choose this mode of travel
 - measures that would encourage the use of non car modes of transport and car sharing.
- 6.4** Additional monitoring of the following is also useful to judge whether the implementation or proportion of certain measures needs to be modified. These factors should be monitored on a constant basis:
- the level of usage of cycle stands;
 - the level of usage of motorcycle parking;
 - demand for additional cycle and motorcycle parking facilities;
 - the take up of the car sharing scheme;
 - taxi occupancy levels
 - comments received from employees relating to the operation and implications of the Travel Plan.
- 6.5** The results of any monitoring will be reported back annually and discussed with Officers of the London Borough of Newham. Where necessary the Travel Plan targets will be reviewed and measures amended to help achieve the targets.



Figures

Review

- 6.6** Reviewing the Travel Plan will occur at two levels. The first is a basic review of targets and measures, which will occur in 2011 and 2012. These monitoring surveys will show whether targets are being met and whether the measures implemented are having the desired effect on employee and passenger travel.
- 6.7** The second level involves the Travel Plan Coordinator undertaking a full and comprehensive review of the Travel Plan in 2013. This review may involve updating the Travel Plan document to account for future growth at the Airport proposed in the Airport's Master Plan. The review will consider changes to transport availability, staffing changes, changes in travel patterns, and revisions to targets and measures.



Figure 1: Location of London City Airport

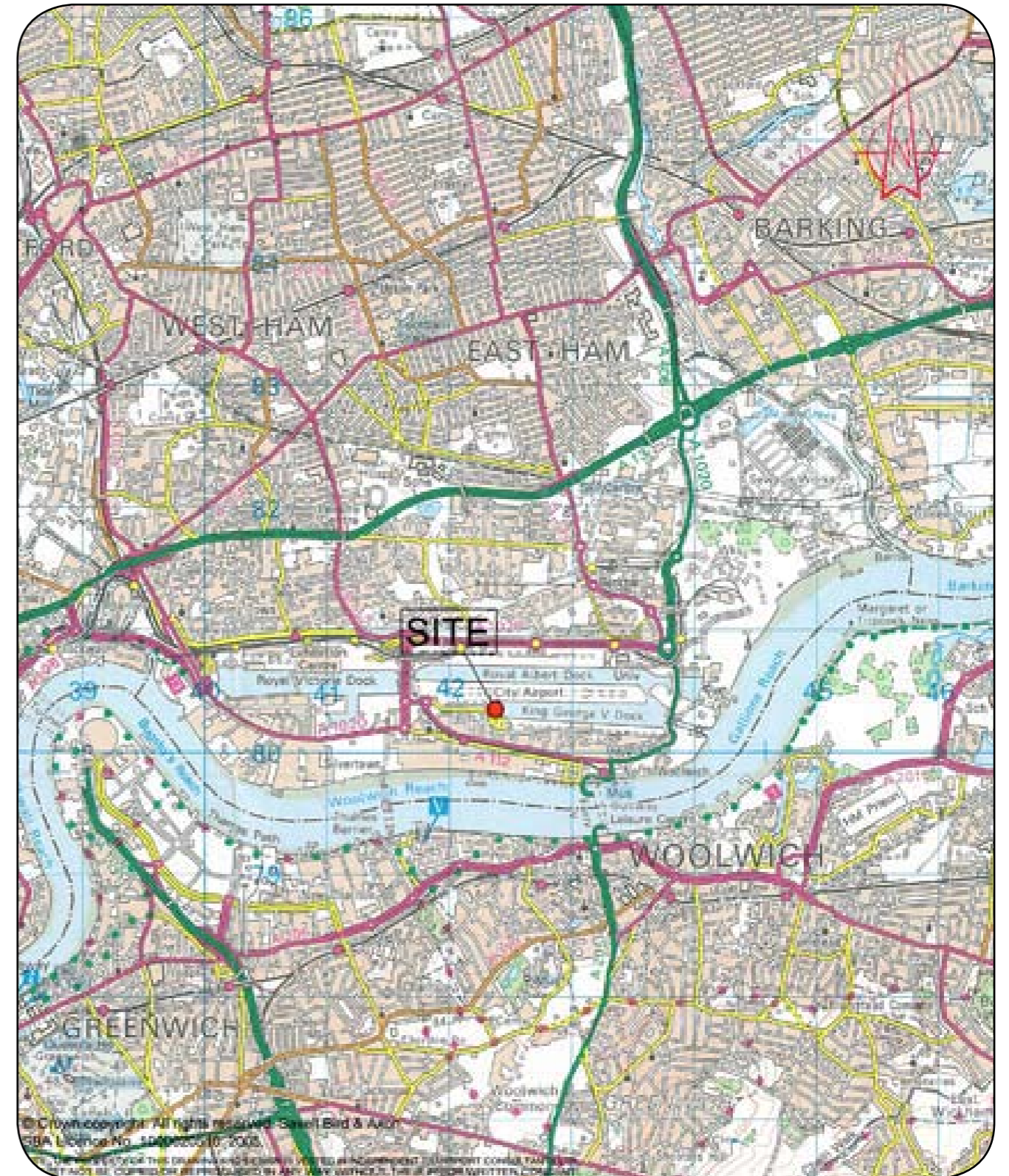


Figure 2: Pedestrian and Cycle Distances

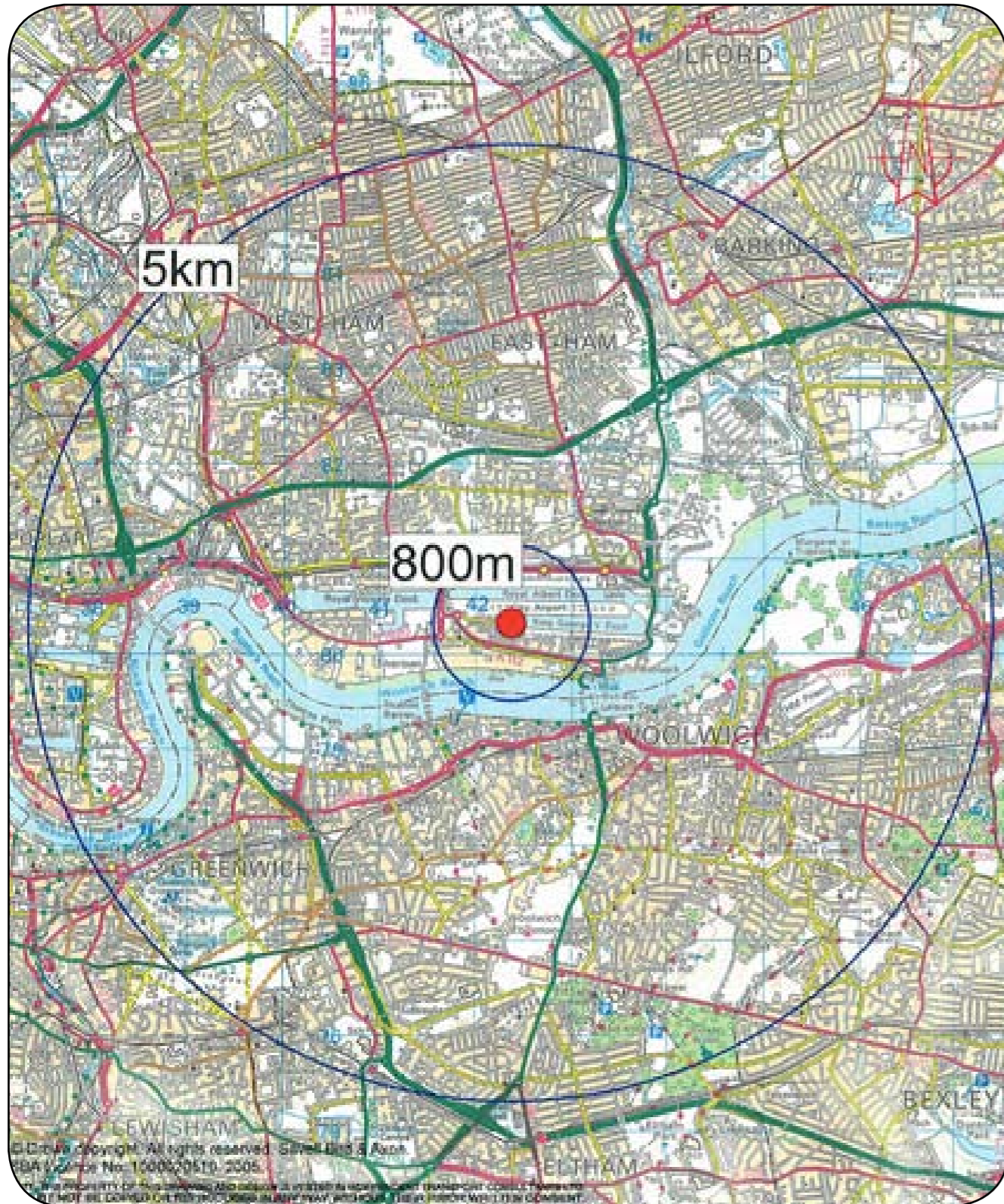



Figure 3: Location of Public Access Gate Map



Appendix A


London City Airport Staff Transport Survey 2009 Questionnaire Distribution and Response

The Staff Travel Survey 2009 was distributed to both London City Airport Ltd employees and employees of external companies by the Helen Lancaster Research Company. Surveys were interviewer administered throughout a two week period in November 2009, with results expected in 2010. A copy of the survey is shown below:



London City Airport Staff Travel Survey

London City Airport is committed to improving access to our site by all modes of transport, including DLR, bus, walking, cycling and car. In order to plan and improve services and facilities for both staff and visitors, we would be grateful if you could help us by answering the following questions. All questionnaires are anonymous and answers will not be linked to individuals.



SECTION A: ABOUT YOUR JOURNEY TO WORK (interviewer administered)

A1. How long does it normally take you to get to work? (Please tick)

0 - 15 minutes
 16 - 30 minutes
 31 - 60 minutes
 1 - 1.5 hours
 Over 1.5 hours

A2. What postcode do you travel to work from?
 (Write in full postcode)

.....

A3. How do you usually travel to work? In general, how long is your journey in/on.....(Write time in minutes in relevant box)

	1st	2nd	3rd	4th
Drive own car alone				
Get lift in someone else's car, either a relative or friend				
Car share with a colleague				
Underground/tube				
DLR (Docklands Light Railway)				
London bus (write in bus number) _____				
Motorbike/moped				
Bicycle				
Minicab				
Black cab				
Plane				
Walk				
Train				

A4. Why do you travel to work by... (Mode of transport spent most time on)? (Please tick up to three)

Dropping off/collecting partner/children
 Health Reasons
 Satisfy work needs/commitments
 Environmental reasons
 Time savings
 Lack of alternative from where I live
 Cheaper than alternative
 Too early for public transport
 Too late for public transport
 Weather
 Reliability
 Comfort
 Personal safety
 Quicker than alternatives
 Other (please specify).....

A5. What other forms of transport do you ever use to get to work? (Tick all that apply)

Drive own car alone
 Get lift in someone else's car, either a relative or friend
 Car share with a colleague
 Train
 Underground/tube
 DLR (Docklands Light Railway)
 London bus (write in bus number)
 Motorbike/moped
 Bicycle
 Minicab
 Black cab
 Plane
 Walk
 None of these

A6. (Please answer if you ever use the DLR to get to work)
 Has the opening of the DLR Woolwich Arsenal extension prompted you to start using the DLR to get to London City Airport or did you use it previously?

Yes, Woolwich Arsenal extension prompted me to use DLR
 Used DLR before Woolwich Arsenal extension was open

SECTION B: TRAVEL BY CAR



ANSWER SECTION B IF YOU DRIVE YOUR OWN CAR TO WORK OR USE A CAR SHARE WITH A COLLEAGUE

B7. Do you have an airport car park permit?

Yes
 No

B8. Where do you usually park? (Please tick one)

Jet Centre
 Western car park
 Triangle (behind DLR)
 Short stay (including eastside of City Aviation House)
 Main stay (staff area E & F)
 Blue shed/KGV House
 Other (please specify)

B9. Which of the following would most encourage you to use an alternative form of transport (i.e. not a car) to get to work? (Tick all that apply)

If alternative mode of transport quicker
 If alternative mode of transport cheaper
 If alternative mode of transport easier
 Health considerations
 Concern for the environment
 Pressure from peers/colleagues/friends
 Lack of free airport car parking space

B10. If you didn't go to work by car, what alternative form(s) of transport would you most likely use? (Please tick all that apply)

Underground/tube
 DLR (Docklands Light Railway)
 London bus (write in bus number) _____
 Motorbike/moped
 Bicycle
 Minicab
 Black cab
 Plane
 Walk
 None

B11. Would you be prepared to car share with a colleague?

Yes
 No
 I already car share

B12. Which of the following would encourage you to car share with a colleague? (Please tick all that apply)

Help in finding car share partners with similar work hours
 Free taxi home or to work if let down by car share driver
 Preferential parking spaces for car sharers
 Nothing
 Other (please specify)



SECTION C: TRAVEL BY PUBLIC TRANSPORT, CYCLE OR WALKING

SECTION C IS TO BE COMPLETED BY EVERYONE. IF YOU ALREADY USE THE TRANSPORT IN QUESTION PLEASE TICK WHICH IMPROVEMENTS YOU WOULD MOST LIKE TO SEE



C13 Which of the following improvements would most encourage you to use the **PUBLIC TRANSPORT** for your journey to work? (Please tick three. If you already use the public transport please tick the improvements you would like to see)

- Less crowding
- More direct service
- More frequent services
- Earlier operating times
- Later operating times
- More reliable services
- Cleaner/smarter trains/buses and bus stations
- Increased security on trains/ buses & at stations
- Subsidised fares
- Annual season ticket loan
- Easier access to timetable information
- Up to date travel information at work on routes, times and fares
- Having my journey planned for me
- Nothing
- Other (please specify)

C14 Which of the following would encourage you to **WALK** to work? (If you already walk please tick the improvements you would like to see)

- Better quality and safer footpaths
- Improved street lighting
- Improved road crossing facilities
- Availability of walking partner
- Changing facilities, showers & lockers at work
- Provision of a personal alarm/other safety equipment
- Nothing I live too far away
- Other (please specify)

C15 Which of the following would encourage you to **CYCLE** to work? (If you already cycle please tick the improvements you would like to see)

- Improved cycle paths/lanes on journey to work
- Improved and secure cycle parking at the airport
- Changing facilities, showers & lockers at work
- Interest free loan to purchase a bike
- Discounts at local bike shops
- Information on cycle routes and location of facilities
- Onsite bicycle repair service
- Nothing
- Other (please specify)

C16 Are you aware that cycle parking is available at London City Airport?

- Yes
- No

C17 Are you aware of any showers at London City Airport available to staff who walk or cycle to work? If yes: Where are they located?

- Yes, aware of showers
- at City Aviation House
- at Fire Station
- at Jet Centre
- at other place (write in)
- No, not aware of any showers

C18 Would you consider taking part in ... ?

- Walking activities and/or club co-ordinated by the airport
- Yes No
- Cycling activities and/or club co-ordinated by the airport
- Yes No



SECTION D: ABOUT YOU



D19 Gender

- Male
- Female

D20 Age

- Under 25
- 25-34
- 35-44
- 45-55
- Over 55

D21 Where do you usually access the site?

- City Aviation House
- Terminal Building
- Vehicle control point (VCP)/Jet Centre
- Blueshed/KGV House
- Car Hire Wash Bays
- Other (please specify)

D22 Do you have a health problem or disability that affects your choice of travel to work?

- Yes - with blue badge
- Yes - no blue badge
- No

D23 Which company/organisation or London City Airport department do you work for?

Name of company/organisation: (write in)

- London City Airport department:
- City Aviation House (including Finance)
- Facilities Management
- Fire Service
- Airside Operations and Safety Unit
- Ramp Services/Ramp Control
- Terminal Services (customer services & security)
- Jet Centre

D25 What is your role? Are you ...? (Please tick)

- Staff (agent, operative, officer, cabin crew)
- Supervisory (team leader, duty officer)
- Management (manager, director, pilot)

D26 Do you normally work full time or part time?

- Full time
- Part time

D27 Do you work shifts or fixed office hours (e.g. 0900-1730)?

- Shifts
- Fixed hours

D28 Please indicate if you work weekends only or evenings only.

- Weekends only
- Evenings only
- Neither

D29 What is your earliest start time? Write in using 24 hour clock

.....

What is your latest finish time? Write in using 24 hour clock

.....

D30 Please write any other questions, comments or suggestions related to travel to work below.

.....

Office only

Interviewer number:

Monday Tuesday Wednesday Thursday

Friday Saturday Sunday

Time (24 hour clock):

TRAVEL PLAN COORDINATOR

020 7646 0025

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

www.londoncityairport.com