

City Airport Development Programme (CADP1)

Condition 78: Taxi Management Plan



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Introduction

1. The City Airport Development Programme (CADP1) planning application (13/01228/FUL) was granted planning permission by the Secretaries of State for Communities and Local Government and Transport in July 2016 following an appeal and public inquiry which was held in March/April 2016. A [Transport Assessment and Environmental Statement](#) accompanied the CADP1 planning application assessing the environmental and transport effects of CADP1.
2. On 5th January 2017, the London Borough of Newham (LBN) approved some minor non-material design changes to the appearance of the western and southern elevations of the Western Terminal Extension (WTE).
3. A further non-material amendment (17/02865/NONMAT) to the Planning Permission was approved on 27 September 2017 for minor amendments to the terminal buildings and associated service yard, East Pier, forecourt and decked car park. Under separate cover the detail of Access Roads and Parking Areas was approved in accordance with Condition 73 of the CADP1 permission (LBN Ref. 17/02817/AOD).
4. The above minor amendments have been incorporated into the details provided to satisfy this condition.
5. Condition 78 of the CADP1 permission requires that:

“No relevant phase of the development shall be commenced until a detailed Taxi Management Plan has been submitted to and approved in writing by the Local Planning Authority in respect of that Phase. The Taxi Management Plan shall be implemented as approved and retained thereafter

Reason: To ensure that taxi facilities are operated safely and efficiently.”
6. The Airport submitted a Construction Phasing Plan to LBN pursuant to Condition 4 of the CADP1 permission in February 2017. It was proposed to build out CADP1 as a single uninterrupted period of construction over 5 years split into two distinct phases. Consistent with terminology used in the UES, the two phases were referred to as the ‘Interim Works’ and the ‘Completed Works’ – each delivering different parts of the CADP infrastructure. The Interim Works would be delivered first and would be immediately followed by the Completed Works. This Construction Phasing Plan was approved by LBN in March 2017 (ref. 17/00500/AOD) and the details pursuant to Condition 78 for the ‘Interim Works’ were also approved at the same time (ref. 17/00337/AOD)¹.
7. Ahead of the commencement of construction of CADP1, the Airport’s Delivery Partner have identified a number of programme efficiencies and improvements to the 5 year build which would reduce the duration of the construction programme by 14 months to

¹ The Traffic Management Plan described that, as part of the Interim Works, no changes were proposed to the Forecourt, parking arrangements, taxi management or the operation of Hartmann Road.

3 years 10 months and deliver the full CADP1 infrastructure in an accelerated single phase (*2017 Accelerated Construction Plan*). The new 2017 Accelerated Construction Plan has been submitted to London Borough of Newham pursuant to Condition 4 under separate cover.

8. This submission seeks approval of the details pursuant to Condition 78 for all of the approved CADP1 infrastructure as described in the new 2017 Accelerated Construction Plan.
9. At the request of LBN Officers, new text added to the previously approved details (17/00337/AOD) has been distinguished in blue text in this document.
10. As required by condition 78 this document sets out a Taxi Management Plan to manage taxi movements at the Airport once the CADP1 works are built out.
11. This Taxi Management Plan sets out the proposed arrangements for Black Taxis (Taxis) and Private Hire Minicabs (including ride sharing vehicles), and the management measures that will be implemented as part of CADP1. It is consistent with the assessment set out in Updated Environmental Statement (UES) and Transport Assessment (TA).
12. This plan was discussed with TfL and London Borough of Newham at a meeting on the 2nd November 2017 and at a further meeting with TfL on 13 March 2018. Future updates to this Taxi Management Plan will be subject to engagement with key stakeholders including the Transport for London'(TfL) Taxis and Private Hire departments, Private Hire operators and the Cab Rank Committee and through the Airport's Transport Forum (ATF).

Existing Taxi and Private Hire Vehicle Arrangements

13. The existing arrangement for taxis requires them, upon arrival at London City Airport to wait in a feeder park located approximately 600m to the east of the existing Forecourt. The taxis are called forward through two feeder ranks located along Hartman Road. A CCTV screen informs the lead taxi in the first feeder rank as to when to progress to the second feeder rank. From the second feeder rank the drivers can see when there is space in the pick-up for them to move forward to the forecourt taxi rank.
14. Taxi drop off is carried out in the main forecourt drop off area along with general vehicles.
15. The existing arrangements for Private Hire Vehicles (including ride sharing services, such as Uber) is as private vehicles. They drop passengers off in the main forecourt and pick passengers up from the short stay car park.

Proposed Taxi Arrangements

16. TfL define taxis as a form of public transport. taxis comprise a significant proportion of the mode share for passengers travelling to / from the Airport. Thus, taxis will be given

the greatest level priority at London City Airport, with black taxi drop-off and pick-up being located close to the Terminal building.

17. There will be three aspects to black taxi operation at the airport, as follows:

- Taxi Feeder Park;
- Taxi Pick-Up via the Forecourt; and
- Taxi Drop-Off via the Forecourt.

Taxi Feeder Park

18. The Taxi Feeder Park was developed through consultation with taxi drivers and TfL.

19. The illustrative operation of the Taxi Feeder Park is shown on **Drawing 110116E/A/06.1** at **Appendix 1**.

20. Upon arrival at London City Airport, taxis will wait in a new Taxi Feeder Park located just over 1km to the east of the new Forecourt. This will be accessed on Hartmann Road, either from the west, or via the new eastern access from Woolwich Manor Way.

21. A breakdown of spaces within the Taxi Feeder Park is summarised in **Table 1** below:

Table 1: Black Taxi Feeder Park

| Area | Spaces |
|---------------------------------|---------------|
| Feeder Lanes | 284 |
| Rest Bays | 13 |
| Electric Charging Points | 12 |
| Total | 309 |

22. Electric charging bays will be situated in the north west of the Taxi Feeder Park, the rest bays for the taxis will be located to the west of the Feeder Park.

23. There will be 11 Taxi Feeder Lanes within the holding area, numbered 1 to 11 from south to north, which will be able to accommodate up to 284 taxis. Each Taxi Feeder Lane will be split into two, with an east side and west side. All lanes will be accessed from the west side and departed from the east. The break between the east and west Feeder Lanes allows taxis to depart the rank early if required or in case of an emergency.

24. The operation of the feeder park is consistent with the operation of the current City Airport Taxi Feeder Park. Upon entering the Feeder Park, taxis will travel to the west and join the first available queuing lane from the south (Lane 1). Each lane forms a 'creeping queue' moving eastwards. Once a queuing lane reaches capacity, arriving taxis will join the next lane to the north, and so on. Once the northern most lane (Lane 11) is at capacity, Taxis will join the southernmost lane (Lane 1), and the process starts again. Taxis are released to the Forecourt to collect passenger in order (i.e. 1 to 11).

25. Once a taxi has parked in the Feeder Park it does not need to move again until its lane is called. Therefore, drivers will be required to switch off their engines, to reduce emissions and noise. Signage within the holding area will instruct this. Taxi Marshalls will be in place at peak periods to monitor, enforce and ensure the smooth running of the Feeder Park.
26. As per current practice CCTV screens will inform Black Taxi drivers when to progress to the Forecourt to collect passengers from the dedicated Black Taxi rank.
27. The ANPR information from the feeder park barriers will enable taxis to then enter the pick-up area. LCA are investigating a way of automating this process, either via app or another means. In addition to this taxis will be managed by marshals to ensure all drivers use the Taxi Feeder Park and ranks appropriately.
28. The feeder park will be lit to suitable highway standards. Lighting details are contained within Condition 41. The feeder park will also have suitable CCTV monitoring to ensure security of the drivers and vehicles.
29. In the event of an incident that closes Hartmann Road the airport would follow standard procedures with security officers redirecting traffic, including taxis, as required. Taxis from the feeder park would be directed to use Woolwich Manor Way and Royal Albert Way (A1020) or Albert Road as a temporary diversion route.

Forecourt Pick-Up

30. The layout and illustrative operation of the proposed Forecourt is shown in **Drawing 110116E/A/03.1** at **Appendix 1**.
31. When departing from the Taxi Feeder Park, taxis will travel along Hartmann Road in a westbound direction to the Forecourt. The Forecourt is just over 1km from the Taxi Feeder Park.
32. The Forecourt will have a dedicated taxi pick-up rank with space for 10 vehicles. The Black Taxi pick-up rank will be situated immediately outside the terminal entrance, making it legible for passengers. The head of the taxi pick-up rank will be at the eastern side of the Forecourt. A shelter will be provided for passengers departing the terminal to wait under. taxis will enter the Forecourt via Hartmann Road on the western side. They will then loop around in an eastbound direction before departing back onto Hartmann Road.
33. A taxi barrier at the Forecourt exit point will require drivers to pay a fee when departing the Forecourt. The fee can be paid by the drivers via cash or contactless payment options.
34. Taxi marshals will be provided during peak hours, to manage any taxi and passenger queues.

Forecourt Drop-Off

35. Taxi drop-off will be via the taxi drop-off area, located to the south of the terminal and to the west of the main Forecourt, illustrated in **Drawing 110116E/A/03.1**. This is also accessed via Hartmann Road, with taxis looping around in a westbound direction. There will be space for 10 taxis, including one disabled access drop-off space within the drop-off area. The terminal entrance is immediately to the north of the taxi drop-off area.

Private Hire Minicab Arrangements

36. Private hire mini-cab (including ride sharing vehicles) drop-off and pick-up will be treated the same as private vehicle pick-up/drop off. Drop-off will be undertaken via the Forecourt, adjacent to the pedestrian canopy, whilst pick-up will either be from the Forecourt, if passengers are ready and waiting to be picked-up, or from Car Park 1. Space for approximately 48 vehicles is provided for in the Forecourt private vehicle drop-off, including two disabled spaces. Vehicles are able to wait for up to 10 minutes for £3 in the forecourt area.
37. If passengers cannot be picked-up from the Forecourt immediately on arrival, private hire vehicles will have to wait within the Car Park 1. Private hire mini-cabs will incur the same fees as private vehicles waiting to collect passengers. Charges are paid within the terminal, by card at a machine in the car park, or at the barrier itself.
38. Private hire mini-cabs parking off-site on local streets when waiting for a collection will continue to be monitored through the Airport Transport Forum. The introduction of a Residents Parking Zone in the surrounding area in May 2017 has begun to limit the impact of this. In addition, Uber operate a GPS 'Zoning' system so that their drivers cannot accept a pick-up request when parking in the surrounding residential streets. This stops Uber drivers parking within this area

Monitoring

39. The operation of the black taxi drop-off and pick-up zones, the taxi feeder park and the private hire minicab drop-off and pick-up arrangements are, and will continue to be, closely monitored by the ATF and London City Airport's in-house Taxi Coordinator (see below), who will liaise directly with taxi drivers.
40. Monitoring will ensure that any issues with the arrangements are identified at the earliest opportunity and that measures can be identified to rectify any issues.
41. All key stakeholders, including the LBN, TfL Taxis and Private Hire departments, Private Hire operators and the Cab Rank Committee will be able to give feedback, either through the ATF, or directly to the Airport's Taxi Manager.
42. In addition, LCY has an appointed Taxi-Coordinator resource who communicates with taxi drivers on a weekly basis to resolve any issues that arise. Taxi Marshalls are

employed at peak times to ensure the taxi rank, pick up and drop off areas run smoothly, by assisting passengers and drivers as required.

Review

43. The results of monitoring will be fed back to ATF and passed on to the LBN and TfL. The Taxi Management Plan will form an item on the agenda for every ATF meeting. Meetings are held twice every year. If the ATF decides that the issue requires more detail at that time a Working Group would be set up with the scope and membership to be agreed by the ATF.

Summary

44. This Taxi Management Plan sets out the proposed arrangements for taxis and Private Hire Minicabs and the management measures that will be implemented for each as part of CADP1.
45. The taxi arrangements allow for the continuous flow of taxis from Feeder Park to Forecourt pick-up. These arrangements were developed through consultation with the Airports' taxi liaison officer. Private hire minicabs drop-off passengers from the Forecourt and collect from the pick-up location within the short-stay car park.
46. The Taxi Management Plan is an evolving document. London City Airport will continue to engage with key stakeholders including the TfL Taxis and Private Hire departments, Private Hire operators and the Cab Rank Committee, to update the document as necessary through the monitoring and review process.

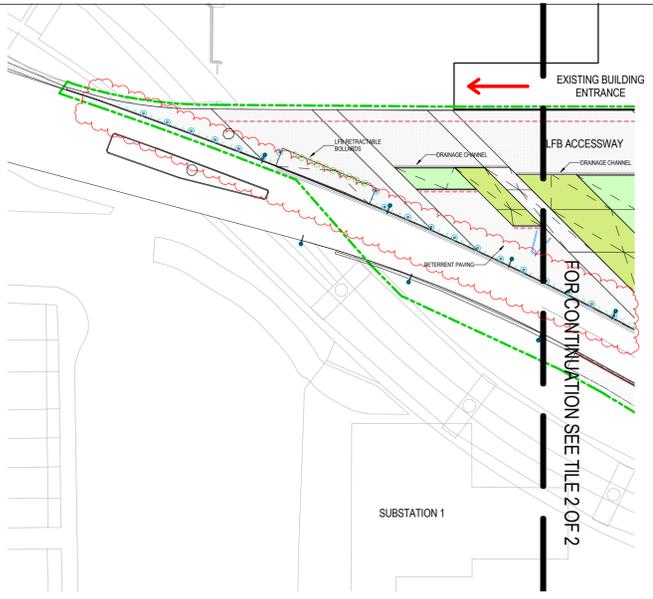
Appendix 1 – Plans for Information

7.4 Proposed Forecourt (A400-PAW-A-14-L00-DR-GA-200-004-C-S2)

Dockside General Arrangement (A400-ATK-L-16-XXX-DR-GA-200-001-S2)

110116E/A/03.1 CADP1 Taxi Management Plan Forecourt

110116E/A/06.1 CADP1 Taxi Management Plan Taxi Feeder Park



1 FORECOURT (TILE 1 OF 2)
1:500

- LEGEND**
- PLANTED STRIPS WITH STEEL RETAINERS (VARYING SPECIES)
 - GROUND COVER LANDSCAPING
 - AGGREGATE CONCRETE TEXTURED SETTS, HIGH SLIP RESISTANCE (ANTHRACITE CHARCOAL)
 - AGGREGATE CONCRETE FLAG PAVING, HALF STAGGERED JOINT FORMAT, HIGH SLIP RESISTANCE (MID GREY / LIGHT GREY)
 - DETERRENT PAVING (LIGHT GREY)
 - EXISTING DOCK WALL
 - OUTLINE OF BELOW-GROUND ATTENUATION TANK
 - TREE WITH CUBOID CANOPY
 - GLASS / STAINLESS STEEL EDGE BALUSTRADE
 - STEEL BALUSTRADE
 - LIGHTING LAMP POST FOR ROAD / PARKING AREA
 - WAYFINDING LIGHTING POST
 - PEDESTRIAN CROSSING LAMP POST
 - CCTV POST MOUNTED CAMERA (PTZ)
 - ANPR CAMERA
 - L.E.D LIGHTING MOUNTED ON WEATHER CANOPIES
 - RECESSED L.E.D LINEAR UP LIGHTING TO PLANTERS AND FACADE
 - RECESSED L.E.D LINEAR UP LIGHTING TO SEATING
 - DRAINAGE CHANNEL
 - PROPOSED DEVELOPMENT BOUNDARY
 - HELP POINT
 - RUBBISH BIN
 - POTENTIAL LIFE JACKET MOUNTING LOCATION
 - HIGH SECURITY BOLLARD (1200 C's)
 - FLEXIBLE BOLLARD
 - RETRACTABLE HIGH SECURITY BOLLARD (1200 C's) FOR LFB ACCESS
 - HIGH SECURITY BOLLARD (1200 C's) WITH LIGHTING
 - PROPOSED MEDIA SCREEN LOCATIONS

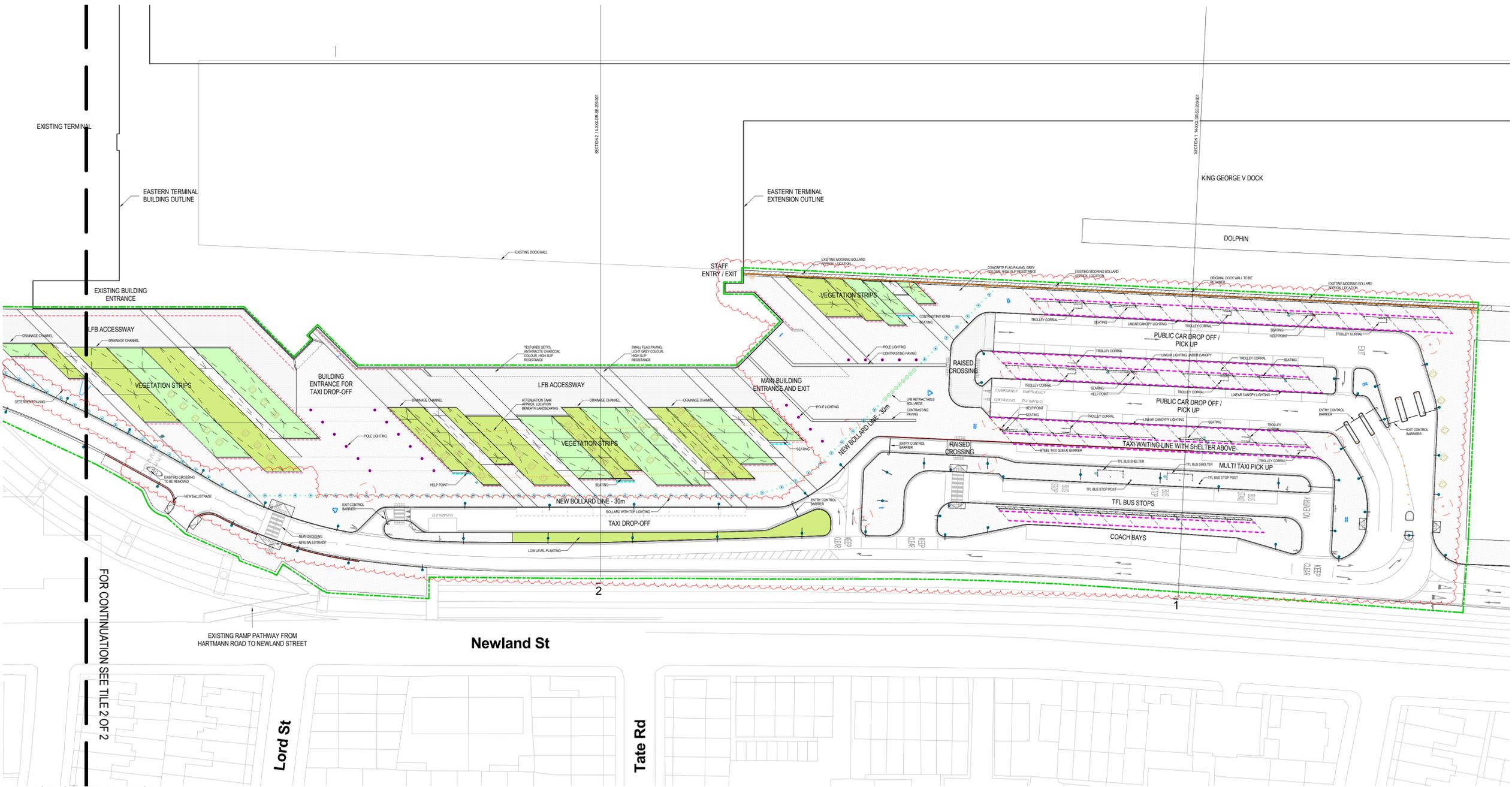
NOTES
 REFER TO FORECOURT DETAILS DRAWINGS FOR SETTING OUT:
 A400-PAW-A-14-XXX-DR-DE-735-001
 A400-PAW-A-14-XXX-DR-DE-735-002
 A400-PAW-A-14-XXX-DR-DE-735-003
 REFER TO PLANTING DETAIL FOR SETTING OUT:
 A400-LDA-L-14-L00-DR-DE-734-002
 A400-LDA-L-14-L00-DR-DE-734-003

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 - All information shown outside the Proposal Boundary is for illustrative purposes only.
 - Base building survey information by LCY and MSA
 - Landscape details to be approved pursuant to Condition 36

REVISION NOTES
 - Eastern sub-station demolished
 - Revised eastern terminal extension
 - Revised forecourt configuration
 - Forecourt bin stone omitted
 - Revised landscape extents
 - Revised canopy extents
 - Additional canopy shown
 - Revised forecourt details



= REVISION CLOUD



2 FORECOURT (TILE 2 OF 2)
1:500

| | | | |
|--|-----|----------|------------------------|
| C | RC | 31.07.17 | Issued for Planning |
| Previously Issued as LCY_P+W_4486_B_FC_20002 | | | |
| B | MN | 04.02.14 | Legend Update |
| A | MN | 04.12.13 | Re-issued for Planning |
| - | HRS | 26.04.13 | Issued for Planning |
| Rev | Drm | Date | Description |

FOR APPROVAL



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Client: LONDON CITY AIRPORT
 Project Name: CITY AIRPORT DEVELOPMENT PROGRAMME

Title: 7.4 PROPOSED FORECOURT GROUND LEVEL 00

| | |
|---|----------------------------|
| Discipline: Architecture | Purpose of Issue: PLANNING |
| Drawing Originator: Pascall+Watson architects | Originators Job No: 4486 |

| | | | |
|-----------------|---------------------------|--------------|------------------------|
| Checked By: SW | Checked date: 31.07.2017 | Drawn By: RC | Drawn Date: 31.07.2017 |
| Approved By: MN | Approval Date: 31.07.2017 | Scale: @ A1 | As indicated |

Building Grid Reference: CADP

| | | | | | | | | | | |
|-----------|------|------|------|-------|------|---------|---------|----------|-----|--------|
| Prog Code | Orig | Disc | Zone | Level | Type | Subtype | Drig | SeriesNo | Rev | Status |
| A400 | PAW | A | 14 | L00 | DR | GA | 200-004 | C | S2 | |