

# City Airport Development Programme (CADP1) Condition 71: Travel Plan

2023 - 2025



# London City Airport –Travel Plan 2023 to 2025

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The logo for Steer, featuring the word "steer" in a bold, lowercase, sans-serif font.

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# 1 Introduction

## Overview

- 1.1 This Travel Plan has been prepared by Steer on behalf of London City Airport (LCY) to replace the existing Travel Plan 2019-2022 (the 2019 Travel Plan). The 2019 Travel Plan was submitted pursuant to condition 71 of planning permission 13/01228/FUL (City Airport Development Programme - CADP1) and approved on 20 December 2019 (19/02858/AOD). It includes both the Passenger Travel Plan and the Staff Travel Plan.
- 1.2 Condition 71 reads:
- Prior to the first occupation of the Development a Staff Travel Plan and a Passenger Travel Plan shall be submitted to and approved by the local planning authority. Such Staff and Passenger Travel Plans shall include targets for managing any impacts of the Airport's staff and passenger on the local road network and monitoring procedures for sustainable travel initiatives such as encouraging greater use of the waterways such as the River Thames. The Development shall be operated in accordance with both the approved Staff Travel Plan and Passenger Travel Plans thereafter.*
- 1.3 This Travel Plan covers the years 2023 to 2025, after which a further update will be submitted for approval to the local planning authority, the London Borough of Newham (LBN).

## Airport Transport Forum and Surface Access

- 1.4 The Airport has a Transport Forum (ATF), the aims of which are to increase the use of public transport and sustainable travel modes among air passengers, staff and the local community, and to integrate LCY's surface access requirements into future Transport Plans serving London's Royal Docks and East London. The ATF has a membership drawn from all the relevant stakeholder groups such as the local highway authority, LBN, Transport for London (TfL), local community representatives and local businesses. The membership of the ATF is such that it has oversight of other plans and projects with regard to surface access in the local and wider area.
- 1.5 In 2017, LCY published its Airport Surface Access Strategy (ASAS) (2017 to 2025) to encourage all passengers and staff to travel to and from the airport more sustainably. It establishes the principles of sustainable movement of people to and from the airport and sets out measures and actions that LCY will take, both on its own and with others where required. The ASAS is used to inform both the Staff and Passenger Travel Plans.

## Travel Plan Structure

- 1.6 This Travel Plan has been prepared as a standalone document and includes all necessary information to enable it to be effectively implemented and monitored. It is intended as a live document that will be updated as indicated in Section 8.
- 1.7 The remainder of the document is set out as follows:

- Section 2 sets out the planning policies and standards;
- Section 3 refers to the site and the existing surface access infrastructure within and in proximity of London City Airport;
- Section 4 presents the Travel Plan Strategy;
- Section 5 presents the Travel Plan Objectives and Targets;
- Section 6 presents the Mode Shares;
- Section 7 lists the measures and initiatives delivered through LCY’s commitments; and
- Section 8 sets out how the Travel Plan will be monitored and reviewed following implementation.

## 2 Planning Policy and Standards

### Overview

- 2.1 This Section provides an overview of updated key national policies relevant to Travel Plans in London since the current 2019 Travel Plan was formulated. It also provides a recap of the Mayor’s Transport Strategy.

### Regional Planning Policy

#### The Mayor’s Transport Strategy 2018

- 2.2 The Mayor’s Transport Strategy was published in March 2018 and outlines the Mayor’s vision for transport in London. The overarching aim of the Mayor’s Transport Strategy is to reduce Londoners’ dependency on cars and to increase the active, efficient and sustainable mode share of trips in London to an ambitious 80 per cent by 2041.
- 2.3 In addition to the overarching mode share aim, The Mayor’s Transport Strategy is focused on achieving nine outcomes grouped under one of three broad themes. This includes Healthy Streets and healthy people and a good public transport experience:
1. London’s streets will be healthy, and more Londoners will travel actively
  2. London’s streets will be safe and secure
  3. London’s streets will be used more efficiently and have less traffic on them
  4. London’s streets will be clean and green
  5. The public transport network will meet the needs of a growing London
  6. Public transport will be safe, affordable and accessible to all
  7. Journeys by public transport will be pleasant, fast and reliable.
- 2.4 There have been no changes to the Mayor’s Transport Strategy since it was published with the exception of a supplementary proposal in November 2022, which seeks to expand road charging schemes including the Ultra Low Emission Zone (ULEZ) London-wide.

#### The London Plan (2021)

- 2.5 In March 2021 the 2016 London Plan (consolidated with alterations since 2011) was replaced by a new Plan. The London Plan 2021 is the Spatial Development Strategy for Greater London and sets out a framework for how London will develop over the next 20-25 years and the Mayor’s vision for Good Growth. This includes a range of policy positions for developing the transport network across the capital.
- 2.6 The London Plan supports the implementation of the Mayor’s Transport Strategy. It states that *‘rebalancing the transport system towards walking, cycling and public transport, including ensuring high quality interchanges, will require sustained investment including improving street environments to make walking and cycling safer and more attractive, and providing more, better-quality public transport services to ensure that alternatives to the car are accessible, affordable and appealing. Achieving this is expected to result in different outcomes in different places, including modal splits in central, inner and outer London...’*
- 2.7 A commitment to the Mayor’s Healthy Streets approach is highlighted in Policy T2.
- Development plans and proposals should promote and demonstrate application of the

Healthy Streets Approach to improve health and reduce health inequalities, reduce car dominance, road danger, vehicle emissions and noise, increase walking, cycling and public transport use.

- Development proposals should be permeable by active modes and connect to local walking and cycling networks, as well as public transport.

2.8 Particular attention is given to cycling in development plans in Policy T5.

- Development plans and proposals should help remove barriers and cycling and create a healthy environment in which people are incentivised to choose to cycle.
- Developments should provide cycle parking at least in accordance with minimum standards. The provided cycle parking should be secure, well-located and fit for purpose.

## Local Planning Policy

### London Borough of Newham Local Plan (2018)

2.9 The Local Plan for LBN sets out a vision and framework for development in the borough and there have not been any changes since its adoption. In 2021 LBN consulted on proposals to refresh the Local Plan and a further consultation is anticipated in 2022. Adoption of the refreshed Local Plan is anticipated in 2024, following its submission to the Planning Inspectorate at the end of 2023.

### London Borough of Newham Cycling Strategy (2017–2025)

2.10 LBN’s Cycling Strategy sets out the Council’s policy to support cycling and presents a plan of action to deliver greater number of cycling trips in Newham, with a target of 5% of trips across the borough being made by bike by 2025. It includes a programme of identified Newham cycling infrastructure projects to contribute towards the Strategic Cycling Network and neighbourhood connections in the short (2018/19), medium (2021/22), and long term (2022>) term. Figure 2.1 shows the expected level of improvements these schemes will deliver in the vicinity of the airport. The full list of proposed projects is provided in Appendix B and includes:

- A new pedestrian and cycle bridge over the Royal Victoria Dock linking Custom House with Silvertown
- Improvements to cycling connections to Custom House Station, to facilitate easier movements following the introduction of Crossrail
- To make improvements to cycling connections between Beckton and Royal Albert Dock in coordination with the development on land immediately north of the dock

### London Borough of Newham Travel Plan Guidance (November 2022)

2.11 In November 2022 LBN published new Travel Plan Guidance. It sets out the Council’s expectations, requirements and approach for securing and implementing Travel Plans across the borough. LCY has an established Travel Plan but this update has had regard to the new guidance to ensure it meets the general content requirements specified in paragraph 4.2.1 and includes targets for modal shift, measures, an Action Plan and provides for management, monitoring and review.

Figure 2.1 LBN Cycling Strategy Level of Improvements (2017 – 2025)

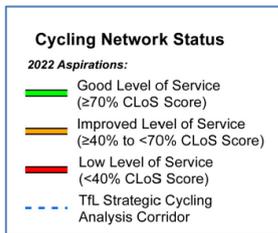


Figure 18 - LBN Cycling Levels of Service - Effect of Medium Term Programme

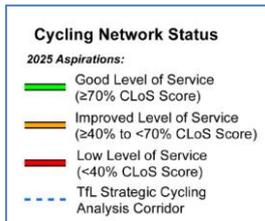
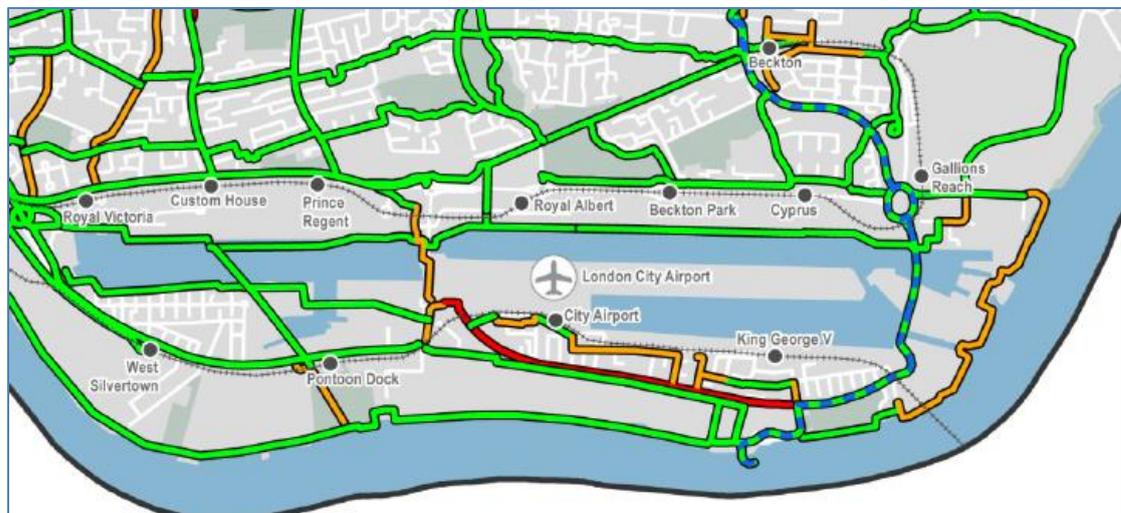


Figure 20 - LBN Cycling Levels of Service - Effect of Long Term Programme

# 3 Existing Surface Access Infrastructure

## Introduction

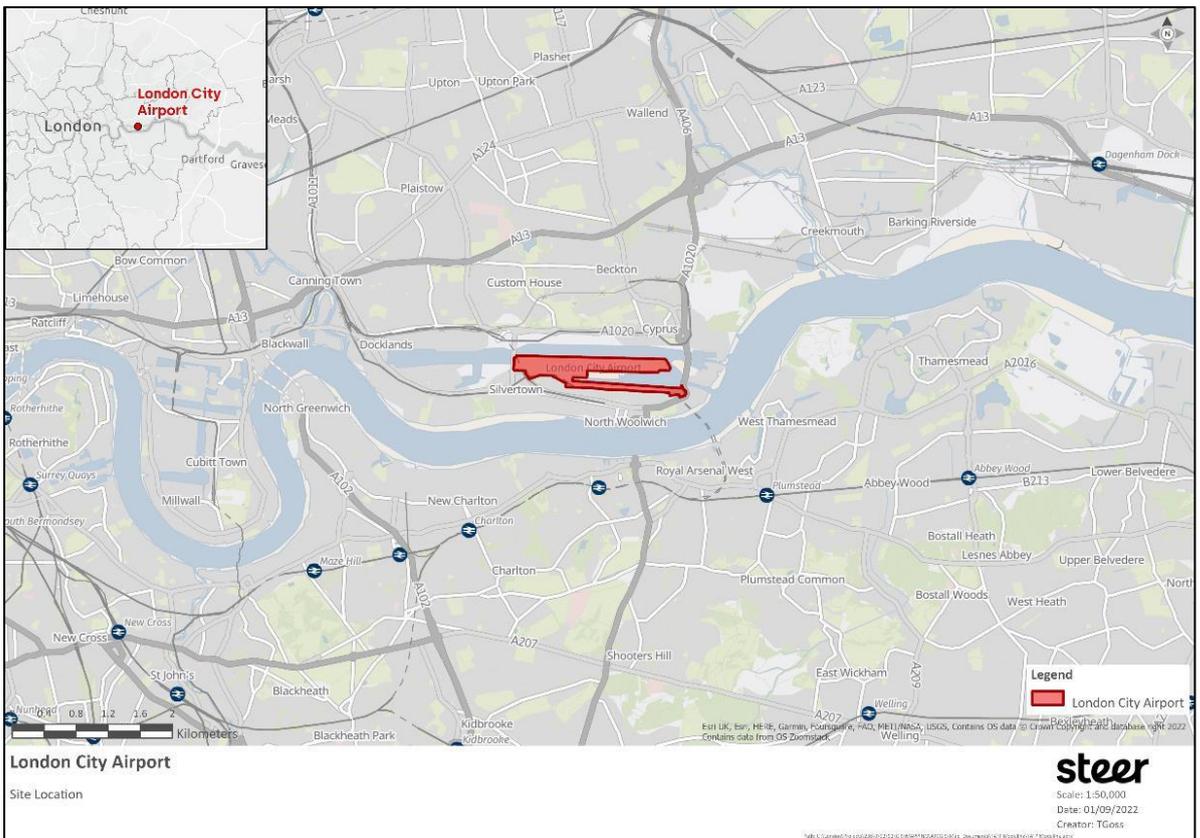
- 3.1 This Section looks to both summarise surface access infrastructure delivered as part of the CADP1 proposals to date, alongside improvements and changes to infrastructure in the vicinity of the airport since the 2019 Travel Plan was undertaken. This includes details of current operating frequencies for all public transport services.
- 3.2 It is noted that the onset of the COVID-19 pandemic in 2020 impacted and delayed both the delivery of the CADP1 proposals and subsequent implementation of measures facilitating sustainable transport to and from the airport.

## Existing Site Description

### Location

- 3.3 London City Airport is located between the Royal Albert Dock and the King George V Dock, adjacent to Woolwich Reach and Galleons Reach on the River Thames and within LBN. Its location is illustrated in Figure 3.1.

Figure 3.1: London City Airport Site Location



## Transport and Active Travel Infrastructure

### Local Highway Network

- 3.5 Vehicle access to the airport is provided off Hartmann Road. Hartmann Road is a private road with an east-west orientation. It forms a signalised junction with the A112 Connaught Road at its western end, which currently functions as the single point of access to the airport for the wider highway network.
- 3.6 The A112 Connaught Road runs east-west south of the airport and parallel to Hartmann Road. It continues to the A112 Albert Road which links with the Woolwich Ferry River crossing.
- 3.7 The main strategic road connections to the airport are the east-west A13 and the A406 North Circular that connects with the M11 and M25 motorways.
- 3.8 The Ultra-Low Emission Zone (ULEZ) was expanded in October 2021 to cover all areas bordered by both the North and South circular roads, which includes the A112 Albert Road. As such, Hartmann Road and all car parks accessed from it are now covered by the ULEZ. Between May and July 2022 TfL consulted on proposals to extend the ULEZ to all current Low Emission Zones in Greater London from August 2023. The results of the consultation are anticipated later in 2022.
- 3.9 The public roads within the vicinity of the airport are covered by the Controlled Parking Zone (CPZ) in operation 08:00 – 18:30 all week. This includes parking bays on the residential streets of Silvertown and double-yellow lines on Connaught Road/Albert Road and Hartmann Road.

### Pedestrian and Cycle Infrastructure

#### Footways

- 3.10 The airport is accessible on foot from surrounding residential and commercial areas. The footways on the surrounding highways are lit, well-maintained and of sufficient width for their intended purpose. There are defined routes for pedestrian use in and around the airport with signal-controlled crossings at the intersection of Connaught Road and Hartmann Road. These enable passengers and staff to transfer between the airport and bus and services and the DLR.

#### Cycling

- 3.11 Cyclists can access the airport directly along designated and undesignated cycle routes or via public transport, however, not all public transport options permit bicycles. As referenced in Section 2, paragraph 2.10, LBN are undertaking a series of improvements to the cycle infrastructure provision in the borough, some of which are due to be completed during the lifetime of this Travel Plan (2023 to 2025). LCY have also paid a financial contribution to this as part of its CADP1 S106 obligations, specifically to improve pedestrian and cycling routes to and from the airport to and from the local area.

#### Cycle Routes

- 3.12 Sustrans, the national cycling charity, sets out several designated cycling routes within the vicinity of the airport. Route 13 travels to the north, along the Royal Albert Dockside path, connecting to Tower Bridge in the west and through residential streets in Beckton to the east. The existing designated cycle network is illustrated in Figure 3.2.

**Figure 3.2: Existing Designated Cycle Network**



### Cycle Parking

- 3.13 To accommodate cyclists accessing the airport by bicycle there are 20 sheltered cycle parking spaces located beneath the DLR viaduct and adjacent to the motorcycle parking area opposite the passenger drop-off area on Hartmann Road.
- 3.14 There are 58 cycle parking spaces dedicated for staff use, 48 are located within secure bike stores outside City Aviation House and the Western car park (24 at each location) and a further 10 lockable cycle stands outside CAH.

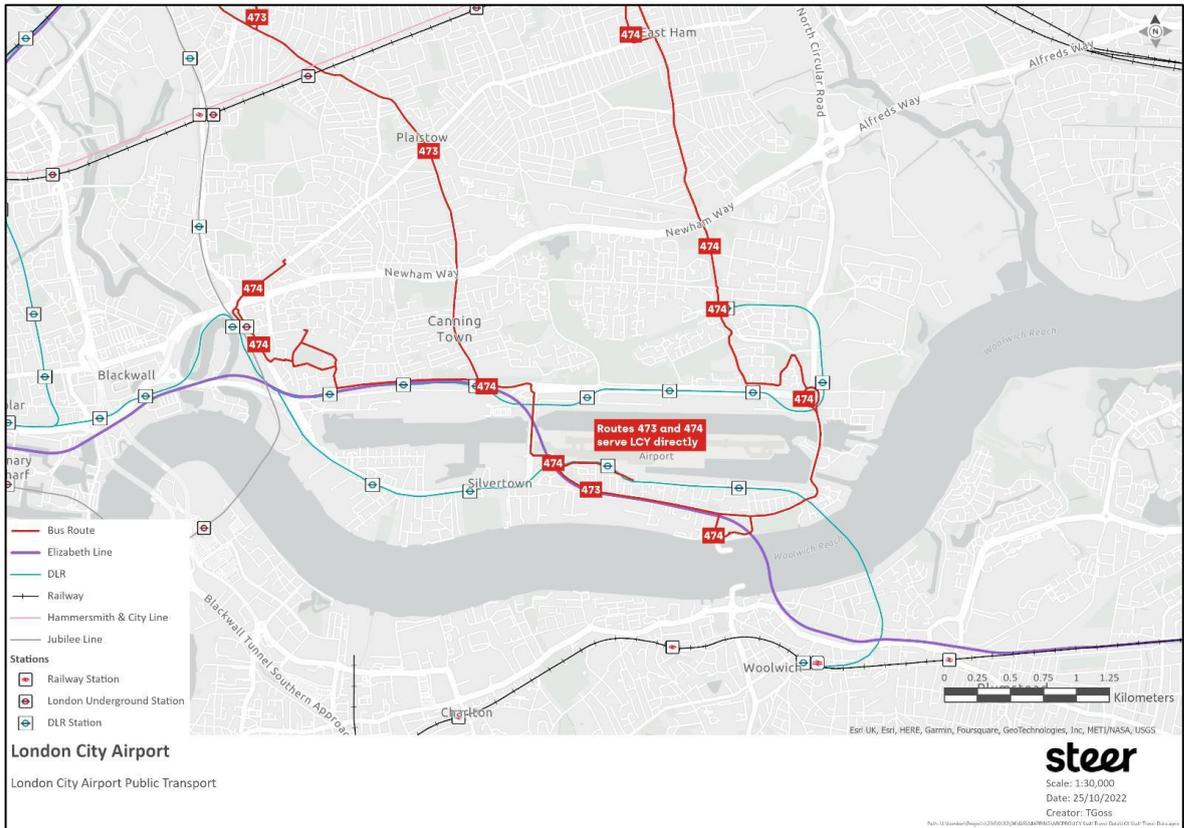
### Access via the River Thames

- 3.15 Royal Wharf pier is 1.5 miles south of the airport, an approximately 10 minute cycle ride. The Thames Clipper provides a regular service from here (see paragraph 3.39 for details of the route) and pedestrians and cyclists are allowed on board. There are ten spaces available for bicycles on larger boats, which are offered on a first come, first served basis.
- 3.16 The Woolwich Tunnel offers an alternative way for cyclists to cross under the River Thames (walking their bikes) from Woolwich, in East London from Old Woolwich in the Royal Borough of Greenwich, to North Woolwich in the London Borough of Newham.

### Public Transport

- 3.17 The airport is served both by bus and DLR services. The LCY website provides details on how to arrive at the airport using public transport and provides a link to TfL’s London’s Journey Planner.
- 3.18 The TfL Public Transport Accessibility Level (PTAL) for the airport is a 3, demonstrating an adequate level of accessibility to public transport.
- 3.19 Figure 3.3 illustrates the location of bus services local to the airport alongside DLR and rail stations.

**Figure 3.3: Public Transport Connectivity**



**Docklands Light Railway (DLR)**

3.20 The airport is directly accessible from London City Airport DLR station, which is managed by TfL. Table 3.1 presents the timings of the first and last services calling at London City Airport DLR station on both Monday-Saturday, and Sundays.

**Table 3.1: Docklands Light Rail First/Last Services**

DLR Service	First Train		Last Train	
	Mon-Sat	Sunday	Mon-Sat	Sunday
<b>Woolwich Arsenal – Bank/Stratford International (Westbound)</b>	05:37	06:59	00:49	23:47
<b>Bank/Stratford International – Woolwich Arsenal (Eastbound)</b>	05:38	06:58	00:45	23:43

3.21 Services arrive and depart London City Airport DLR station approximately every four minutes during peak hours and every 6 minutes in off-peak hours.

3.22 The DLR provides connections to other rail services, including Canning Town, Stratford and Woolwich Arsenal. The London Underground, Overground and National Rail services are all available from these stations.

3.23 Eastbound services continue to Woolwich Arsenal DLR, while westbound services run towards Bank and Stratford International.

3.24 Since the adoption of the 2019 Travel Plan, there hasn't been identifiable material changes or improvements to DLR infrastructure or services. However, TfL have confirmed that new DLR rolling stock will be delivered in 2024 and will consequentially result in improved DLR service

frequencies on the Woolwich – Stratford Internal branch, which services London City Airport DLR station. The new rolling stock will provide extra capacity, as well as a more comfortable travel experience. LCY have financially contributed to these improvements through its CADP1 S106 Agreement, as well as the provision of funding to support the provision of additional staff at the London City Airport DLR station (which has been put on hold since COVID-19 and will resume once passenger numbers reach 4.6 million)

### London Underground

- 3.25 There are several London Underground services that provide a connection to the DLR and the airport. These connections are set out in Table 3.2, as well as the destinations that are served by these routes.

**Table 3.2: London Underground Services Available at Connecting DLR Stations**

Station	Line	Branch
Stratford	Central	West Ruislip/Ealing Broadway – Epping / Hainault/ Grange Hill
	Jubilee	Stanmore – Stratford
Bank	Central	West Ruislip/Ealing Broadway – Epping / Hainault / Grange Hill
	Circle	Edgware Road – Hammersmith
	District	Edgware Road/Wimbledon/Ealing Broadway /Richmond – Upminster
	Northern	Morden – High Barnet/Edgware Road / Mill Hill (Bank Branch)
	Waterloo & City	Waterloo - Bank
Canning Town	Jubilee	Stanmore - Stratford
West Ham	Hammersmith and City	Hammersmith - Barking

### London Overground

- 3.26 Stratford station provides a connection onto the London Overground network. Stratford acts as the eastern terminus for the Clapham Junction and Richmond branch. There are alternative services to Clapham Junction and Richmond leaving every 7 minutes approximately. London Overground services provide access to a number of locations in north London, including Highbury and Islington, West Hampstead and Willesden Junction.

### National Rail

- 3.27 National Rail services are also available from Stratford, West Ham and Stratford International. Stratford International is located in High Speed 1, providing fast services to London St Pancras and Kent.
- 3.28 Stratford Station provides a connection to a number of key national rail services. The station is operated by Network Rail and is located in Fare Zone 2/3. There are services to the east coast (Essex, Suffolk and Norfolk) via Abellio Greater Anglia and also services into London Liverpool Street via TfL Rail.
- 3.29 West Ham station is located on the C2C network, this provides a number of services from London Fenchurch Street to Southend, Shoeburyness and Grays.

### Elizabeth Line

- 3.30 The Elizabeth line opened in May 2022 and provides a direct, frequent rail service from Reading, Heathrow, Shenfield and Abbey Wood to several Central London rail termini, such as Liverpool Street, Farringdon and Paddington. The Elizabeth line connects to many London

Underground services along its route.

- 3.31 The airport can be accessed from the Elizabeth line Custom House station, 2.2km north west of the Airport, by interchanging to the Beckton Branch of the DLR at Canning Town or directly by TfL bus route 474 (bus journey approximately 8 minutes). To cycle would take about 7 minutes.
- 3.32 Current first and last train services on the Elizabeth line calling at Custom House station are shown in Tables 3.3 and 3.4.
- 3.33 Elizabeth line trains that stop at Custom House currently call every 6 minutes along the Paddington – Abbey Wood route and will increase to every 5 minutes in 2023.
- 3.34 Table 3.5 demonstrates service frequencies across the branches of the Elizabeth line.

**Table 3.3: Elizabeth Line First/Last Train Services Monday-Saturday (Autumn 2022)**

Elizabeth Line Service	First Train	Last Train
	Monday-Saturday	Monday-Saturday
<b>Paddington – Abbey Wood (Eastbound)</b>	06:05	00:20
<b>Abbey Wood – Paddington (Westbound)</b>	05:41	00:05

**Table 3.4: Elizabeth Line First/Last Train Services Sunday (Autumn 2022)**

Elizabeth Line Service	First Train	Last Train
	Sunday	Sunday
<b>Paddington – Abbey Wood (Eastbound)</b>	08:05	23:05
<b>Abbey Wood – Paddington (Westbound)</b>	07:05	22:35

**Table 3.5: Elizabeth Line Service Frequencies (Autumn 2022)**

Elizabeth Line Service	Service Frequency (trains per hour)	
	Mon - Saturday	Sunday
<b>Paddington – Abbey Wood</b>	10	8
<b>Paddington – Heathrow Airport/Reading</b>	Up to 8 (AM/PM peak periods)	Up to 6
<b>Liverpool Street - Shenfield</b>	Up to 10 (AM/PM peak periods)	Up to 6

## Buses

- 3.35 London bus services directly serve the airport and these are serviced by two dedicated bus stops in the terminal forecourt. These include the 473 (Stratford – North Woolwich) and the 474 (Canning Town – Manor Park). Frequencies for these services are shown in Table 3.6.

**Table 3.6: Bus Service Frequencies (2022)**

Time of Day	347	474
<b>Overnight (00:00-04:00)</b>		2-3
<b>Early Morning (04:01-05:59)</b>	5	5
<b>Day (06:00-20:00)</b>	5-6	5-6
<b>Evening (20:01-23:59)</b>	4-5	4-5

- 3.36 At the time of writing this Travel Plan TfL are consulting on proposed Silvertown Tunnel bus routes. This includes proposals to extend the existing 129 (Lewisham – Greenwich) bus route north across the River Thames to Great Eastern Quay via the Royal Docks development zone in 2025 when the Silvertown Tunnel is due to open. This will include a stop at the airport.

### River Bus Services

#### Thames Clipper

- 3.37 The nearest Thames Clipper (Uber Boat) pier is at Royal Wharf which is wheelchair accessible and served by River Bus 1 (RB1).
- 3.38 Royal Wharf pier is 1.5 miles south of the airport, an approximately 28 minute walk. It is within a short walk of the 474 bus service that connect to LCY, which therefore operates to the same frequencies as shown in Table 3.6. Alternatively, DLR stations at West Silvertown (11-minute walk) or Pontoon Dock (12-minute walk) give direct access to the airport by the DLR.
- 3.39 Thames Clippers provide direct services to a number of destinations along the River Thames across East, Central and West London. Notable destinations include: Canary Wharf, Tower Bridge, Blackfriars and Embankment. The RB1 route extends to Battersea Power Station in the west and Barking Riverside in the east and stops at the following locations:

Bankside Pier	Greenwich Pier	Tower Pier
Barking River Pier	London Bridge City Pier	Vauxhall St George Wharf Pier
Battersea Power Station Pier	London Eye Waterloo Pier	Westminster Pier
Blackfriars Pier	Masthouse Terrace Pier	Woolwich Arsenal Pier
Canary Wharf Pier	Millbank Pier	
Embankment Pier	North Greenwich Pier	
Greenland Surrey Quays Pier	Royal Wharf Pier	

- 3.40 The route operates with a service frequency of approximately 20-minutes on weekdays and 30-minutes on weekends. First and last westbound services depart at 06:41 and 21:36 on weekdays, and 08:36 and 21:09 on weekends. On weekdays there are currently no services calling at Royal Wharf between 11:16 and 16:53.
- 3.41 Between Autumn 2022 – Spring 2023 Thames Clippers will additionally be receiving new hybrid catamarans, both improving their sustainability credentials whilst improving passenger experience.

### The Woolwich Ferry

- 3.42 The Woolwich Ferry is a free ferry service operated by TfL since January 2021. It's route is between Woolwich and North Woolwich across the River Thames and the journey takes between 5 and 10 minutes. The ferry can carry up to 150 pedestrians, cyclists and up to 40 cars, vans and lorries. It is within a short walk of the 474 and 473 bus services that connect to the airport which therefore operate to the same frequencies as shown in Table 3.6.
- 3.43 Ferry operating times are Monday to Friday 07:00-18:00 and the service runs approximately every 15-20 minutes throughout the day. There are currently no services Saturday and Sunday and Public holidays. The service is not usually affected by the tides but services are sometimes suspended when there is an extremely high tide or when there is dense fog in the area.

### **Coach Services**

- 3.44 There are currently no coach services operating at LCY but the infrastructure is in place to accommodate a drop off and pick up area for a coach in the terminal forecourt.

### **Taxis**

- 3.45 Both London Taxis and Private Hire Vehicles perform an important role as a transport provider by reducing the passenger's reliance on the private car and help reduce both single use journeys and parking demand. They are particularly useful for passengers who may not be suited to current public transport timetables or routes. Taxis also fulfil a demand that cannot be met by bus, DLR, train or London Underground at present because they can provide a service early in the morning or late at night to any destination.

#### London Taxis

- 3.46 The current arrangement for London Taxi services is that on arrival at the airport with passengers, the taxi will drop off the passenger in a designated area at the front of the terminal building. Once the passenger has paid the taxi fare, the vehicle departs from the drop off area and either turns right away from the airport or turns left and joins the designated London Taxi Feeder Park to queue to pick up passengers before departing the airport.
- 3.47 There is a London Taxi rank at the entrance to the airport's main terminal building which is fed by the Taxi Feeder Park located at the east end of the airport site and along Hartmann Road. Passengers arriving on a flight can easily access awaiting London Taxis in the vehicle forecourt directly opposite the exit from the terminal building. The London Taxi holding area/ feeding lane has capacity for 200 vehicles.
- 3.48 Well over two-thirds of London Taxis are now zero-emission capable. LCY has therefore provided a dedicated rapid EV charging point for their use off Hartmann Road. Usage is being monitored and the number of charging points will be increased as demand dictates.
- 3.49 London Taxis are often considered a more convenient form of transport for people with special mobility needs rather than buses and underground and the DLR.

#### Private Hire Vehicles (minicab/uber)

- 3.50 The arrangements of Private Hire Vehicles (PHVs), including vehicles hired via an online app, are the same as for general passenger drop off and pick up.

### **Parking**

#### Passenger Car Parking

- 3.51 The airport has a charge for on-site passenger car parking. The car park is accessed from Hartmann Road, east of the main terminal building.
- 3.52 For passengers, the airports Main Stay car park has provision for 30 up to 1 hour stay and 521 long-stay spaces for passenger use.
- 3.53 There are 6 electric charging points currently installed near the car park entrance, 2 of which are rapid chargers. Usage is being monitored and the number of charging points will be increased as demand dictates.
- 3.54 The car park has a 'pay at the barrier' controlled exit to Hartmann Road.

### Staff Car Parking

- 3.55 There are currently 341 car parking spaces available for staff, 60 to the west of Hartmann Road and 281 to the east. Staff can use the Main Stay car park if they have an exemption, for example, if they have a medical condition preventing them for walking more than 0.5 mile.
- 3.56 There are currently 6 electric charging points installed in the Green Car Park to the east (the temporary decked car park). These are available for use by staff free of charge. Usage is being monitored and the number of charging points will be increased as demand dictates.

### Car Rental

- 3.57 There are 114 spaces allocated for car rentals, 50 are located south of the Main Stay car park and 64 are positioned along Hartmann Road. Car Rental companies are able to use the EV chargers in the Main Stay car park.

### Passenger Drop-Off and Pick Up Areas

- 3.58 There is a free drop-off area for cars and mini-cabs. This is located in the terminal forecourt.
- 3.59 There is a charged pick-up area with a maximum stay of 20 minutes. This is located outside City Aviation House.

### Accessibility

- 3.60 London City Airport and Custom House DLR stations, as well as the Elizabeth line station at Custom House, are fully step-free and are given the highest accessibility ratings by TfL. This means that the step between the train and the platform is 0-2 inches, while the gap between the train and the platform is 0-3.3 inches.
- 3.61 To ensure all passengers can get to the airport in the best way that suits them there is a specific Special Assistance page on LCY's website that details access routes and enables passengers to request assistance for their visit to the airport. The link for this is as follows, <http://www.londoncityairport.com/request-special-assistance>

# 4 Travel Plan Strategy

## Travel Plan

- 4.1 The broad aim of the Passenger Travel Plan is to reduce surface access mode shares for private car, alongside minicab and lift sharing vehicles. For the Staff Travel Plan the aim is to reduce single occupancy car use.
- 4.2 London City Airport will:
- Implement physical measures in line with the planning consent
  - Actively work towards achieving the Travel Plan targets
- 4.3 LCY will designate a Travel Plan Co-ordinator (TPC) who will be responsible for:
- Overseeing the management, development, implementation and monitoring and review of the Travel Plan
  - Liaison with the LBN, TfL, ATF and other stakeholders
  - Managing the development and implementation of the Travel Plan measures
  - Promoting the objectives and benefits of the Travel Plan
  - Monitoring the success of the Travel Plan against the agreed targets
  - Reporting the results of the Travel Plan to the stakeholders
  - Liaising with public transport operators and other service providers
- 4.4 LCY will inform LBN in writing of the name, position, organisation and contact details of the designated TPC.

## Marketing Strategy

- 4.5 It is recognised that a marketing and communication strategy for passengers and staff is key to the success of the Travel Plan. The marketing strategy will aim to raise awareness of the key services and facilities implemented as part of the Travel Plan and in the surrounding area with information disseminated via:
- London City Airport website and Wi-Fi portal.
  - Communication with passengers and other visitors after making purchases within the airport.
  - Wayfinding and signage within the airport.
  - Social media strategy, informing followers of travel promotions, new developments, and disruptions.
  - Employers Forum;
  - E-Bulletin to employees.

# 5 Objectives and Targets

## Objectives

5.1 The objectives of this Travel Plan is to outline a strategy for handling passenger and staff travel to London City Airport in line with the following objectives, which are the same as those from the 2019 Travel Plan:

- To close the Information gap

“Making the first journey as easy as the hundredth”. LCY seeks to close the information gap by providing information that instils confidence before and during each trip. This is envisaged through a mobile enabled website or app which will be available for use for all passengers, staff and visitors to the airport. It is envisaged that when the app becomes widely used, this will greatly improve all employee and passenger access to the latest travel information to inform their choice of mode.

- To offer the right travel services

Providing staff and passengers with the travel services they need at the times they need to travel will help them make choices to use more sustainable modes to travel to LCY.

To achieve this, discussions with public transport operators need to continue to increase the accessibility of LCY by public transport in the early morning, to enable passengers and staff who need to arrive for the earlier flights or shifts to be able to use the DLR or London Buss services. This also includes exploring the potential for improving connections to the river and movement of staff and passengers and also improving information for onward journeys for passengers on inbound flights through inflight magazines and announcements on the aircraft.

- To have equality of access

Ensuring that all users (passengers, staff and visitors) can move freely within the airport is a key priority of LCY. This includes enhancing step-free access, ensuring mobility friendly services are easily accessible, improving way-finding signage and ensuring all new pedestrian and cycle infrastructure meets current design guidance.

- To facilitate Healthy Streets

LCY considers itself to be an important contributor to the local area as an employer and a catalyst for improvements to the local cycle and footpath network. Throughout this Travel Plan period LCY will continue to support local walking and cycling improvements and to encourage maximum use of these routes. Section 8 provides details on the measures to support walking and cycling.

- To offer low carbon initiatives

LCY is in a position to be able to influence staff travel behavior through measures such as encouraging car-sharing, managing overall car parking provision to accommodate only those who have no alternative mode of transport and season tickets for public transport. Section 8 provides further details on the measures.

The objectives in this Travel Plan also supports LCY to maintain its Level 4<sup>+</sup> ‘Transition’ ACI Europe carbon accreditation or equivalent (which it was awarded in 2022) and its aim to be a net zero airport by 2030, as set out in its Sustainability Roadmap 2022.

- To have a collaborative approach

To ensure the above priorities are fulfilled, a collaborative approach to sustainable transport

planning is at the heart of LCY’s objectives which seek to engage all relevant stakeholders including the TfL, LNB, ATF and Employer Forum.

5.2 This will be achieved by:

- Promoting sustainable travel, raising awareness and increasing the attractiveness of sustainable and alternative modes of transport available to and from LCY.
- Introducing a package of physical and management measures that will facilitate travel by sustainable modes.
- Considering the behaviour of passengers and staff and develop tools for behavioural change to meet mode share targets.
- To reduce unnecessary use of the car for journeys to and from LCY by passengers and staff.

## Targets

### 2019 Travel Plan (2019 – 2022)

5.3 The key targets of the 2019 Travel Plan sought to increase passenger and staff usage of public and sustainable transport modes of travel.

5.4 For passengers, **by 2025 the target was to achieve 75% use of public and sustainable transport**, with an interim target of 72% by 2022. These targets are presented in Table 5.1.

**Table 5.1: 2019 Travel Plan Passenger Mode Share Targets**

Mode	2022 targets (%)	2025 targets (%)
Sustainable and Public Transport (DLR, bus, walk cycle, London Taxi)	72%	75%
Mini Cab and Ride Sharing Services (i.e. Uber)	18%	Unspecified
Car	9%	Unspecified
Others (motorcycle and transfer)	1%	Unspecified

5.5 For staff, **by 2025 40% or fewer staff drive to work on their own in a car**, with an interim target of 49% by 2022. These targets for passengers and staff are presented in Table 5.2.

**Table 5.2: 2019 Travel Plan Staff Mode Share Targets**

Mode	2022 targets (%)	2025 targets (%)
Car (single occupancy use)	49%	40%
All other transport (rail, bus, cycle, walk, car with passenger and taxi)	51%	60%

5.6 The 2022 passenger and staff targets sought to reflect the implementation of measures facilitating sustainable travel. These are shown in Table 5.3 .

**Table 5.3 Key Measures for Passengers and Staff Mode Share Targets 2019 Travel Plan**

Key Measures	Passengers or Staff
Digital wayfinding and journey planning tool	Passengers and Staff
In-carriage signage on DLR and London Underground	Passengers
Elizabeth line interchange facility, communications, signage and mapping changes to show route through Stratford Station (TfL)	Passengers and Staff
Funding new rolling stock and station staff through CADP1 Section 106 Agreement	Passengers and Staff
Linking with London Borough of Newham (LBN) scheme to improve pedestrian connections across LBN	Passengers and Staff
Investing in infrastructure with LBN to connect the airport to wider cycle lane network (through CADP1 S106 Agreement)	Passengers and Staff
Provision of cycle hire facilities at the airport	Passengers
Where possible managing demand through pricing of parking spaces.	Passengers
Promoting sustainable transport modes	Passengers
Personalised Transport Planning tool to aid choice of mode	Staff
Promotion of healthy transport and behaviour of how staff choose to travel	Staff
Increase staff cycle facilities by 24 cycle bays	Staff
Introduce cycle hire bays to support the cycle hire scheme to be delivered by LBN	Staff
Manage car parking pass availability to reduce the number of staff with access to parking spaces	Staff
Incentivised car sharing scheme	Staff

- 5.7 When setting the targets and measures in the 2019 Travel Plan it was not foreseen that on 10 March 2020 the World Health Organisation would declare COVID-19 to be a global pandemic and subsequently, 3 months after the Travel Plan was approved, the airport would temporarily close for 3 months and people were instructed to stay at home, not to use public transport, to Work from Home where possible and to socially distance from each other.
- 5.8 The COVID-19 pandemic has significantly impacted the ability and suitability to implement all the measures set out in the 2019 Travel Plan and the ability to influence behaviour changes over this time period to 2022, especially when people were being instructed not to use public transport for such a long period of time (the first national lockdown was in March 2020 and restrictions were not lifted until February 2022).
- 5.9 Survey data collected since the start of the COVID-19 pandemic shows how passengers access the airport during and since this time has been affected, such that, fewer people have been travelling to and from the airport using the DLR and buses. As we emerge from the pandemic in 2022 improvements are noticeable but it is too early at this time to confirm any definitive pattern of progress towards the pre-pandemic levels.
- 5.10 From a staff perspective, about a third of staff were made redundant due to the impacts of the pandemic in 2020 and many were put on the Government furlough scheme, not returning to work until September 2021. Staff levels are still below pre-pandemic levels and some LCY

employees are still Working from Home, or choosing to Work from Home part of their working week. The 2022 staff travel survey also shows a similar percentage of staff travel to work by single occupancy car than they did before the pandemic, showing that the pandemic has not increased single occupancy car use but it has affected the ability to change behaviours to increase other modes of travel.

### 2023 Travel Plan (2023 – 2025)

- 5.11 For passengers, the target for the 2023 to 2025 Travel Plan is to achieve **75% use of public and sustainable transport by 2025**. This has not changed from the 2019 Travel Plan.
- 5.12 **For staff, the target is to have 48% or fewer staff driving on their own in a car to work by 2025.** This is similar to the 2022 target of 49% but is 8% greater than the 2025 target of 40% and is reflective of the inability to influence travel behaviours for the majority of the 2019 Travel Plan period due to COVID-19. A number of staff at the airport are also not currently able to use public transport due their early morning shift start times. The 2022 travel survey showed that 52% of staff start work before 6am when public transport services are limited or not available.

**Table 5.4 Staff Early Morning Start Times**

Shift Start Time	%
05:01 – 06.00	36%
Before 05.00	16%

Source: 2022 Staff Travel Survey

- 5.13 It is also to be noted that the 2025 targets were set out assuming the full CADP1 development and its improved surface access infrastructure and services would be completed by 2025. During COVID-19 however the CADP1 construction was temporarily paused and remains paused at the time of writing. These improvements will not therefore be delivered by 2025.

### Key Action Targets 2023 to 2025

- 5.14 The success of a Travel Plan is measured by whether it achieves its objectives through set targets. The targets, which are related to the objectives, can be ‘Action’ targets or ‘Aim’ targets. Action Targets set out specific commitments to implement measures within certain timescales to ensure delivery.
- 5.15 As we emerge from the COVID-19 pandemic it will be important to continue to monitor passenger and staff travel behaviours and seek to adapt measures and initiatives where necessary to take them into account. To this end the frequency of passenger surveys will remain at quarterly but the staff travel surveys will increase to annually until 2025 and both passenger and staff surveys will be reviewed against the targets and measures annually with LBN and reported to the ATF.
- 5.16 The key Action Targets for 2023 to 2025 are set out below:
  - Continue to have a designated Travel Plan Co-ordinator with support from a Transport Consultancy and Mobilityways
  - Continue to undertake passenger surveys quarterly
  - Increase the frequency of staff travel surveys to annually
  - Implement annual reviews of progress towards measures and targets with LBN
- 5.17 All Aim Targets will be Specific, Measurable, Achievable, Realistic and Time related (SMART). In this regard, the primary Aim Target, in line with the Mayor’s Transport Strategy, is to achieve and maintain the proposed mode shares contained within this Travel Plan:

**By 2025 achieve 75% use of public and sustainable transport by passengers and have 48% or fewer staff driving on their own in a car to work.**

## **Benefits of the Travel Plan**

5.18 The achievement of the objectives will bring about a wide range of benefits to staff, passengers, the wider community and London City Airport as set out below:

### **Staff**

- Cost savings associated with using public transport or active travel over single occupancy car travel, potentially reducing the need to own a car
- Opportunity to undertake light exercise as part of their commute to work
- Opportunity to reduce their personal carbon footprint

### **Passengers**

- Potential cost savings in relation to utilising public transport over taxis
- Improved reliability of journeys to and from the airport through public transport utilisation
- Opportunity to undertake light exercise as part of their journey to and from the airport

### **Wider community**

- Lower levels of congestion and delay on the local highway network
- Increased reliability of bus, car, and taxi journeys
- Improved amenability and quality of walking and cycling journeys
- Improvements to air quality and noise levels

### **London City Airport**

- Demonstration of the airport's environmental credentials, alignment with its Sustainability Roadmap and targets contained within it
- Offer a variety of sustainable transport options for passengers and staff
- An incentive for passengers to use the airport, through the financial and sustainability benefits of using public transport

# 6 Mode Shares

## Introduction

- 6.1 For the purposes of this Travel Plan, passenger and staff mode shares and targets have considered the overarching aim of the 2025 targets and the impacts of COVID-19. These considerations are presented in Table 6.1

**Table 6.1: Summary of mode shares and targets**

Scenario	Year	Rationale
'Historical' mode share	2016	It is important to understand what travel patterns looked like in previous years, with both passenger and staff data analysed for 2016.
'Normal' pre-Covid-19 pandemic mode share	2019	The COVID-19 pandemic dramatically exhibited a combination of short and long-term impacts on LCY and the wider aviation industry, including how passengers travel to and from airports. Consequentially, it is important to understand travel patterns prior to the pandemic.
'Current' mode share	2022	Spring and summer 2022 saw both a return in domestic surface travel usage and international air travel as many countries eased restrictions, with LCY seeing increased leisure travel. However, some passengers may have altered their travel behaviours because of the pandemic and as such there is a need to take that into account in consideration of the airport's current situation, and the fact that COVID-19 will delay the delivery of surface access improvements afforded by CADP1 and other initiatives that were anticipated to be delivered off site by 2025. Furthermore, other transport infrastructure improvements both locally and further afield will influence travel patterns, such as, the Elizabeth line.
Mode share target	2025	The existing Airport Surface Access Strategy 2017-2025 sets mode share targets for passengers and staff for 2025. This document sets out revised mode share targets for staff for 2025 based on current mode share and an expectation of what can be achieved by 2025, taking into account 3 months after the 2019 Travel Plan was approved the UK went into national lockdown and all restrictions and directions relating to COVID-19 were not lifted until February 2022.

## Mode Share Surveys

### Staff

- 6.2 The 2016, 2019 and 2022 results of the staff travel surveys are shown in Table 6.2.

**Table 6.2: Staff Mode Share survey results**

Mode	2016 Survey (%)	2019 Survey (%)	2022 Survey (%)
DLR/Train/Tube	29%	27%	27%
Bus	6%	7%	6%
Walk	2%	3%	4%
Cycle	3%	3%	3%
London Taxi / Mini Cab	1%	0%	0%
Car	57%	56%	57%
Car with Passenger	1%	2%	1%
Motorcycle	1%	1%	1%
Other	<1%	0%	1%

- 6.3 There has been very little change reported across the 2016, 2019 and 2022 staff travel surveys including little shift within the car mode share.
- 6.4 A small decrease in the rail mode share was met by a small increase in the walking mode share. All over modes saw no or negligible change.
- 6.5 The 2022 survey shows that 33% of staff currently use public transport to commute to work, this is consistent with previous years. As reported in the 2019 Travel Plan, a significant barrier to more staff being able to use public transport is the lack of and absence of services for staff who work early morning shifts, particularly the DLR. LCY have been discussing and will continue to discuss with TfL to extend the DLR service provision in the mornings to accommodate the demand of its staff, thereby increasing their sustainable commute access options.

### Passengers

- 6.6 The 2018 and 2019 survey results for passenger mode share are shown in Table 6.3. Surveys for 2020 were suspended during the national lockdowns when the airport closed for 3 months between March and June. The results that were able to be obtained in 2020 are provided in Table 6.4, along with the results for 2021 (which was also subject to lockdowns and significant travel restrictions). COVID-19 restrictions were not fully lifted until Q1 2022. The full year results for 2022 are not available at the time of writing but the Q1, Q2 and Q3 data is provided in Table 6.5.
- 6.7 The Q4 2020, 2021 and 2022 mode share results reflect the impacts of COVID-19. The 2019 survey had shown a good level of progression towards the 2022 and 2025 mode share targets.
- 6.8 The DLR was the single most-used mode for passengers' journeys to the airport across all surveys. A considerable drop in the DLR mode share was recorded during COVID-19.
- 6.9 The drop in the DLR mode share directly corresponds to increases across the London Taxi, Minicab & Private Hire/Ride Sharing mode shares during the pandemic as a result of Government advice to avoid public transport and to socially distance.
- 6.10 The car mode share saw relatively little change across the surveys recording a one-percentage point increase between 2018 and 2021 and a 4% increase since 2019. Data collected to date in 2022 indicates car use has reduced but is still more than 2019 levels. Overall, the car mode share constitutes a minor mode.

**Table 6.3: Passenger Mode Share survey results 2018 and 2019**

Mode	2018 Survey (%)	2019 Survey (%)
DLR	64%	64%
Bus	1%	1%
London Taxi	4%	8%
Mini Cab*	12%	8%
Private Hire/Ride Sharing Services (i.e. Uber)*	6%	7%
Car	12%	9%
Motorcycle	<1%	0%
Transfer/Other	1%	3%

Mode	2018	2019
Sustainable and Public Transport (DLR, bus, walk cycle, London Taxi)	69%	73%
Mini Cab and Ride Sharing Services (i.e. Uber)	18%	15%
Car	12%	9%
Others (motorcycle and transfer)	1%	3%

**Table 6.4: Passenger Mode Share survey results 2020 and 2021**

Mode	Q1 2020	Q4 2020	2021
DLR	64%	59%	41%
Bus	1%	0%	0%
London Taxi	10%	4%	13%
Mini-cab /Private Hire/Ride Sharing Services (i.e. Uber)	15%	20%	31%
Car	8%	13%	13%
Other/Transfer	2%	4%	2%

Mode	2021
Sustainable and Public Transport (DLR, bus, walk cycle, London Taxi)	54%
Mini Cab and Ride Sharing Services (i.e. Uber)	31%
Car	13%
Others/Transfer	2%

6.11 The way in which staff and passengers travel to and from the airport is confirmed through the undertaking of travel surveys. Passenger surveys are undertaken on a quarterly basis and staff surveys every two years. Both surveys were disrupted during COVID-19: passenger surveys were suspended and when resumed were reduced in number and length due to social distancing and the 2021 staff survey was delayed until 2022.

**Table 6.5: Passenger Mode Share survey results 2022 to date**

Mode	Q1 2022	Q2 2022	Q3 2022
DLR	48%	39%	45%
Bus	0.5%	1%	1%
Walk	1.5%	1.5%	2%
London Taxi	17%	16.5%	14.5%
Mini Cab	22%	29%	25.5%
Private Hire/Ride Sharing Services (i.e. Uber)			
Car	11%	13%	11%

Mode	Q1 Q2 and Q3 2022
Sustainable and Public Transport (DLR, bus, walk cycle, London Taxi)	67%, 58% and 62.5%
Mini Cab and Ride Sharing Services (i.e. Uber)	22%, 29% and 35.5%
Car	11%, 13% and 11%

6.12 To monitor progress since Government restrictions were lifted staff surveys will be carried out every year until and including 2025.

6.13 The results of travel surveys will subsequently be reported in the airports Annual Performance Report.

### 2025 Mode share targets

#### Staff

6.14 2025 mode share targets for car drivers and are outlined for staff in Table 6.6.

**Table 6.6: Proposed 2025 staff mode share targets**

Mode	Proposed 2025 Target (%)
Rail, bus, cycle, walk, car with passenger and taxi	52%
Car single occupancy use	<b>48%</b>

6.15 The staff mode share targets for 2025 aim to increase the public transport, active travel and lift sharing (car with passenger) mode shares and decrease the single occupancy car mode share.

#### Passengers

6.16 2025 mode share targets are outlined for passengers in Table 6.7.

**Table 6.7: Proposed 2025 passenger mode share targets**

Mode	2025 targets (%)
Sustainable and Public Transport (DRL, bus, walking, cycling, London Taxis)	<b>75%</b>
Mini Cab and Ride Sharing Services (i.e. Uber)	15%
Car	10%

- 6.17 The passenger mode share targets for 2025 aim to increase the public transport and active travel mode shares, and decrease minicab & ride sharing, and car mode shares.
- 6.18 The DLR, bus, walk, cycle and London Taxi mode share target totals 75%, aligning with that targeted within the 2019 Travel Plan.
- 6.19 The rationale for the modal share targets is summarised in Table 6.8. This indicates the rationale for introducing an increased or decreased mode share for the relevant mode, including improvements to local transport infrastructure and networks, alongside wider factors.

**Table 6.8: Proposed 2025 passenger mode share targets rationale**

Mode	Mode Share Change	Rationale
<b>Public and Sustainable Transport*</b>		<ul style="list-style-type: none"> <li>• Elizabeth line services at Custom House reducing journey times particularly to strategic rail hubs</li> <li>• Funded improvements to DLR services, including new rolling stock leading to higher frequencies</li> <li>• Increased bus accessibility due to localised development funding more bus services and rerouting of existing bus route</li> <li>• Increased walking accessibility and amenability due to increased levels of local amenities such as that at the Royal Docks and ExCel.</li> <li>• Increased cycling due to localised development funding improvements to local cycle infrastructure</li> <li>• Improved accessibility to public transport, particularly Elizabeth line (including comfortable journeys)</li> <li>• Improved wayfinding at the airport terminal</li> <li>• Maintain provision of electric charging point for London Taxis and expand as demand dictates</li> <li>• Maintain provision of dedicated bus stops in the terminal forecourt</li> <li>• Maintain provision of dedicated London Taxi pick up in the terminal forecourt and no charge for passenger pick up</li> </ul>
<b>Mini Cab &amp; Ride Sharing Services (i.e.Uber)</b>		<ul style="list-style-type: none"> <li>• Improved accessibility to public transport, particularly Elizabeth line</li> <li>• Encourage use of public and sustainable transport modes</li> <li>• Maintain charges for passenger pick up</li> </ul>
<b>Car Travel</b>		<ul style="list-style-type: none"> <li>• Maintain car parking charges for passenger short and long stay car park</li> <li>• Maintain charges for passenger pick up</li> <li>• No extension to car parking provision</li> <li>• Consolidation of car parking and associated charges as resulting from the CADP1 planning application</li> <li>• Improvements in public transport accessibility</li> </ul>

- Will focus on the transport hierarchy of walking, cycling, DLR/trains, buses and London Taxis

# 7 Measures and Initiatives

7.1 This Section outlines the measures which will be implemented to achieve the objectives and targets identified within Section 5. The measures which form the core of the Travel Plan have been grouped as follows:

- General measures that may affect all parties involved in travelling to and around the airport
- Staff-specific Travel Plan measures
- Passenger-specific Travel Plan measures

7.2 Further information regarding these measures including responsibilities, actions, benefits, and timescales is presented within the 'Action Plan', within Section 8.

## Travel Plan Measures

7.3 A full set of measures, including ones impacting both staff and passengers, alongside those affecting either group individually, are described within Table 7.1. Measures indicated in italics were included within the 2019 Travel Plan and are a continuation of measures from the 2019 Travel Plan.

7.4 LCY will continue to provide a Travel Plan Co-ordinator to take on the responsibility for the Travel Plan including implementation, monitoring and progress reporting. This person will be the main contact for the Travel Plan.

## Existing Sustainable Travel Initiatives

7.5 The airport is currently well connected to London's public transport system. It has a DLR station adjacent to the main terminal building connected via covered link building and there are bus bays and a barrier controlled London Taxi pick up area available in the forecourt close to the terminal building, both have covered waiting areas.

7.6 Contact numbers and web details for the various transport providers and services (DLR, London Underground, TfL, National Rail Enquiries) as well as light rail, Underground, Overground, rail and bus timetables and route maps and local taxi company details are prominently displayed on notice boards in the arrival's halls for passengers. This information is also available at the terminal information desk and on LCY's website.

7.7 With the introduction of the Elizabeth line TfL have modified the existing 474 bus route to provide a bus link between Custom House Station to Canning Town station. This will improve bus connection for Elizabeth line interchange but removes the ability of people along North Woolwich Road to get the bus to the airport. LCY have been discussing and will continue to discuss how connectivity by bus can be improved to these areas.

7.8 In addition to the onsite infrastructure that supports sustainable modes of travel by staff and passengers LCY have undertaken and implemented additional initiatives to promote and encourage their use.

7.9 For passengers this includes:

- Wayfinding
- Signage
- Charging for parking
- Charging for pick up

- Improved communications
- Providing an information kiosk in the terminal building with trained staff

7.10 For staff this includes:

#### **Walking and Cycling**

- 7.11 The environment and health benefits of walking and cycling to work are emphasised to staff through the internal promotion of health and wellbeing campaigns.
- 7.12 LCY currently operates a ‘Cycle to Work’ scheme in partnership with Halfords Cycle shop. Information on cycling is provided to new recruits when they commence employment. Some onsite partners also offer similar schemes for their employees.
- 7.13 Cycle parking and shower facilities are currently provided onsite for staff.

#### **Public Transport**

- 7.14 LCY offer their staff the opportunity to get season ticket loans for public transport. The Human Resource team inform all employees of the provision of season ticket loans and how to apply for one.
- 7.15 LCY has been and continues to discuss with public transport operators to commence their services earlier in the morning to enable staff on early morning shifts and passengers on early flights to use the DLR to get to the airport.

#### **Staff Car Share**

- 7.16 A staff car-sharing programme has been implemented which offers all onsite staff the opportunity to pair with staff living in nearby locations who work similar shift patterns. The car sharing programme is currently run by Liftshare. Staff who participate in the programme can use dedicated bays and LCY staff have the added benefit of being able to earn reward points for sharing, these points can be used to purchase items via LCY’s staff reward website (currently equivalent to £1 per one-way journey).

#### **Staff Induction Packs and Information Provision**

- 7.17 New LCY staff members are provided with Induction Packs on commencement of employment which include information on public transport links, walking and cycling routes, the transport sharing economy (Uber or similar, staff car-sharing and taxi sharing etc), local taxi company details and web details for any community travel sites and community forum sites.
- 7.18 Personal Travel Plans are also available for all staff. These are provided through Mobilityways.

#### **Tusker Car Benefit Scheme**

- 7.19 LCY offer staff the opportunity to participate in a salary sacrifice scheme to buy an electric car through Tusker. In recognition of this scheme and to support and encourage the use of electric cars to travel to work, LCY have installed 6 electric charging points in the green staff car park that staff can use free of charge. A booking system is in operation and it is not currently operating to capacity.

#### **Other Measures for Staff**

- 7.20 LCY allows certain members of staff to work remotely at home, which reduces the need to travel to the airport. This contributes to a reduced impact on the local and regional highway

network. COVID-19 has seen an expansion of this scheme and more staff are currently offered the opportunity to work on a hybrid arrangement in agreement with their Manager (i.e to work from home for part of the working week but to work from the airport on the other days).

- 7.21 Information is shared with all onsite staff to increase awareness and participation through LCY's weekly E-Bulletin. It is also shared at the bi-annual Employer Forum meetings for employers to disseminate information to their staff.

**Table 7.1: Travel Plan Measures**

Measure	Description	Reference
<b>General Measures</b>		
<i>Staff resources</i>	<i>Providing travel planning/surface access support at the airport. Will provide increased momentum to the delivery of all stages of the travel plan. This is important for the effective implementation of the Travel Plan</i>	GM1
Direct bus link from Custom House Elizabeth line station	Two existing TfL bus routes (473 and 474) operate between Custom House station and the airport. The airport will seek to promote this service and explore opportunities for improving this with TfL.	GM2
<i>Improved real time public transport information on-site</i>	<i>Public transport information is displayed at strategic locations, such as in the passenger terminal, in the DLR station entrance and at bus stops. Improved real time at-a-glance travel information will improve passenger travel confidence and allow them to make better, more informed decisions about which mode of travel is best for them at any given time.</i>	GM3
Improved wayfinding and guidance at stations and bus stops	Improved information and wayfinding including airport branding and signage indicating travel times at the DLR station, Custom House station and bus stops. At-a-glance information will improve passenger travel confidence while improve brand reputation.	GM4
Promote ‘Mobility Hub’ facilities at nearby station hubs	Improvements made to the quality and amenability of cycle parking and hire facilities at nearby stations, such as Custom House. This will particularly enable staff to safely store cycles at the station and enable them to use the rail services offered at the station. The provision of cycle hire facilities will enable staff and passengers to make the final part of their journey to the airport by cycle.	GM5
<i>Cycle route to Connaught Bridge</i>	<i>There are plans for a cycle route to be developed to the Connaught Bridge to improve active travel connectivity north towards Beckton, the ExCel and Custom House. However, this is unlikely to be in place until 2025. Despite this, LCY have made a S106 financial contribution towards this development and can play a key role in continuing to support this scheme throughout this period and promote to staff and passengers when it is open.</i>	GM6
<i>Regular travel surveys</i>	<i>To maintain a good understanding of how staff and passenger travel to the airport changes over time, LCY will carry out and review regular staff and passenger surveys.</i>	GM7
<b>Staff specific</b>		
<i>Improved Lift share system</i>	<i>Further promote the lift share system for staff members via a marketing campaign and continue to provide rewards for its continued utilisation. Those lift sharing would be able to access priority parking for free, and benefit from £1 per day for each day they lift share.</i>	S1

Measure	Description	Reference
<i>Cycle to work scheme</i>	<i>Improve the quality of the cycle to work scheme, including raising its value to cover more expensive electric bicycles, and integration of cycle hire schemes (Santander, Brompton and Buzzbike).</i>	S2
<i>Cycle parking improvements</i>	<i>Facilitate the development of high-quality secure and amenable staff cycle parking, increasing its attractiveness to use.</i>	S3
Private car restrictions for business travel	Consider not allowing a mileage allowance for private cars undertaking business travel where public transport, active travel and car share usage is possible.	S4
<i>Personalised Travel Planning (PTP) services</i>	<i>Make available PTP to all staff</i>	S4
Personalised Travel Planning (PTP) services	Undertake 1-on-1 or group PTP sessions with staff members, in order to present various options for their commutes.	S5
Staff Travel Planning Forum	Requiring attendance from relevant staff members at both LC and its partner organisations operating at the airport, to discuss issues, opportunities, and ideas for modal shift.	S6
<i>Sustainable travel incentives and gamification</i>	<i>Consider improving the quality of the airport’s Starpoints system to provide rewards to staff who’ve continually shifted to a sustainable travel mode. Explore the award of £1 per day for those who’ve switched.</i>	S7
<i>Staff parking</i>	<i>Consider the number of staff with access to parking spaces, subject to progression towards targets.</i>	S8
<b>Passenger specific</b>		
<i>Customer Service Information Desk</i>	<i>LCY will provide improved face-to-face information and support to passengers looking for information regarding onward travel, prioritising sustainable transport modes. This is currently provided via the Information desk in the passenger terminal. The information provided through the desk will be improved, and training provided when new travel options become available.</i>	P1

Measure	Description	Reference
<i>Increase short stay parking charges</i>	<i>Consider higher charges for picks and drop-offs by car to decrease the attractiveness of car use, making some passengers reconsider more sustainable modes of travel to the airport.</i>	<i>P2</i>
<i>Increase provision of EV charging points</i>	<i>The airport will consider a limited increase in the numbers of EV charging points in passenger car parks in response to demand. However, this is a secondary measure as LCY does not wish to inadvertently encourage car use over other sustainable modes of transport as a first priority.</i>	<i>P3</i>
<i>Integrate public transport infrastructure into airline tickets</i>	<i>LCY will explore with airlines how they could improve information about the passenger's journey to the airport to customers when they book flights to or from London City Airport, or ahead of checking in at the airport.</i>	<i>P4</i>
<i>Brompton cycle share</i>	<i>Adopting the Brompton Cycle hire scheme (operating across LBN) for passenger use would expand active travel options for passengers living locally. While uptake may be limited to those without luggage, the scheme could help LCY increase the numbers of passengers using bicycle for short trips when they arrive at the airport.</i>	<i>P5</i>

## 8 Monitoring and Review

### Monitoring

- 8.1 The progress of the Travel Plan will be monitored through the undertaking of surveys: annually for employees; and quarterly for passengers.

### Review

- 8.2 The results of the surveys will be discussed with LBN officers quarterly (as appropriate) and within 2 months of completion of the annual staff survey a report (the **Annual Travel Plan Review**) will be submitted to LBN setting out the annual results, what has occurred in the previous calendar year, any challenges towards the mode share targets and any recommendations to adapt any of the Travel Plan measures.
- 8.3 If at the end of the Travel Plan period, the specific targets are not met the measures stipulated in this document should be reviewed and re-implemented if it is deemed necessary.

### Action Plan

- 8.4 Table 8.1 sets out LCY's actions relating to the Travel Plan. The 'Action Plan' includes how the implementation of various measures will take place and who will be responsible. These will be reviewed in the Annual Travel Plan Review.

**Table 8.1: Outline of proposed measures**

Measure and Reference	Description	Actions	Benefits	Timescales	Responsibility
<b>General Measures</b>					
Travel Plan staff resources GM1	Role(s) for travel planning/surface access at the airport	Determine feasibility for new staff resource or inclusion within an existing staff member responsibility	Will ensure adequate resource is allocated towards the operation of the Travel Plan	On submission	LCY
Improved real-time public transport information on-site GM3	Improved provision of real-time public transport information	Improve provision of real time public transport information, particularly at arrivals	Will promote passengers to think more effectively regarding their travel	On submission	LCY
Improved wayfinding and guidance at stations and bus stops GM4	Improved provision of airport-branded wayfinding and information at stations and bus stops	Investigate the feasibility of working alongside TfL to deliver airport branding and wayfinding at strategic locations	Demonstrates the airport's commitment to public transport	On submission continue feasibility studies	LCY alongside LBN and TfL

Measure and Reference	Description	Actions	Benefits	Timescales	Responsibility
Cycle route to Connaught Bridge GM6	Supporting the delivery of a committed cycle route to be implemented to Connaught Bridge	Continue to facilitate the delivery of the cycling route, facilitate integration of airport branding	Demonstrates the airport's commitment to cycling and developing facilities for the local community	On submission	LCY alongside LBN and TfL
Regular travel surveys GM7	Commitment to undertake travel surveys	Continue to undertake regular travel survey analysis and reporting	Facilitates understanding of progress and challenges regarding modal shift, and the need for further measures	Next travel survey round	LCY
Direct bus link from Custom House Elizabeth line station GM2	New bus service directly linking London City Airport and Custom House Crossrail station	Continue to progress the feasibility of either integrating with an existing TfL bus, or a LCY-operated shuttle bus	Will improve direct accessibility to Crossrail services and promote public transport usage	On submission continue feasibility studies – recognising its operation will have a significant lead-in time	LCY alongside TfL

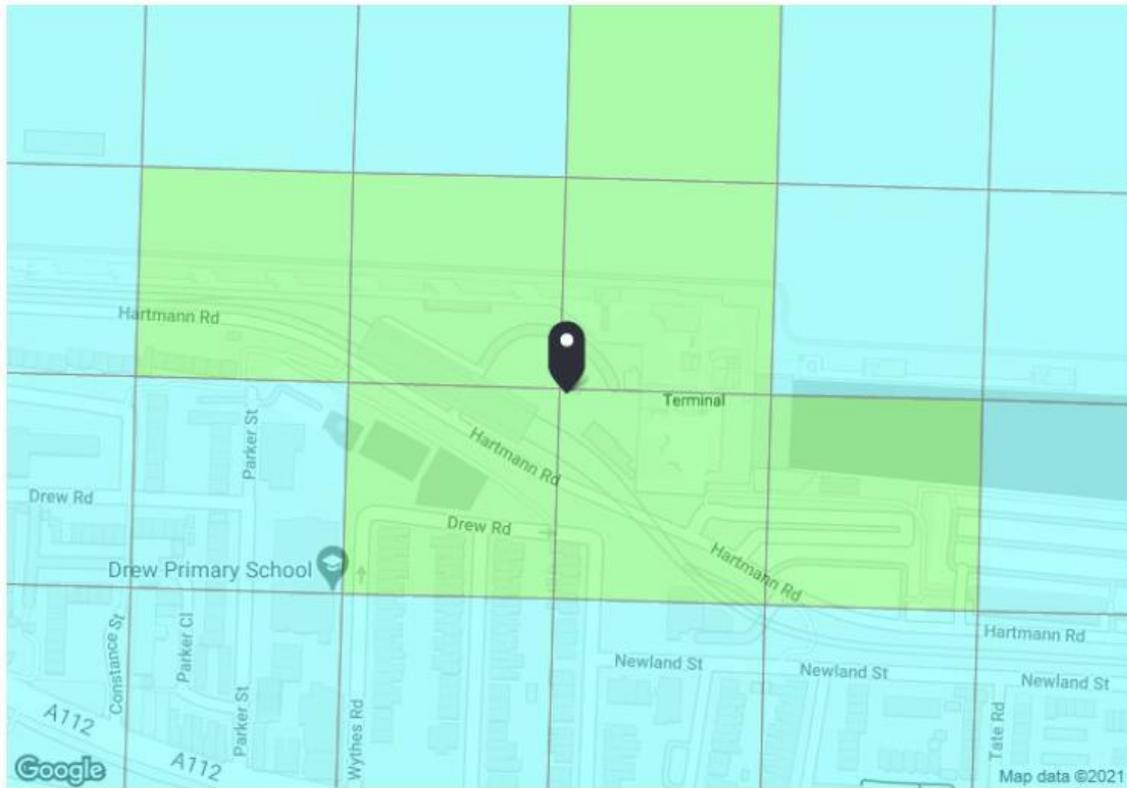
Measure and Reference	Description	Actions	Benefits	Timescales	Responsibility
Promote 'Mobility Hub' facilities at nearby station hubs GM5	Cycle parking and hire facilities at London City Airport DLR and/or Custom House stations	Facilitate delivery of improved cycle facilities as part of the CADP1, and determine potential improvements to cycle facilities at Custom House station	Demonstrates the airport's commitment to cycling and developing facilities for the local community	On submission continue feasibility studies	LCY alongside LBN and TfL
<b>Staff Specific Measures</b>					
Improved Lift share system S1	Relaunch the lift share system	Enhance promotion of existing scheme, raise awareness,	Enables staff to share journeys and access priority parking & rewards	On submission	LCY
Improved Lift share system S1	Enhance priority parking spaces for lift share users	Increase the number of priority parking for lift share users	Enables staff to share journeys and access priority parking & rewards	6 months after submission	LCY
Cycle to work S2	Improve the quality of the cycle to work scheme	Enhance promotion of existing schemes, raise awareness, investigate opportunities for improvements (including schemes associated with Brompton Bike Hire)	Will better facilitate staff to purchase a new bicycle suitable for their needs	6 months after submission	LCY
Cycle to work S2	Improve locker and shower facility provision	Audit and where appropriate improve locker and shower facilities	Will provide the facilities to store cycle wear and shower	12 months after submission	LCY
Cycle parking improvements S3	Facilitate the development of high-quality secure and amenable staff cycle parking	Undertake an assessment of the existing and proposed cycle parking provision as part of the CADP1 consent and investigate whether improvements could be made	High quality and secure cycle parking will better enable staff to cycle to work in confidence	On submission	LCY

Measure and Reference	Description	Actions	Benefits	Timescales	Responsibility
Personalised Travel Planning (PTP) services S5	PTP available to staff	Maintain existing, promote, raise awareness	Will improve the confidence of staff in shifting their journeys to alternative means	On submission	LCY
Sustainable travel incentives and gamification S7	Look to improve the quality of LCY's Starpoint's system	Investigate improvements to be made to the Starpoint system	Will promote shifts to sustainable modes of travel	On submission	LCY
Personalised Travel Planning (PTP) services S5	1-on-1 or group PTP sessions with staff	Look to initiate PTP sessions with interested staff members	Will improve the confidence of staff in shifting their journeys to alternative means	12 months after submission	LCY
Staff Travel Planning Forum S6	Forum to discuss issues, opportunities, and ideas for modal shift	Implement a regular staff travel forum	Sharing of knowledge, challenges and issues across staff will be of use	6 months after submission	LCY
Private car restrictions for business travel S4	Consider mileage allowance for private cars where sustainable modes would otherwise be available	Investigate how the current business travel expenses/mileage policy could integrate this	Will promote staff to think about their business travel journeys, and undertake them by other means	Annually after submission	LCY
<b>Passenger Specific Measures</b>					
Customer Service Information Desk P1	Provision of face-to-face travel information and support to passengers	Continue to collect insights and feedback from customer service staff members and passengers regarding transport information requests and facilitate continuous improvement in provision	A friendly face will greatly assist passengers in making the right travel choice, in comparison to information provided on screens/virtually	Continue as existing	LCY

Measure and Reference	Description	Actions	Benefits	Timescales	Responsibility
Increase short stay parking charges P2	Higher charges for both pick-up and drop-off by cars using the car park	Investigate the implementation of increased parking charges at the airport	Will promote passengers to shift to other modes if parking becomes more costly	On submission	LCY
Increase provision of EV charging points P3	Increased provision of EV charging points	Investigate the wider demand for EV charging points accessible for passengers	Improves amenability of the parking provision alongside customer satisfaction	On submission	LCY
Integrate public transport infrastructure into airline tickets P4	Facilitate airlines in providing LCY-specific public transport information when they book flights	Explore the integration of public transport information within airline tickets	At-a-glance public transport information will facilitate modal shift	On submission	LCY alongside airlines
Brompton cycle share P5	Implement a Brompton cycle docking station at the airport and promote its usage to passengers	Continue to facilitate the implementation of the docking station at the airport and integrate into the wider transport offer	Will promote some passengers to utilise the cycles to explore the wider area	Continue as existing	LCY alongside LBN and BBH



# Appendix A – TfL PTAL Report



<p><b>PTAL output for Base Year</b> <b>3</b></p> <p>London City Airport, London E16 2PX, UK Easting: 542300, Northing: 180292</p> <p>Grid Cell: 79438</p> <p>Report generated: 07/12/2021</p>	<p><b>Map key- PTAL</b></p> <table border="0"> <tr> <td> 0 (Worst)</td> <td> 1a</td> </tr> <tr> <td> 1b</td> <td> 2</td> </tr> <tr> <td> 3</td> <td> 4</td> </tr> <tr> <td> 5</td> <td> 5a</td> </tr> <tr> <td> 6a (Best)</td> <td></td> </tr> </table> <p><b>Map layers</b></p> <p> PTAL (cell size: 100m)</p>	 0 (Worst)	 1a	 1b	 2	 3	 4	 5	 5a	 6a (Best)	
 0 (Worst)	 1a										
 1b	 2										
 3	 4										
 5	 5a										
 6a (Best)											

# Appendix B – LB Newham Cycle Plan List of Proposed Schemes

**Table 10.1 - Indicative list of transport schemes**

<b>Scheme</b>	<b>Cost*</b>	<b>Timescale</b>
<b>Healthy Streets and active travel</b>		
Accessibility and inclusivity embedded in planning and design of Healthy Streets	low	2017-2041
Borough-led traffic reduction strategies (including workplace parking levies)	low	2017-2030
Cycle Hire network development	medium	2017-2041
Cycle network development (London-wide)	medium	2017-2030
Electric vehicle charging infrastructure	low	2017-2041
Freight consolidation programme	medium	2017-2041
Freight fleet emissions reductions	low	2017-2041
Highway decks to release land for housing (subject to further assessment)	high	2017-2030
Personal safety and security improvements on London's streets	low	2017-2041
Road pricing: existing schemes reviewed	low	2018-2020
Road pricing: next generation charging (subject to further assessment)	medium/high	2022-2041
Street trees increases	low	2017-2041
Sustainable drainage system improvements on railway land	low	2017-2041
Sustainable drainage system improvements on streets	low	2017-2041
Transformation of Parliament Square (subject to further assessment)	low	2020s
ULEZ in central and inner London	medium	2017-2021
LEZ strengthening London-wide for buses, coaches and HGVs	low	2020
Vision Zero (safer road user behaviours through education, engagement and enforcement, and improved vehicle safety including banning most dangerous HGVs/HGV Direct Vision)	low	2017-2041

<b>Scheme</b>	<b>Cost*</b>	<b>Timescale</b>
Walk and cycle bridge between Battersea and Fulham	low	2020-2025
Walk and cycle river crossing: Nine Elms Pimlico Bridge	low	2020-2030
Walk and cycle river crossing between Rotherhithe and Canary Wharf	medium	2017-2030
Walk and cycle to school schemes	low	2017-2041
Walk and cycle to work and in local communities schemes	low	2017-2041
Walk and cycle wayfinding improvements	low	2017-2041
Walk London Network enhancements	low	2017-2041
Walking: improved local routes	low	2017-2030
<b>Public Transport</b>		
Bakerloo line extension	high	2020-2030
Beam Park station	low	2020-2030
Brighton Mainline Upgrade (higher frequencies)	high	2020-2030
Bus network: demand-responsive bus services (subject to further assessment)	medium	2017-2041
Bus network: enhancements to meet existing and future demand	medium	2017-2041
Bus network: Low Emissions Bus Zones (including bus priority)	low	2017-2030
Bus network: retrofitted and procuring cleaner buses	medium	2017-2041
Bus network: Silvertown Tunnel and associated bus services	medium	2017-2030
Bus network: wheelchair accessible bus stops	low	2017- 2041
Bus priority network and supporting infrastructure	medium	2017-2030
Bus transit pilots	low	2020-2041
Coach hub(s) upgrade and/or re-provision	medium	2020-2030

Scheme	Cost*	Timescale
Crossrail 2 (including West Anglia Main Line 4-tracking)	high	2020-2041
Crossrail 2 eastern branch (subject to further assessment)	high	2020-2041
Devolved suburban rail services to enable London suburban metro	high	2020-2030
DLR extension from Gallions Reach to Thamesmead (subject to further assessment)	medium	2017-2030
DLR station upgrade programme	low	2017-2041
DLR upgrades	high	2020-2041
Elizabeth line	high	2017-2021
Elizabeth line extension / rail enhancements east of Abbey Wood	medium/high	2020-2041
Heathrow Airport Southern Rail Access (required if airport expansion proceeds)	high	2020-2041
Heathrow Airport Western Rail Access (required if airport expansion proceeds)	high	2020-2041
HS2 and associated National Rail changes, including mitigation of impacts at street level	high	2020-2041
London Overground extension to Barking Riverside	medium	2017-2030
London Overground extension – West London Orbital	medium	2020-2030
London Overground extensions (subject to further assessment)	low	2030-2041
London Overground frequency upgrades (network-wide)	low	2017-2041
London Overground station upgrade programme	medium	2017-2041
London Overground strategic interchanges at Clapham Junction, Lewisham, Stratford and Old Oak Common and improved accessible interchange facilities across inner and outer London	low	2017-2030
London Underground air quality improvements	low	2017-2041

Scheme	Cost*	Timescale
London Underground station capacity programme	high	2017-2041
London Underground step-free stations and more accessible vehicles.	medium	2017-2041
London Underground upgrades – various (e.g. Deep Tube programme, Four Lines Modernisation programme etc)	high	2017-2041
National Rail capacity increases (other lines)	medium	2020-2030
National Rail freight upgrades, especially to enable freight to bypass London	low	2017-2041
National Rail station capacity and step-free access upgrades	high	2017-2041
Night Overground	low	2017-2020
Night-time services on the DLR	low	2020-2030
Night Tube extensions	low	2017-2030
Northern line extension	high	2017-2020
River crossing at Gallion's Reach and/or Belvedere (subject to further assessment)	medium	2030-2041
River crossings (public transport) in East London (subject to further assessment)	medium	2017-2041
River services extensions to the east (subject to further assessment)	low	2017-2030
Stratford to Angel Road enhancements	medium	2017-2020
Sutton Link	medium	2020-2030
Thameslink Programme	high	2017-2020
Tram upgrades	medium	2017-2041
Walk and cycle ferry between North Greenwich and Canary Wharf (subject to further assessment)	low	2017-2030





