

## **APPENDIX D**


### **Airport Forecourt and Taxi Feeder Park Layout**



- Base building survey information by LCY and MSA

**SCALE BAR**

0 5m 10m 20m



A scale bar with alternating black and white segments, and a north arrow pointing upwards.

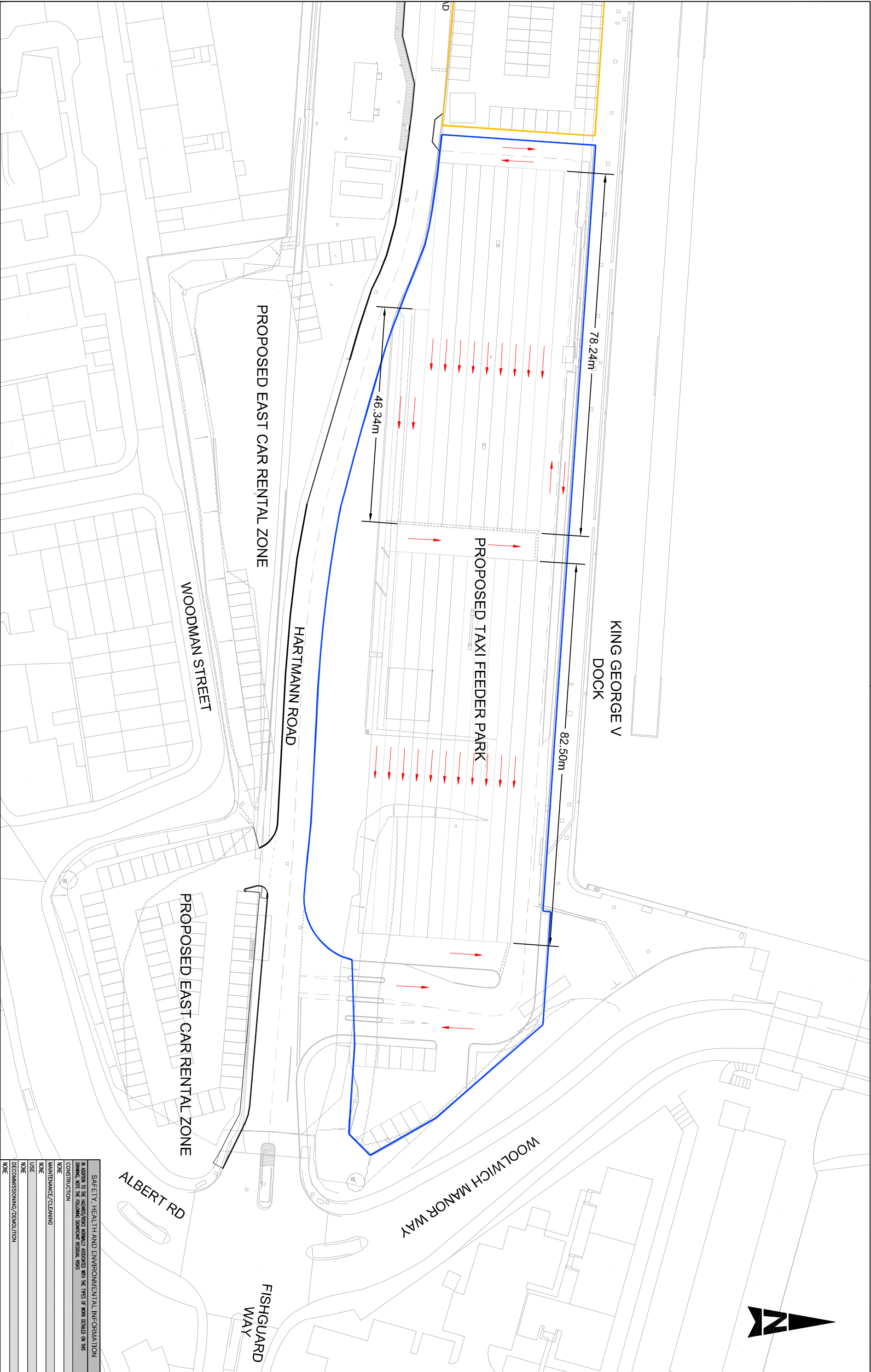
## FOR APPROVAL

Client	LONDON CITY AIRPORT
Project Name	CITY AIRPORT DEVELOPMENT PROGRAMME

Discipline		Project Phase	
Architecture		PLANNING	
Drawing Originator		Originator's Job No.	
Pascall+Watson architects		4486	
Checked By	Checked Date	Drawn By	Drawn Date
SW	05.04.2013	HR	23.10.2012
Approved By	Approval Date	Scale	
MN	05.04.2013	1:500 @ A1	
Building Grid Reference			
CADP			
Client	Originator	Project Ref.	Discipline Drawing No. Revision
LCY	P+W	4486	B FC20002 B



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**KEY**

**DIRECTION OF TRAVEL**

**TAXI FEEDER AREA**

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## **APPENDIX E**

### **Forecourt Road Safety Audit**

# London City Airport

## London City Forecourt

# Response Report for Stage 1 Road Safety Audit

**March 2013**

### Notice

This report was produced by Atkins Highways and Transportation for London City Airport for the specific purpose of a Stage 1 Road Safety Audit Designer's Response.

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### Document History

JOB NUMBER: 5115752			DOCUMENT REF: RSA Response Report LCY			
B	For Issue	KF		GB	GB	12.04.2013
A	For Issue	KF	PG	GB	PG	20.03.2013
Revision	Purpose Description	Originated	Checked	Reviewed	Authorised	Date

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# 1. Introduction

- 1.1 This report details the Client Organisation's response to the Stage 1 Road Safety Audit Report carried out on the London City Airport Forecourt and West Building Extension Service Area Design proposals by Atkins. The safety audit was carried out during March 2013 and the results were issued in report reference *London City Airport Forecourt Stage 1 Road Safety Audit*.
- 1.2 This report was compiled by JP Doherty, Senior Engineer, Atkins on behalf of the London City Airport
- 1.3 The terms of reference of this response report are as described in HD 19/03, 'Road Safety Audit' (DMRB Volume 5, Section 2).
- 1.4 Where a safety audit recommendation is accepted, this report details the actions proposed to comply with the recommendation or an alternative solution. Where a safety audit recommendation is rejected, this report details the justification for rejection.

## 2. Response to Items Raised in the Previous Stage 1 Road Safety Audit

### Safety Audit (RSA 1) Location Ref A

**2.1 Location:** New Zebra crossing on Hartmann Road

**2.2 Problem:** Visibility to/from pedestrians.

**2.3 Detailed description of the problem:** The new crossing on Hartmann Road is adjacent to an existing lay-by that is marked for removal. The sightlines to approaching traffic from the northern kerb would be restricted by any obstacles at the approximate location of the lay-by or at the edge of the newly landscaped forecourt area. Restricted visibility could result in approaching motorists failing to identify a crossing pedestrian and in such pedestrians failing to notice approaching traffic. (See Figure 1)

**Figure 1 - Potential for restricted visibility at new zebra crossing**





## AUDIT TEAM RECOMMENDATION

- 2.4 Ensure that the visibility between pedestrians waiting to cross and approaching vehicles is sufficient for them to see each other clearly.

## CLIENT ORGANISATION RESPONSE

### Designer's Response:

- 2.5 Recommendation Accepted. The lay-by is to be removed and replaced with 2.5m wide footway backed by low level bollards and "no waiting" parking restrictions (to be enforced) to be placed along Hartmann Road to prevent parking, dropping off and picking up. Given the anticipated low vehicle speeds on the approach it is assumed that the visibility envelope and stopping distance will be sufficient.

## Safety Audit (RSA 1) Location Ref B

- 2.6 **Location:** Throughout forecourt.
- 2.7 **Problem:** Pedestrian routing and desire lines.
- 2.8 **Detailed description of the problem:** The information provided does not detail how pedestrians leaving the terminal building will be directed to the new facilities or how they will be routed through the landscaped area. The new Zebra crossing is not provided at the same location as the existing facility and as such pedestrians, especially staff living locally, may continue to follow the existing route. Indeed the deterrent paving, which is currently on the corner of the access road close to the existing Zebra crossing, is being removed, which could encourage crossing at this location.
- 2.9 There is also the possibility the some arriving passengers may look to get access to a taxi at the first opportunity, heading straight for Hartmann Road to reach the westbound verge. Pedestrians crossing away from the Zebra crossing may be at risk of being struck by passing traffic.

## AUDIT TEAM RECOMMENDATION

- 2.10 Ensure that the proposals have a clear strategy for routing pedestrians between the terminal and the new forecourt facilities as well as to and from the new Zebra crossing.

## CLIENT ORGANISATION RESPONSE

### Designer's Response:

- 2.11 **Recommendation accepted:** However way finding details are to be confirmed at a later stage. The Zebra crossing is being moved to a more direct route between the terminal building and new staircase and existing ramp between Hartmann Road and Newland Street. The existing zebra location will be difficult to access as deterrent paving will be installed on the north side of Hartmann Road. The passenger arrivals hall will be located next to the east terminal entrance within sight of the forecourt (taxi rank, bus stops, and private vehicle pickup point). Passengers will naturally be drawn to the forecourt to access transport modes. Stopping on Hartmann Road will be prohibited to prevent obstruction of the carriageway.

## Safety Audit (RSA 1) Location Ref C

- 2.12 **Location:** Hartmann Road.
- 2.13 **Problem:** Ramped access to Newland Street
- 2.14 **Detailed description of the problem:** The proposals for the south side of Hartmann Road include closure of the existing lay-by. The new pedestrian area created, and connected to the forecourt by the introduction of the new Zebra crossing, is higher than Newland Street. There is an

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existing ramped access to Newland Street but this is more easily reached from the existing Zebra crossing. The introduction of steps at this location would reduce disabled access to the Airport from the local area, this access is likely to be important given the frequency of bus services to the airport that also provide for local people.

- 2.15 This area underneath the Dockland Light Railway (DLR) viaduct provides motorcycle and bike parking (see Figure 2). The dropped kerbed access to the parking would conflict with the new Zebra crossing and pedestrians could be struck by motorcyclists and cyclists gaining access.

#### AUDIT TEAM RECOMMENDATION

- 2.16 Retain ramped access between Hartmann Road and Newland Street.
- 2.17 Relocate the motorbike and bike parking area or sufficiently segregate the area from the pedestrian crossing.

#### CLIENT ORGANISATION RESPONSE

##### Designer's Response:

- 2.18 **Recommendation accepted:** The ramp access between Hartmann Road and Newlands road will be retained. The raised footway on Hartmann Road will be lowered as part of removing the lay-by. The existing ramp will tie into the new footway.
- 2.19 The motorcycle parking will be relocated further down the dockside. Cycle parking will remain adjacent to the top of the stairs albeit reorganised to accommodate the new stairs.

### Safety Audit (RSA 1) Location Ref D

- 2.20 **Location:** Throughout forecourt area
- 2.21 **Problem:** Direction of approaching traffic
- 2.22 **Detailed description of the problem:** The existing forecourt area has 'look left' and 'look right' markings at all crossings (see Figure 3), as many foreign passengers arriving at the airport may not be familiar with the direction traffic approaches. The complexity of the new arrangement may also lead to confusion, even for UK residents. The lack of advisory markings could result in a pedestrian walking into the path of an approaching vehicle.



#### AUDIT TEAM RECOMMENDATION

- 2.23 Provide 'look left' and 'look right' markings at all crossing locations.

#### CLIENT ORGANISATION RESPONSE

##### Designer's Response:

- 2.24 **Recommendation accepted:** 'Look Left/ Right' markings to be included in layout.

#### Safety Audit (RSA 1) Location Ref E

- 2.25 **Location:** Hartmann Road

- 2.26 **Problem:** Taxi attempt to enter via taxi drop off exit.

- 2.27 **Detailed description of the problem:** The advanced direction sign on the approach to the taxi drop off shows drivers the route ahead with the entrance to the drop area as the first side road to be reached. Drivers at first encounter the exit from the drop off area and a small number may attempt to make a turn into this area, especially at quiet times when there is a lack of other traffic to act as a guide. This could result in head on collisions at the lay-by exit. A similar issue exists with the exit from the bus lay-by on the westbound approach.

#### AUDIT TEAM RECOMMENDATION

- 2.28 Add the lay-by exit to the sign with a 'no-entry' plate to remove confusion. Revise the design of the sign on the westbound to account for the bus lay-by exit.

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## CLIENT ORGANISATION RESPONSE

### Designer's Response:

2.29 **Recommendation accepted**

## Safety Audit (RSA 1) Location Ref F

2.30 **Location:** Hartmann Road.

2.31 **Problem:** Taxi queue.

2.32 **Detailed description of the problem:** At the time of the site visit the Audit Team noted a large number of taxis queuing along Hartmann Road far past the terminal and hire car parking. It is understood that there may be a taxi marshalling area provided elsewhere to hold these taxis and control access to the forecourt operations but, in the absence of detail at this stage of design it is unclear what parking/waiting controls will be in place on the proposed road system. If taxis are able to by-pass any marshalling system and if waiting is not strictly controlled and enforced, it would certainly restrict the performance of the junctions, taxi and bus pickup/drop off areas and the road system itself. This could increase the risk of collisions in and around the new system.

## AUDIT TEAM RECOMMENDATION

2.33 Implement a comprehensive marshalling system which will efficiently prevent injudicious entry to the system and provide appropriate parking/waiting restrictions to prevent taxis and other vehicles from causing an obstruction or other hazards.

## CLIENT ORGANISATION RESPONSE

### Designer's Response:

2.34 **Recommendation accepted:** A new taxi feeder park system has been designed further east of the forecourt, by Hartmann Road junction with Woolwich Manor Way as part of a further package of works along Hartmann Road to the east of the terminal building.

### 3. Client Organisation Statements

#### Client Officer's Statement

- 3.1 In accordance with HD 19/03, 'Road Safety Audit' (DMRB Volume 5, Section 2), I certify that I have reviewed the items raised in the Stage 2 Safety Audit Report. I have given due consideration to each issue raised and have stated my proposed course of action for each in this report. I seek the Senior Client Officer's endorsement of my proposals.

Name: John Higgins

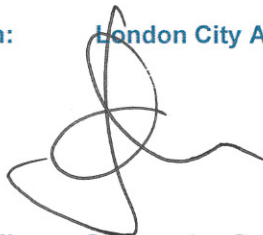
Position:

DIRECTOR OF ASSET MGMT & DEVELOPMENT.

Organisation:

London City Airport

Signed:



Dated:

17/4/13

#### Senior Client Officer's Statement

- 3.2 I accept these proposals by the Client Officer.

Name:

Position:

Organisation:

London City Airport

Signed:

Dated:

## **APPENDIX F**

### **Car Park Data**



**SHORT-STAY**

148 SPACES	148				
Hr	Entry	Exits	Total	Occupied	% Occupied
05:00	7	1	24	16	10.8%
06:00	24	2	29	38	25.7%
07:00	40	31	54	47	31.8%
08:00	39	35	58	51	34.5%
09:00	36	32	67	55	37.2%
10:00	32	29	66	58	39.2%
11:00	30	31	71	57	38.5%
12:00	26	25	74	58	39.2%
13:00	34	25	66	67	45.3%
14:00	35	50	82	52	35.1%
15:00	44	41	60	55	37.2%
16:00	29	49	70	35	23.6%
17:00	51	39	49	47	31.8%
18:00	95	81	61	61	41.2%
19:00	98	122	70	37	25.0%
20:00	39	50	47	26	17.6%
21:00	13	35	37	4	2.7%
22:00	2	0	18	6	4.1%
				MAX	45.3%

**LONG-STAY**

644 SPACES	644				
Hr	Entry	Exits	Total	Occupied	% Occupied
05:00	103	0	247	317	49.2%
06:00	62	11	348	368	57.1%
07:00	42	9	407	401	62.3%
08:00	27	7	419	421	65.4%
09:00	36	11	454	446	69.3%
10:00	13	20	479	439	68.2%
11:00	32	15	469	456	70.8%
12:00	44	21	492	479	74.4%
13:00	46	70	511	455	70.7%
14:00	19	41	480	433	67.2%
15:00	20	33	466	420	65.2%
16:00	7	45	447	382	59.3%
17:00	3	36	416	349	54.2%
18:00	6	45	364	310	48.1%
19:00	3	46	347	267	41.5%
20:00	22	61	306	228	35.4%
21:00	2	59	265	171	26.6%
22:00	0	22	210	149	23.1%
				MAX	74.4%

**SHORT-STAY**

200 spaces	200				
	Entry	Exit	Total	Occupied	% Occupied
05:00	10	1	11	18	9.2%
06:00	34	3	36	49	24.6%
07:00	56	43	100	62	30.9%
08:00	55	49	104	67	33.7%
09:00	50	45	95	73	36.5%
10:00	45	41	86	77	38.6%
11:00	42	43	86	76	37.9%
12:00	36	35	72	77	38.6%
13:00	48	35	83	90	45.0%
14:00	49	70	119	69	34.4%
15:00	62	57	119	73	36.5%
16:00	41	69	109	45	22.5%
17:00	72	55	126	62	30.9%
18:00	133	114	247	82	40.8%
19:00	137	171	308	48	23.9%
20:00	55	70	125	32	16.2%
21:00	18	49	67	2	0.8%
22:00	3	0	3	4	2.2%
				MAX	45.0%

**LONG-STAY**

850 spaces	850				
	Entry	Exit	Total	Occupied	% Occupied
05:00	144	0	144	509	59.9%
06:00	87	15	102	581	68.3%
07:00	64	28	92	618	72.7%
08:00	48	35	83	630	74.1%
09:00	63	33	96	660	77.7%
10:00	29	60	90	629	74.0%
11:00	53	27	80	655	77.0%
12:00	75	42	117	688	80.9%
13:00	72	106	178	653	76.8%
14:00	38	76	114	615	72.3%
15:00	40	53	93	602	70.8%
16:00	26	76	102	551	64.8%
17:00	35	62	97	523	61.6%
18:00	28	83	111	469	55.1%
19:00	25	85	110	409	48.1%
20:00	51	102	153	357	42.1%
21:00	22	97	118	283	33.2%
22:00	17	37	54	262	30.8%
				MAX	80.9%

**SHORT-STAY**

148 spaces	148				
	Entry	Exit	Total	Occupied	% Occupied
05:00	8	1	9	7	4.4%
06:00	26	2	29	31	20.7%
07:00	44	34	78	41	27.4%
08:00	43	38	81	45	30.4%
09:00	39	35	75	49	33.3%
10:00	35	32	67	53	35.6%
11:00	33	34	67	52	34.8%
12:00	29	27	56	53	35.6%
13:00	37	27	65	63	42.2%
14:00	38	55	93	46	31.1%
15:00	48	45	93	49	33.3%
16:00	32	54	86	27	18.5%
17:00	56	43	99	41	27.4%
18:00	104	89	193	56	37.8%
19:00	107	134	241	30	20.0%
20:00	43	55	98	18	11.9%
21:00	14	38	53	-7	-4.4%
22:00	2	0	2	-4	-3.0%
				MAX	42.2%

**LONG-STAY**

644 spaces	644				
	Entry	Exit	Total	Occupied	% Occupied
05:00	113	0	113	435	67.5%
06:00	68	12	80	491	76.2%
07:00	46	10	56	527	81.8%
08:00	30	8	37	549	85.2%
09:00	39	12	52	576	89.5%
10:00	14	22	36	569	88.3%
11:00	35	16	52	587	91.2%
12:00	48	23	71	613	95.1%
13:00	50	77	127	586	91.0%
14:00	21	45	66	562	87.3%
15:00	22	36	58	548	85.1%
16:00	8	49	57	506	78.6%
17:00	3	39	43	470	73.0%
18:00	7	49	56	427	66.3%
19:00	3	50	54	380	59.0%
20:00	24	67	91	337	52.4%
21:00	2	65	67	275	42.7%
22:00	0	24	24	251	38.9%
				MAX	95.1%



SHORT-STAY

200 spaces	200				
	Entry	Exit	Total	Occupied	% Occupied
05:00	10	1	11	19	9.3%
06:00	34	3	37	50	24.9%
07:00	57	44	101	63	31.4%
08:00	56	50	105	68	34.2%
09:00	51	46	97	74	37.1%
10:00	46	41	87	78	39.2%
11:00	43	44	87	77	38.5%
12:00	37	36	73	78	39.2%
13:00	48	36	84	91	45.6%
14:00	50	71	121	70	34.9%
15:00	63	58	121	74	37.1%
16:00	41	70	111	46	22.8%
17:00	73	56	128	63	31.4%
18:00	135	115	251	83	41.3%
19:00	140	174	313	48	24.2%
20:00	56	71	127	33	16.4%
21:00	19	50	68	1	0.7%
22:00	3	0	3	4	2.2%
				MAX	45.6%

LONG-STAY

850 spaces	850				
	Entry	Exit	Total	Occupied	% Occupied
05:00	147	0	147	537	63.1%
06:00	88	16	104	609	71.7%
07:00	65	28	93	647	76.1%
08:00	48	36	84	660	77.6%
09:00	64	33	97	690	81.2%
10:00	30	61	90	659	77.5%
11:00	54	27	81	685	80.6%
12:00	76	43	119	719	84.5%
13:00	73	108	181	684	80.4%
14:00	38	77	115	645	75.8%
15:00	40	54	94	631	74.3%
16:00	26	77	103	580	68.2%
17:00	35	63	98	552	64.9%
18:00	28	84	112	496	58.3%
19:00	25	86	111	435	51.2%
20:00	51	103	154	383	45.0%
21:00	22	98	120	307	36.1%
22:00	17	38	54	286	33.6%
				MAX	84.5%

SHORT-STAY

148 spaces	148				
	Entry	Exit	Total	Occupied	% Occupied
05:00	8	1	9	7	4.5%
06:00	27	2	29	31	21.1%
07:00	45	35	79	41	27.9%
08:00	44	39	83	46	30.9%
09:00	40	36	76	50	34.0%
10:00	36	32	68	54	36.2%
11:00	34	35	68	53	35.5%
12:00	29	28	57	54	36.2%
13:00	38	28	66	64	43.0%
14:00	39	56	95	47	31.7%
15:00	49	46	95	50	34.0%
16:00	32	55	87	28	18.9%
17:00	57	44	101	41	27.9%
18:00	106	90	197	57	38.5%
19:00	109	136	246	30	20.4%
20:00	44	56	99	18	12.1%
21:00	15	39	54	-7	-4.5%
22:00	2	0	2	-4	-3.0%
				MAX	43.0%

LONG-STAY

644 spaces	644				
	Entry	Exit	Total	Occupied	% Occupied
05:00	115	0	115	437	67.9%
06:00	69	12	82	494	76.7%
07:00	47	10	57	531	82.4%
08:00	30	8	38	553	85.9%
09:00	40	12	53	581	90.2%
10:00	15	22	37	573	89.0%
11:00	36	17	53	592	92.0%
12:00	49	23	73	618	96.0%
13:00	51	78	130	591	91.8%
14:00	21	46	67	567	88.0%
15:00	22	37	59	552	85.7%
16:00	8	50	58	510	79.1%
17:00	3	40	44	473	73.4%
18:00	7	50	57	429	66.7%
19:00	3	51	55	381	59.2%
20:00	25	68	93	338	52.4%
21:00	2	66	68	274	42.5%
22:00	0	25	25	249	38.7%
				MAX	96.0%

SHORT-STAY

200 spaces	200				
	Entry	Exit	Total	Occupied	% Occupied
05:00	11	2	12	19	9.6%
06:00	37	3	40	53	26.4%
07:00	61	47	109	67	33.3%
08:00	60	54	113	73	36.4%
09:00	55	49	104	79	39.5%
10:00	49	44	93	84	41.8%
11:00	46	47	93	82	41.0%
12:00	40	38	78	84	41.8%
13:00	52	38	90	97	48.7%
14:00	54	77	130	74	37.2%
15:00	67	63	130	79	39.5%
16:00	44	75	119	48	24.1%
17:00	78	60	138	67	33.3%
18:00	146	124	270	88	44.1%
19:00	150	187	337	51	25.7%
20:00	60	77	136	35	17.3%
21:00	20	54	74	1	0.4%
22:00	3	0	3	4	1.9%
				MAX	48.7%

LONG-STAY

850 spaces	850				
	Entry	Exit	Total	Occupied	% Occupied
05:00	158	0	158	548	64.4%
06:00	95	17	112	626	73.6%
07:00	70	29	99	667	78.5%
08:00	51	36	87	682	80.2%
09:00	68	34	102	715	84.2%
10:00	31	63	94	683	80.4%
11:00	57	29	86	711	83.7%
12:00	81	45	126	747	87.9%
13:00	78	115	193	709	83.5%
14:00	40	81	121	668	78.6%
15:00	42	57	100	653	76.9%
16:00	27	82	109	598	70.4%
17:00	35	67	102	566	66.6%
18:00	29	89	117	506	59.5%
19:00	26	91	117	441	51.9%
20:00	53	110	163	384	45.2%
21:00	22	104	126	302	35.5%
22:00	17	40	57	279	32.8%
				MAX	87.9%

## **APPENDIX G**

### **Travel Plan**

## Better Travel Choices for Airport Employees





# Welcome

---

## We've turned traditional travel planning on its head with the creation of Your City Commuter.

Our ambition is still the same – we want more airport employees to travel sustainably. However the way we have approached this is very different. London City Airport is unlike other airports. Being the only airport in London puts us in an unusual position. It is great because of the public transport services that connect to the airport – but it does mean the ways we can encourage more employees to travel sustainably are very different. That's why we need a different approach to staff travel planning at London City Airport.

We've developed Your City Commuter as the umbrella plan for anything that helps encourage staff out of their cars and on to buses, trains, the DLR or the tube. It has also been created in such a way as to get people thinking about alternative modes of transport where possible - such as carsharing, using a bike or walking to work. Your City Commuter is our way of bringing all staff travel options together in one place and providing all the information you'll need about the services available. All we are asking in return is that the information contained in Your City Commuter is used to encourage everyone at the airport to commute sustainably and that you provide feedback on how well it's working.

Your City Commuter is the travel plan for the airport community and we look forward to working on it together.

## Our Sustainable Strategy

London City Airport wants to grow in a sustainable way and our Sustainability Strategy and Airport Sustainability Action Plan 2012 sets out our approach to achieve this. We're committed to assessing our impacts and acknowledging where we can make improvements. With over 2,000 staff working at the airport we have to look at how we can minimise any impacts on local congestion, local air quality as well as the airport's carbon footprint resulting from the 900,000 journeys they make every year.

Your City Commuter is part of our Airport Surface Access Strategy (ASAS). This is the overarching strategy that establishes our approach to encouraging airport staff and passengers to travel sustainably. The ASAS is aligned with the airport's operating agreement with Newham Council and with our growth plans. In the same way that Your City Commuter sets out the actions we will take for airport staff we have a similar plan aimed at passengers.



# A Fresh Approach

---

To help shape this staff travel plan we talked to around 25 on-site companies about the travel issues facing their employees, and through an online snapshot survey we asked almost 25% of the airport workforce 12 key transport questions.

The survey results indicate that 39% of people use more than one type of transport on a daily basis. More importantly if you take out those trips which include a car, 32% of people still use more than one transport method. We know from talking to staff that some airport workers use different types on different days according to their shift pattern, whilst others will use three or four different means of travel in a single journey. This shows that the employee appetite for public transport is there and - with a focused approach - this can be developed further.

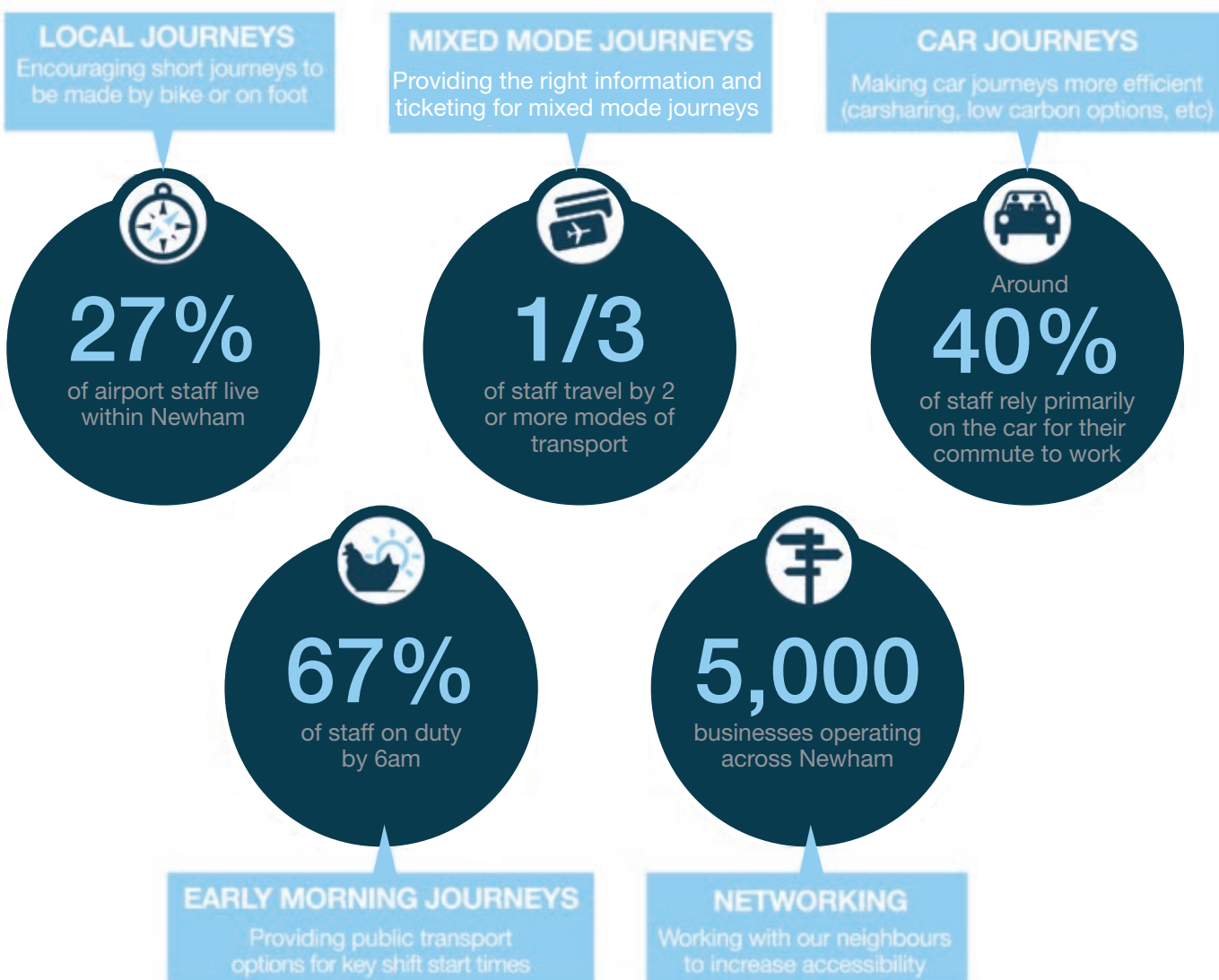
We know that just under a third of employees live within Newham which means public transport is a realistic option, as is walking or cycling to work. This is reinforced by the fact that only about 40% of employees rely mainly on their car for the journey into work.

According to the survey results, employees are now starting work earlier with 67% of respondents starting work by 6am and a further 10% by 7am. Depending on when public transport starts in the morning, this could be a reason why employees are using several types of transport or relying on their car when travelling to London City Airport.



# Our Priority Areas

We've had to be creative in coming up with a travel plan that pin points areas of possible improvement rather than setting an overarching target. The actions defined within this travel plan are based on the journey profiles derived from feedback received from airport companies and employees. To aid the delivery and monitoring of these actions we have, for the first time, split these into priority areas. With this targeted approach we will aim to encourage airport employees to travel more sustainably where possible. The priority areas are;



This approach provides a focus on the key opportunities which will encourage airport employees to take advantage of the sustainable transport options available at London City Airport, as well as making sure we're addressing the issues that are important to our stakeholders. We will continue to maintain staff parking levels at a rate comparable with the 2009 provision and in line with existing agreements with Newham Borough Council, and we will continue to review staff parking capacities as our travel plan develops.

# Working With You

We've designed Your City Commuter to be a user friendly travel plan. Through our travel plan co-ordinator we are committed to providing you and all airport staff with up to date and relevant travel information. In order to do this we will provide travel leaflets, posters for your crew and rest rooms and regular travel updates - all in a format that you can use. We'll also liaise with transport operators on your behalf to negotiate improved services to the airport.

All we ask in return is that you nominate a travel co-ordinator within your organisation. All they will need to do is promote this information to your employees and provide feedback to us on anything travel related.

This could be as simple as asking for travel information in a different format, or letting us know if staff from a certain location are struggling to get to work. We can then try and do something about it.

## The Role of the Employer at LCY



## Travel Options

### DLR

The Docklands Light Rail runs throughout the day connecting the airport to a range of locations and transport interchanges. As the DLR connects into the terminal many staff will use the service for the final leg of their journey into the airport.

### Car & Carsharing

We understand that many employees are unable to travel by public transport due to home location or shift patterns. It's important that we continue to provide safe and secure parking facilities while also looking at sustainable options such as carsharing or use of electric vehicles.

### Bus

While only two services provide direct connections to the airport they do connect with other services at local transport interchanges. Some routes offer a 24 hour service.

### Underground

The DLR connects to the Underground at a number of locations providing access to a range of locations across London.

### Train

There is no rail station on-airport but the DLR provides connections to a range of stations providing interchange facilities across the region.

### Cycling & Walking

The healthy option! Even if you can't make it all the way to work you may be surprised by how short the walk or ride may be to your nearest station.

### Information

We'll work with Transport for London (TfL) and others to provide airport employees with access to information that helps them choose the most sustainable mode of transport that works for them.

# The Actions Behind the Plan

We have identified a series of actions that will ensure airport employees continue to make sustainable travel choices. Some of these actions are for us to deliver, while others can only be achieved by working with our stakeholders, you being a pivotal one. We'll review progress against each action annually and replace any completed or redundant actions with something more relevant if required. This means our approach reflects current priorities while working towards longer term objectives set through our Surface Access Strategy.

Section	No.	Action	2013	2014	2015
Travel Plan	1	Maintain an airport travel plan, delivered by a named travel plan co-ordinator	•	•	•
Engagement	2	Maintain a travel plan on-airport that ensures airport companies are provided with the information their employees require	•	•	•
Local Journeys	3	Monitor on-airport cycle provision and look at providing additional cycle storage facilities	•	•	•
	4	Investigate opportunities for the creation of additional staff showering and changing facilities	–	•	–
	5	Hold 2 local staff focus groups to identify the barriers to cycling or walking to work	•	–	–
	6	Establish a cycle and walking user group tasked with exploring options for making cycling and walking more attractive to staff	–	•	–
	7	Work with local stakeholders to explore opportunities for improved cycle and walking routes and information provision	–	•	•
Mixed Transport Journeys	8	Hold 2 staff focus groups to identify the multi-modal journey issues that need addressing	•	–	–
	9	Look at ticketing and information improvements with TfL and individual transport operators	•	•	•
Car Journeys	10	Explore the opportunity to install carshare bays in prominent location close to terminal buildings	–	•	–
	11	Consider any other benefits that can be offered to carsharers	–	•	–
	12	Review the leading carshare packages that are publicly available and gauge their suitability for an airport environment	•	–	•
	13	Investigate longer term opportunities for the provision of electric vehicle charging points on-airport	–	•	–
	14	Work with transport operators to offer car users trial journeys on public transport (gather feedback on their experience through travel diaries)	–	•	–



Section	No.	Action	2013	2014	2015
Improved Journeys	15	Consider the use of incentives that reduce reliance on the car (including discounted parking rates for carsharers, flexible pricing options, etc)	–	–	•
	16	Work with TfL and local transport providers to identify priority improvements to public transport services	–	•	–
	17	Explore schemes where additional services can be trialled from key staff residency locations or at key shift start times	–	–	•
Local Travel Plan Network	18	Establish contact with local businesses and other organisations to gauge interest in creating a travel plan network (including both large and small businesses)	•	•	•
Staff Car Parking	19	Consider the creation of an 'easit'* style travel plan network scheme that brings businesses together to collaboratively address local travel issues	–	–	•
	20	Monitor staff parking requirements and maintain levels in accordance with agreed levels	•	•	•
Monitoring and Reporting	Each action will be monitored annually for progress and given the following rating;				
	21	<ul style="list-style-type: none"> <li>• Complete</li> <li>• On track for completion</li> <li>• Ongoing</li> <li>• Behind schedule</li> </ul>	•	•	•
	22	Progress will be communicated annually as part of the Annual Performance Report (APR).	•	•	•
	23	Complete a snapshot staff travel survey	•	–	•
	24	Complete a full employee survey	–	•	–
	25	Share survey results with relevant stakeholders, including the Airport Transport Forum	•	•	•

\*Easit is a transport network that has successfully been implemented at airports, business parks and other distinct areas and brings businesses together in a way that sees them working in partnership to address key local transport issues.

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**June 2013**



# Travel Plan

February 2011



# Summary

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

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

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

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

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



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# Introduction

## Background

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

## Location and Existing Site

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



# The Airport Transport Forum and Airport Surface Access Strategy

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

# Travel Plan Scope

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



## Accessibility and Existing Travel Situation

### Access and Egress

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

### Pedestrians and Cyclists

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

Table 2.1 - Extract from IHT 'Guidelines for Providing for Journeys on Foot'			
	Town Centres (m)	Commuting/School (m)	Elsewhere (m)
Desirable	200	500	400
Acceptable	400	1000	800
Maximum	800	2000	1200



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

Public Transport

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

Docklands Light Railway (DLR)

2.7 LCY was connected in December 2005 to London’s public transport rail network via the Docklands Light Railway (DLR), which links directly into the Airport Terminal Building. The DLR was one of the first light rail systems in Britain, opening in 1987 to serve the first brownfield developments in Docklands. Since then, a number of extensions have taken place, extending the DLR to Bank, Beckton, Lewisham and in 2009 to Woolwich Arsenal via London City Airport. The DLR is now a significant railway which carries almost 70 million passengers per year<sup>1</sup>.

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

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

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

London City Airport to Central London

Option 1 – via Bank

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

Option 2 – Liverpool Street via Stratford

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

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

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

London City Airport to Canary Wharf

Option 1 – Via Canning Town

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

Option 2 – Via Poplar

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

Overview of Connections

London Underground

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

<sup>1</sup> www.tfl.gov.uk 18 November 2009

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

- Canning Town (Jubilee Line) 3 stops from LCY
- West Ham (District Line, Hammersmith & City Line, Jubilee Line) 4 stops from LCY on DLR and Jubilee Line
- Stratford (Central Line) 5 stops from LCY via Jubilee Line
- Shadwell (East London Line) 9 stops from LCY
- Bow Church/Bow Road (District Line; Hammersmith & City Line) 10 stops from LCY
- Bank (Central Line; Northern Line; District Line; Circle Line; Waterloo & City Line) 10 stops from LCY
- Tower Gateway/Tower Hill (District Line; Circle Line;) 10 stops from LCY

**Train**

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

- Woolwich Arsenal (South Eastern Line) 2 stops from LCY on the DLR
- Stratford (One Railway and London Overground) 5 stops from LCY on DLR and Jubilee Line
- Limehouse (c2c Line) 8 stops from LCY on the DLR
- Tower Gateway/Fenchurch Street (c2c Line) 10 stops from LCY on the DLR
- Greenwich (South Eastern Line) 15 stops from LCY on the DLR, or 12 stops on the DLR and Jubilee Line.
- Lewisham (South Eastern Line) 18 stops from LCY on the DLR, or 15 stops on the DLR and Jubilee Line.

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

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

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

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

- Dartford
- Gillingham
- Hayes
- Sevenoaks
- Ashford International
- Tunbridge Wells and the Kent Coast (including Dover and Folkestone).

**Bus**

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

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

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

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

**Taxis and Private Hire**

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

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

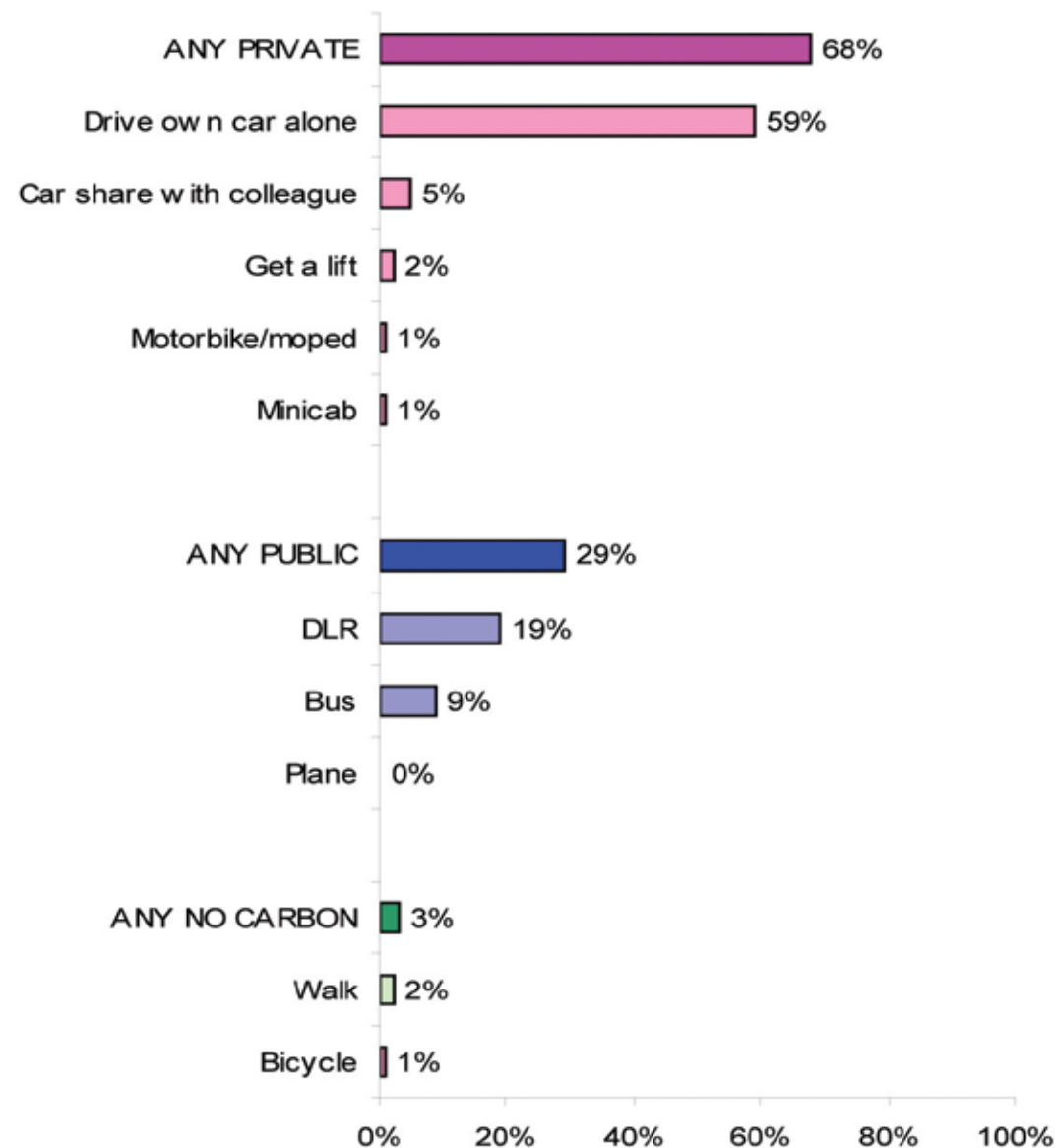
**2.23** A chauffeur service is based on-site in the Airport Terminal.

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

## London City Airport Staff Travel Patterns

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

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



**2.28** At December 2009, LCY Ltd itself directly employed 403 people of the c.2000 working on-site at LCY.

**2.29** Approximately 60% of employees working on the Airport site work shifts, which generally fall between the hours of 05:00 and 22:45. Shift workers employed by LCY Ltd work in the departments of Customer Services, Airfield Operations, Aviation Security, Ramp Services, Airport Fire Service and the Jet Centre.

**2.30** Most staff are unable to access LCY for early shifts by public transport due to the commencement of their shifts generally being before public transport begins operating.

### Staff Travel by Car

**2.31** According to the 2009 Staff Travel Survey, 59% of staff drive to work by private car alone.

**2.32** LCY Ltd provides an annual car parking pass to its employees within the staff remuneration package. There are currently 281 parking spaces available to staff in the main car parks adjacent to City Aviation House, 10 in the terminal staff parking area (commonly known as "the triangle") and 52 in the western end car park. These spaces are available to the employees of all companies operating onsite at London City Airport. LCY Ltd makes a charge to other companies on site for car park passes, who then supply to their staff at the cost to their company.

**2.33** There is currently no car share programme at LCY, although some staff do share lifts to work. The 2009 Staff Travel Survey indicated that 5% of staff normally car share with colleagues.

### Staff Travel by Public Transport

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

### Staff Travel by Walking and Cycling

**2.35** Bicycle racks are available for staff use at the terminal forecourt under the DLR (30 spaces). During 2010, new bicycle cages were installed for staff use in the short stay and western end car parks, each with 14 cycle parking spaces. Showers and changing facilities are available in City Aviation House, Ramp Services Department (Ledger Building), Airport Fire Station and Jet Centre for use by LCY Ltd employees who cycle to work.

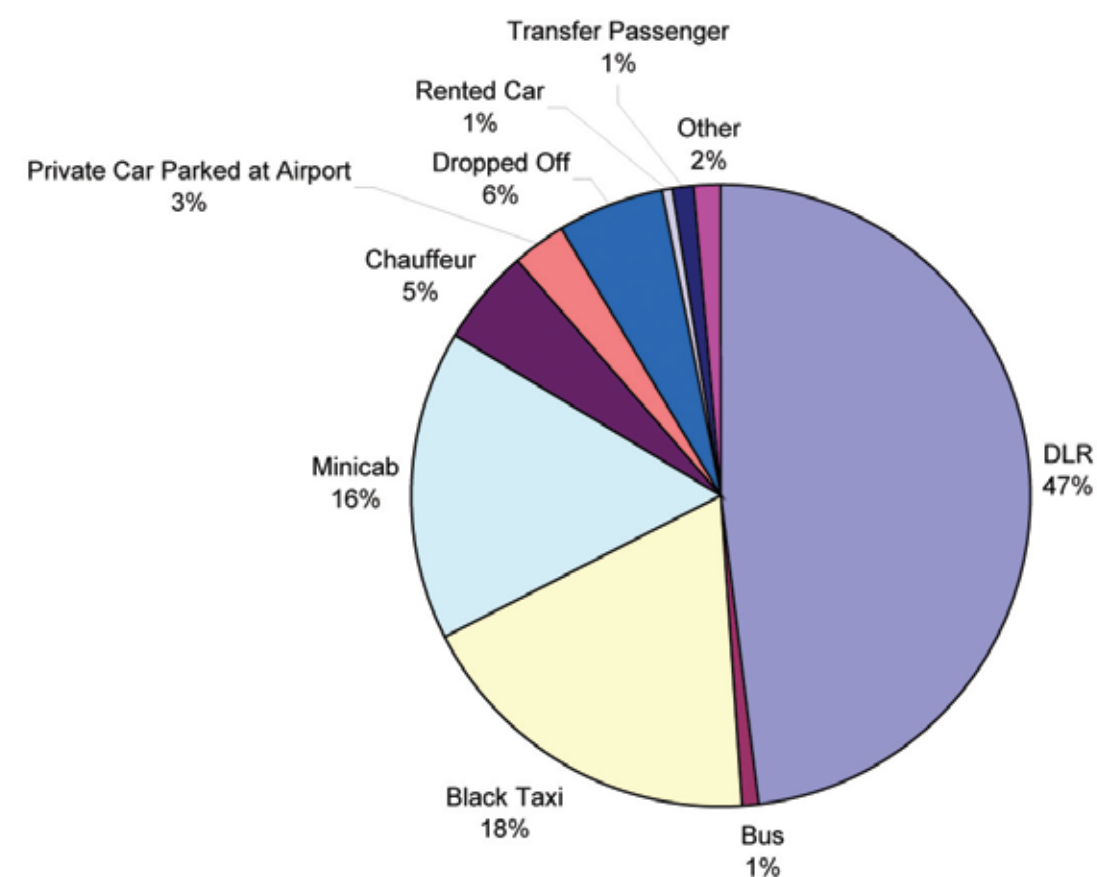
**2.36** LCY is easily accessible by foot via Hartmann Road (from Albert Road) or via the access gate to the terminal forecourt from Newland Street in Silvertown. The location of the public access gate is shown in Figure 3 at the end of this document.



# London City Airport Passenger Travel Patterns

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

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





# Objectives And Targets

## Objectives

**3.1** This Travel Plan is primarily aimed at reducing the dependence of London City Airport employees on travel to and from work by single occupancy car, managing any impacts of LCY staff and passengers on the local road network (S.106 Sixth Schedule, Part One 3 (c)) and to continuing to promote the use of sustainable modes of transport to LCY passengers.

**3.2** Therefore the main objectives of this Travel Plan are:

- To increase employee and passenger awareness of and access to sustainable modes of travel;
- To facilitate access to appropriate travel information for employees and passengers;
- To reduce the impact of the site on the local highway network;
- To reduce unnecessary or unsustainable use of the car for the journey to and from the site.

## Targets

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

## Staff Travel Targets

**3.4** As detailed in Section 2 of this document, there are currently about 2,000 employees working at the Airport. The 2009 Staff Travel Survey shows that approximately 59% of staff drive a private car alone to work.

**3.5** The target for staff travel is to restrict the number of staff driving to the site by single occupancy car to existing car borne levels. Therefore, as the number of staff working at the Airport increases, the percentage that drives to the site should reduce. On the assumption that the number of staff will grow uniformly, the target mode share for staff driving to LCY each year by single occupancy car is shown in Table 3.1.





Table 3.1 – Target Mode Share for Staff Driving to London City Airport	
Year	Modal Share
2009	Base
2011 <sup>2</sup>	-10%
2012	-17%
2013	-23%

## Passenger Travel Targets

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

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

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

# Travel Plan Strategy

## Management

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

## Travel Plan Coordinator

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

## Staff Travel Strategy

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





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

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

## Marketing Strategy

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

**4.10** Methods used and planned for disseminating information include:

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







# Sustainable Travel Measures 5

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

## On and Off-site Enhancement

### ***Walking and Cycling***

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



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

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

### **Public Transport**

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

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

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

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

### **Docklands Light Railway**

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

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

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

### **Bus**

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

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

### **Taxi Share**

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

### **Car Share**

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

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

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

### **Induction Packs/Seminars and Other Information Provision**

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

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

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

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



# Monitoring And Review

## Monitoring

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





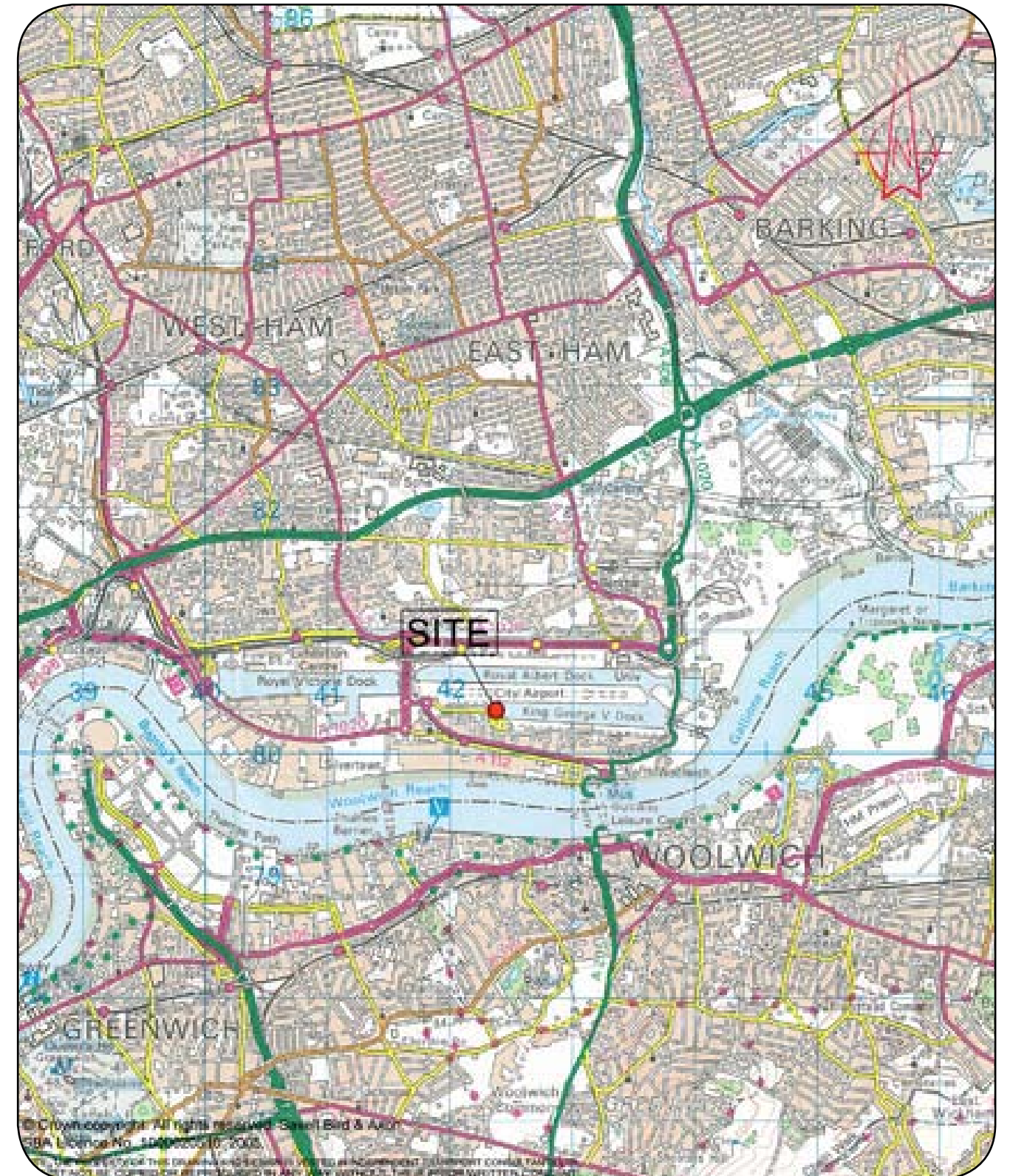
# Figures

## Review

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



**Figure 1:** Location of London City Airport





This map shows the Woolwich area in London, including the River Thames, the Royal Albert Dock, and the London City Airport. Key features include:


- Water Bodies:** River Thames, Royal Albert Dock, King George V Dock.
- Airports:** London City Airport.
- Parks:** Beckton Park, Park South.
- Industrial Areas:** North Woolwich, Standard Industrial Estate, Thameside Industrial Estate.
- Residential Areas:** Woolwich, North Woolwich.
- Major Roads:** A1020, A112, Connaught Road, Hartmann Road, Brixham Road, Rye Way, Pier Road, Store Road, Henley Road.
- Landmarks:** Tate & Lyle Jetty, Woolwich Ferry Pier, London Regatta Centre, Offices, Uni of East London, Warehouse, Pump Sta.
- Other Features:** Hospice, Royal Albert Roundabout, Dockside, Docks, Beach, and various smaller roads and buildings.



# Appendix A


## London City Airport Staff Transport Survey 2009 Questionnaire Distribution and Response

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


  
**LondonCityAirport**

## London City Airport Staff Travel Survey

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



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

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

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

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

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

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

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

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

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

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

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

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

### SECTION B: TRAVEL BY CAR



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

**B7.** Do you have an airport car park permit?

Yes ☐  
 No ☐

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

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

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

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

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

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

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

Yes ☐  
 No ☐  
 I already car share ☐

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

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





## SECTION C: TRAVEL BY PUBLIC TRANSPORT, CYCLE OR WALKING

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



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

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

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

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

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

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

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

- Yes ☐
- No ☐

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

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

C18 Would you consider taking part in ...?

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



## SECTION D: ABOUT YOU



D19. Gender

- Male ☐
- Female ☐

D20. Age

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

D21. Where do you usually access the site?

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

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

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

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

Name of company/organisation: (write in)

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

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

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

D26. Do you normally work full time or part time?

- Full time ☐
- Part time ☐

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

- Shifts ☐
- Fixed hours ☐

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

- Weekends only ☐
- Evenings only ☐
- Neither ☐

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

.....

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

.....

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

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- Office only ☐
- Interviewer number: ☐
- Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐
- Friday ☐ Saturday ☐ Sunday ☐
- Time (24 hour clock): ☐



## TRAVEL PLAN COORDINATOR

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