



LONDON CITY AIRPORT

**SURFACE ACCESS STRATEGY
FEBRUARY 2005**

CONTENTS

CHAPTER ONE – STRATEGIC CONTEXT

CHAPTER TWO – EXISTING SURFACE ACCESS ARRANGEMENTS

CHAPTER THREE – ACCESSING LCA: REVIEW OF EXISTING USEAGE

CHAPTER FOUR – FUTURE SERVICES

CHAPTER FIVE – AIMS & TARGETS

CHAPTER ONE STRATEGIC CONTEXT

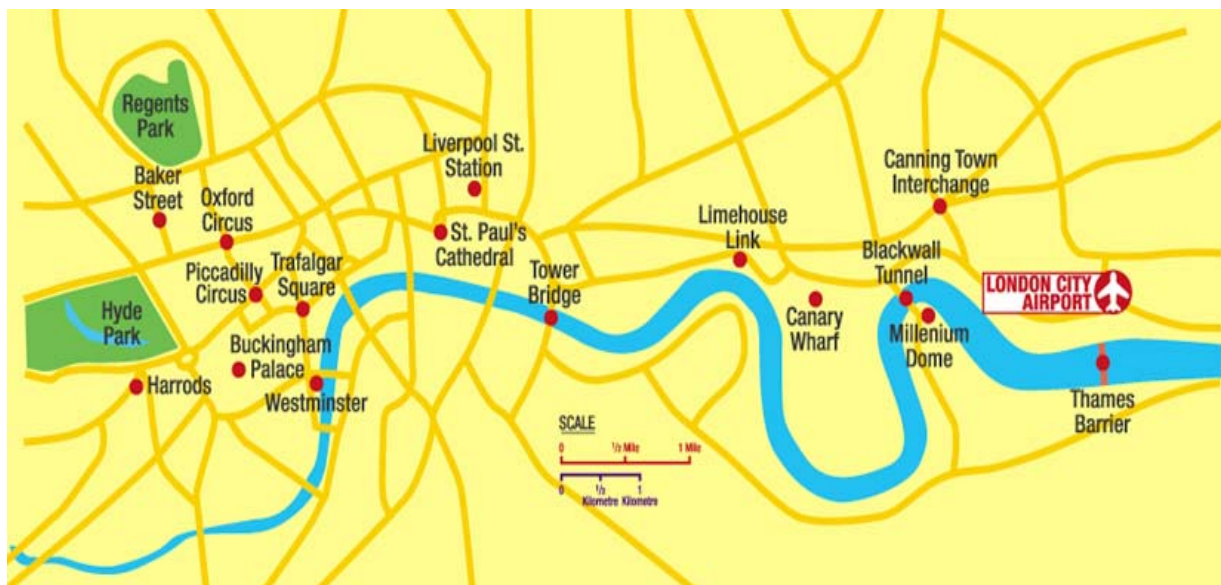
Introduction

Airports by the nature of their business require very good surface access links in order to ensure that air passengers can make their connections and employees are in place to handle aircraft, traffic services and air passengers.

London City Airport

London City Airport (LCA) is one of five major international Airports serving the London conurbation. It is a private limited company owned by Irish investor, Dermot Desmond, and is the only London Airport developed from scratch with private capital.

London City Airport is located in the east of London, in the former Royal Docks, just six miles from the Bank of England and Europe's major financial district in the City of London. It is located two miles from the fast growing Canary Wharf business complex and is just half a mile from ExCeL, the Exhibition and Conference Centre. Major developments are underway in the local area including the construction of the Docklands Light Railway (DLR) extension to the Airport and residential and hotel developments. The Royals Business Park Phase 1 has just been completed.



Designed and developed to cater for domestic and European business travellers the Airport was opened in October 1987 for scheduled commercial flights. In 1992 the runway was lengthened to enable BAe 146 jet aircraft to operate. In 1998 the Airport was granted planning permission to increase the number of annual movements to 73,000 per annum, which in time is expected to translate to approximately 3.5 million passengers. In 2004 passenger throughput was 1.68 million with 60,500 air transport movements. Freight tonnage handled is incredibly small amounting to approximately 500 metric tonnes in 2004.

National Context

Transport White Paper (1998)

In 1998 the Government published a White Paper: "A New Deal for Transport – Better for Everyone". This document identified airports as key interchanges and major employers and recognised that improving access to them by public transport would help reduce congestion and pollution on nearby roads. It stated that the needs of surface access to airports should be considered as part of the wider transport strategy for the local area. Airport related transport issues must be integrated with, not divorced from, local transport problems and opportunities.

In order to ensure that integration takes place the Government suggested that all airports in England with scheduled passenger services should establish and lead Airport Transport Forums (ATF), which should have three specific objectives:

- To draw up and agree challenging short and long term targets for increasing the proportion of journeys to the Airport made by public transport
- To devise a strategy, the **Airport Surface Access Strategy (ASAS)**, for achieving those targets, drawing on best practice available and including green transport plans to cover commuting and business travel for employees based at the Airport
- To oversee implementation of the strategy

The strategy here presented covers a period of approximately of approximately 5 years. Chapter 4 on Future Services therefore only looks at transport improvements that are likely to be operational by 2009.

Aviation White Paper (2003)

The White Paper on Aviation is a document setting out the Government's policy for future expansion of aviation, at airports across the country to 2030. Published in December 2003, it is a policy framework against which public bodies, airport operators and airlines can plan ahead, and which will guide decisions on future planning applications.

A key factor in considering any proposal for new airport capacity will be clear proposals on surface access that ensure easy and reliable access to airports that minimise environmental, congestion and other local impacts.

In response to this White Paper the airport is developing a master plan for its growth to the year 2030. As part of this process, London City Airport will be seeking commitments from surface transport providers as to the nature and level of services they will provide into the future.

Regional Context

Relationship with the Local Area

In the 1998 Transport White Paper, the Government stressed the importance of integrating Airport Surface Access Strategies into the provisional and full Local Transport Plans and the emerging Regional Transport Strategies. Just as local authorities are requested to consult businesses fully in the preparation of the Local Transport Plans, so Local Authorities and business partners should be fully involved in developing Airport Surface Access Strategies.

London City Airport has always been keen to participate, monitor and promote local transport developments and thus, where possible, involved themselves in discussion groups, forums, working groups and transport committees to ensure that such discussions considered the Airport's operational requirements and future development needs.

To ensure that such information is exchanged, the Airport participates in the following:

- London City Airport Consultative Committee
- London Chamber of Commerce & Industry, Transport Forum
- Greenwich Peninsula Partnership, Transport Forum
- Canary Wharf Transport Forum

CHAPTER TWO

EXISTING SURFACE ACCESS ARRANGEMENTS

Summarised below are details of existing surface access provision and arrangements at LCA.

Access by Bus

Transport for London - Buses

Two Transport for London bus services currently operate directly to the Airport, the 69 and 473. The 69 operates 24 hours a day from Walthamstow via Stratford and Leytonstone to the Airport terminal building with buses every 10 minutes in the daytime, 15 minutes in the evenings and on Sundays, and 30 minutes at night. The 473 operates from Stratford to North Woolwich every 10 minutes and 15 minutes in the evenings and on Sundays. Bus stops for both these services are directly in front of the terminal building. The 474 serves East Beckton and Canning Town every 10 minutes but does not enter the airport estate stops only at the entrance to the Airport.

London City Airport Shuttle Buses

In addition to red bus services LCA itself operates at its own risk two Shuttle Bus services, stops for which are located directly in front of the terminal. A dedicated bus service to Canary Wharf and Liverpool Street Station runs every 10 minutes. Connections can be made at Canary Wharf to the Jubilee Line and the Docklands Light Railway (DLR). The journey time between London City Airport and Canary Wharf is approximately 9 minutes. At Liverpool Street Station, it is possible for users of this bus service to connect to the Central, Circle, Hammersmith & City and Metropolitan Underground lines in addition to national rail services. The total journey time between London City Airport and Liverpool Station is approximately 30 minutes.

The shuttle bus service to Canning Town Station operates every 10 minutes allowing users to interchange with the Jubilee Line, DLR, Silverlink Metro and bus services. The journey time is approximately 7 minutes.

Access by Light Rail

Docklands Light Rail (DLR) connects Bank and Tower Gateway with Beckton, Stratford and Lewisham. The Beckton line runs to the north of the Royal Albert Dock. Prince Regent station is on foot, the nearest station to London City Airport and is either a 15-minute walk from the terminal building, or a 5-minute bus journey on the 473 bus.

It is however currently more convenient for passengers to use the branch of the DLR that runs from Tower Gateway to Beckton via Canning Town, since the LCA shuttle buses provide a non-stop service between Canning Town and LCA.

It is hard to ascertain the proportion of passengers using the DLR or other rail services since the majority will also use the Airport shuttle bus service or the 69, and the journey is recorded as one of the latter.

Access by Rail

The Silverlink Metro service links North Woolwich with Richmond to the west of London via north London serving stations such as Highbury & Islington, Camden and West Hampstead. The nearest station to LCA is Silvertown. There is currently no easy pedestrian access from the station to the Airport due to the DLR construction works. For this reason, passengers are advised to alight at Canning Town station and from there take the London City Airport shuttle bus or the 69 bus. Silverlink Metro runs two train services per hour on this route every day.

Access by Road

The main trunk roads providing access to the Airport from the north are the east-west A13 and the A406 North Circular that connects with the M11 and M25 motorways. The Airport is just a mile from the A13 (Prince Regent's Lane junction), 3 miles from the A406 and 15 miles from the M25.

Over the past few years, work has been underway to upgrade approximately 13 miles of the A13 between Butcher's Row in Tower Hamlets, eastwards to Wennington. This scheme, now substantially complete, provides three lanes in each direction with grade separation at junctions with the key north-south routes thus relieving congestion at those junctions. Additional bus lanes and cycleways are being provided.

Key elements of the scheme are:

- A13 Ironbridge to Canning Town improvement – the widening and provision of an additional flyover and connecting with the East India Dock link tunnel.
- The A112 Prince Regent Lane improvement – an underpass, slip roads and a new junction

- The A117 Woolwich Manor Way improvement – replacing the existing flyover with a dual three-lane flyover
- The Movers Lane improvement – a new dual three-lane underpass
- The replacement of Roding Bridge

A key trunk road, the A102 (a continuation of the A2), crosses the river north-south via the Blackwall Tunnel approximately 3 miles from LCA. Although used intensively at peak periods, this is the nearest road river crossing point to the Airport.

The Docklands Highways encompass a number of different roads networks. The Highway runs eastwards from Tower Hill to Canary Wharf via the Limehouse Link. Aspen Way and the Lower Lea Crossing link the Blackwall Tunnel (A102) and the Isle of Dogs with the Royals. From the Lower Lea Crossing the Airport is accessed from the west via a four-lane single carriageway (Silvertown Way and North Woolwich Road). The Royal Albert Way is a two-lane dual carriageway that links the Airport, via the Connaught Bridge to the A1020 and the A406/A13 intersection, just three miles north-east of the Airport.

Car Parking at LCA

Public Car Parking Provision

There are two car parks available for passengers and visitors to the Airport. The business or short stay car park is located closest to the terminal building. 164 places are provided here in addition to 12 spaces for disabled parking and 14 spaces for the valet parking service. The main car park contains 611 spaces. At peak times the main car park can be 85 – 95% full.

Current charges for use of the car parks is as follows:

	Charge – Short Stay	Charge – Main Stay
0 – 1 hour	£4.00	£3.00
1 – 2 hours	£6.00	£5.00
2-5 hours	£9.00	£8.00
5-24 hours	£22.00	£18.00
Add. 24 hrs or part thereof	£22.00	£18.00

Staff Car Parking Provision

At the eastern end of the main car park, an area is marked off for staff car parking. On a typical day between 180 and 200 members of staff park their cars here. All companies based at the Airport are charged £170.00 per annum for each staff parking permit.

Access by Taxi

Only black London taxis, operating under licence from Transport for London's Public Carriage Office are permitted to operate from LCY. During the morning peak there are in excess of 400 taxis at the Airport. In order to attract taxis when supply is low an orange beacon signals to passing taxis on the main road. The beacon is operated from the Customer Service Centre at the Airport.

Motorcycle & Cycle

The Airport provides secure parking facilities for passengers and staff choosing to use a motorbike to access LCA. For staff who cycle to work, shower and changing facilities are also available.

Walking

There is a public footpath linking the Airport to Prince Regent Station DLR station.

CHAPTER THREE

ACCESSING LCA - REVIEW OF EXISTING USEAGE

Introduction

It is important for LCA to have a good understanding of current and likely future levels of surface access demand. Together with an understanding of the nature of future planned public transport links, the Airport can work to influence and manage demand thereby encouraging a greater use of public transport to access the Airport.

Collecting and monitoring surface access information is very important to the success of any surface access strategy. It is important to have data on the travel behaviour patterns of passengers using London City Airport as well as those for staff working at London City Airport.

Passengers

a) Number

On average 6,000 arriving and departing passengers pass through the terminal on a daily basis, Monday to Friday. This translates into around 35,000 passengers a week or between 140,000 and 150,000 per month.

b) Journey Purpose

According to CAA data (2003) 59% of passengers are travelling for business reasons, the remainder are travelling for leisure reasons.

c) Passenger Origin & Destination

London City Airport primary catchment areas are the City of London, Docklands and the City of Westminster. 54% of all passengers have their origins or destinations in these areas. A precise breakdown (Source CAA 2003) shows that:

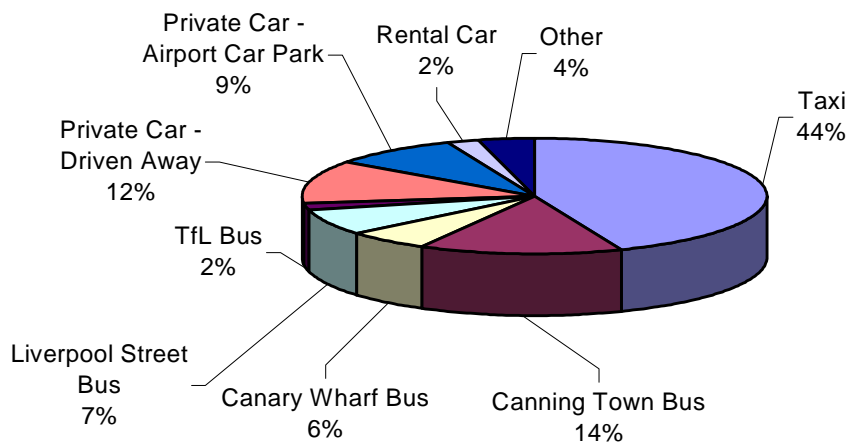
- 32% come from or go to the Docklands
- 10% the City of London
- 12% the City of Westminster
- 36% the rest of the South East

d) Passenger Type

Type	%
UK Business	37
UK Leisure	26
Foreign Business	22
Foreign Leisure	14

e) Modal Split

The CAA surveys passengers at London City Airport every four years. The data presented below show the results of the question: 'How did you travel to London City Airport today?' when the survey was last conducted in 2003.



Staff

a) Numbers

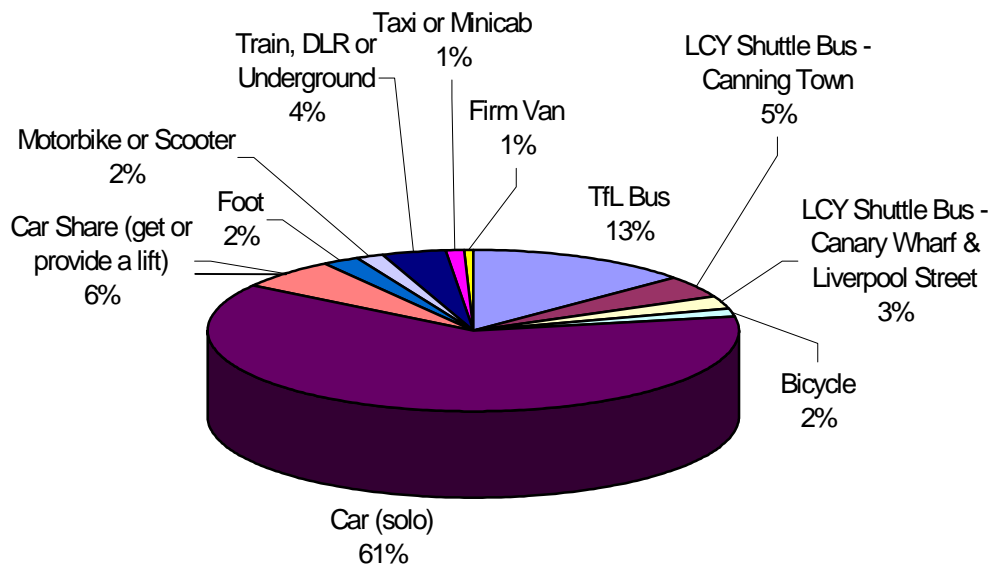
In 2003 a total of 1,437 staff worked at LCA for 44 different employers.

b) Modal Split

LCA encourages staff to travel to work on public transport and allows all Airport staff to travel on its shuttle bus services free of charge. In 2003 the number of staff journeys on the shuttle buses

averaged between two and three thousand per month. By the year-end, there had been almost 34,000 staff journeys in total.

A survey of staff travel to work patterns was undertaken in December 2003. The overall response rate was 23% and not as high as had been hoped. However, the key indicative finding was the following modal split information:



Other points of note were:

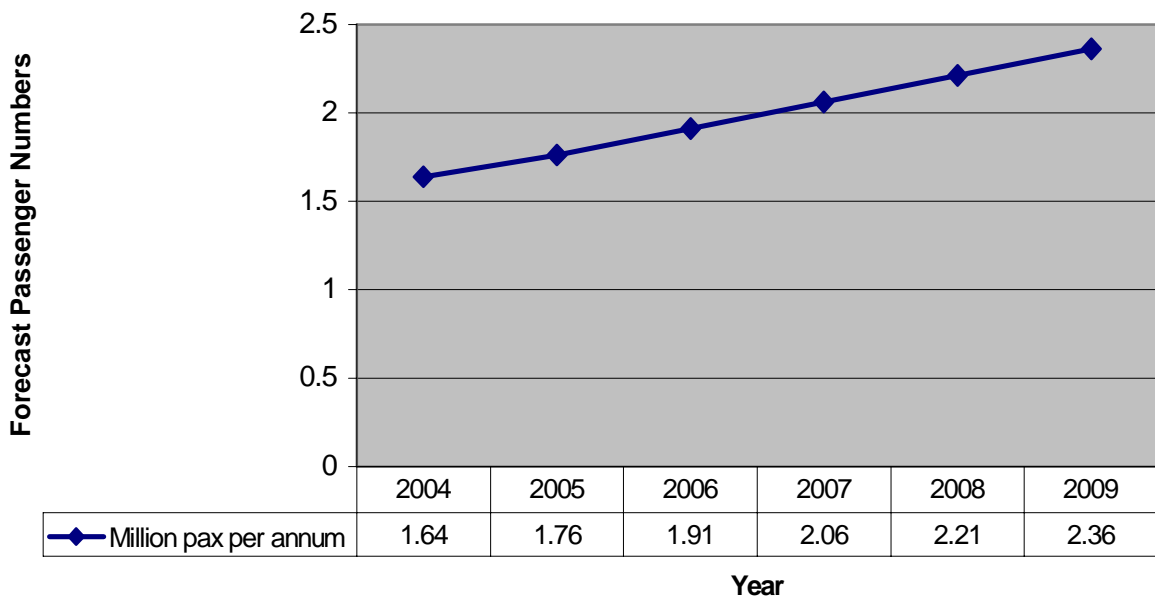
- 70% of staff surveyed are shift workers.
- 56% of staff surveyed have a journey time to work of less than 30 minutes
- 67% of staff surveyed travel fewer than 10 miles to work
- 27% of staff surveyed believed that it was **not** possible for them to use public transport to and from work for their normal working hours
- Those members of staff who use a car to travel to work were asked their reasons for doing so. 27% said it was the quickest method for them. A further 18% believed it to be the cheapest way to get to work. When these staff were asked what would encourage them to use public transport, 45% said nothing stating reasons such as longer journey times, insufficient or no services very early in the morning and the unreliability of services.
- 25% of car users however did state that they would be encouraged to use public transport if discounted travel was made available.

It is particularly significant that 70% of staff working at the Airport are shift workers, the majority of whom will start their early shifts between 05.00 and 06.00 in the morning. Accessing the Airport for these times by public transport is extremely difficult for the majority of staff unless they live close to the 69 (24 hour service) bus route.

The movement of freight is a minor operation to that of passenger transport. All freight is moved in the underbelly of scheduled passenger flights.

Passenger Forecast 2004 - 2009

If the world's political climate remains stable and economic growth continues at a steady pace, the Airport forecasts that passenger numbers are likely to increase:



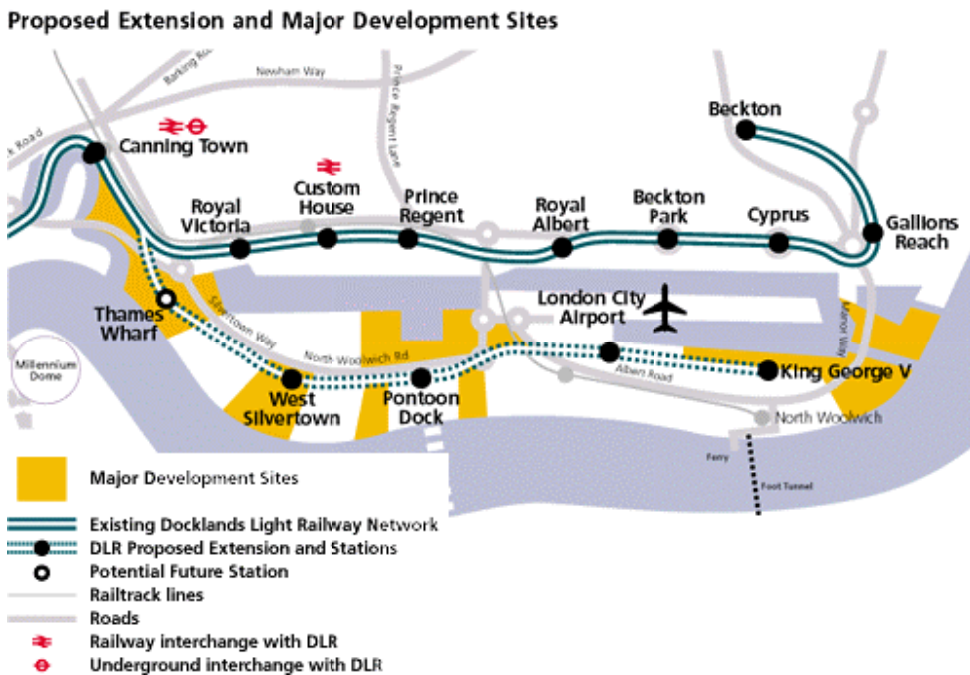
CHAPTER FOUR FUTURE SERVICES

Docklands Light Railway

Extension to London City Airport

A significant shift in the proportion of passengers and staff accessing LCA by public transport will be possible from December 2005 with the completion of the DLR Extension to LCA.

A map of the extension from Canning Town is shown below:



It is anticipated that the service will have the following features:

- Hours of operation: 05.30 – 00.30 hours Monday to Saturday and 06.30 – 23.30 hours on Sunday.
- Initially trains will run at a frequency of every 12 minutes in each direction. It is envisaged that the service frequency will increase to a train every six minutes (20 train movements per hour) when demand increases or when the Stratford International DLR extension is complete in 2009, whichever occurs sooner.

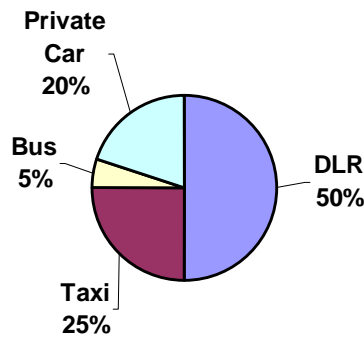
- The DLR is contractually committed to providing direct DLR services to Canary Wharf and Bank. At the time of going to print, the exact nature of services has yet to be determined.
- The journey time between London City Airport and Bank will be 22 minutes; between LCA and Canary Wharf 14 minutes and between LCA and Canning Town for connections to DLR and London Underground services to Stratford and London Underground services to the West End, 7 minutes.
- Each train will have two cars. The stations on this extension have been designed to accommodate three car trains for future capacity increases when demand requires.

The station at LCA will be elevated and fully covered with an enclosed roof. It will have two entrances so as to serve both the airport and the local community of Silvertown. Escalators and lift to an intermediate concourse level will connect the platforms. The main access for the local community will be at a lower level connecting directly with Drew Road. Airport flight information screens and self-service check-in kiosks will be present in the DLR station.



The provision of this fixed rail link is the single most important surface access development for LCA since the Limehouse Link road tunnel opened up the Docklands in 1993.

Work undertaken by the DLR forecasts that the modal split for 2010 will be:



The completion of the DLR Extension to LCA will have a knock on effect to other public transport services, principally bus and rail services.

Red Bus Services Post DLR

Bus network planning takes account of a variety of factors not all directly connected to London City Airport. Early thinking by London Buses discussed with LCA has suggested the following changes, post DLR Extension completion:

- The 69 service will probably come no further south than Canning Town during the operating times of the DLR but continue to serve LCA at night
- The 473 service is unlikely to change
- The 474 service may be extended further north to serve East Ham and Manor Park. It could also be diverted to run through Britannia Village and act as a feeder service for Pontoon Dock and West Silvertown DLR stations.

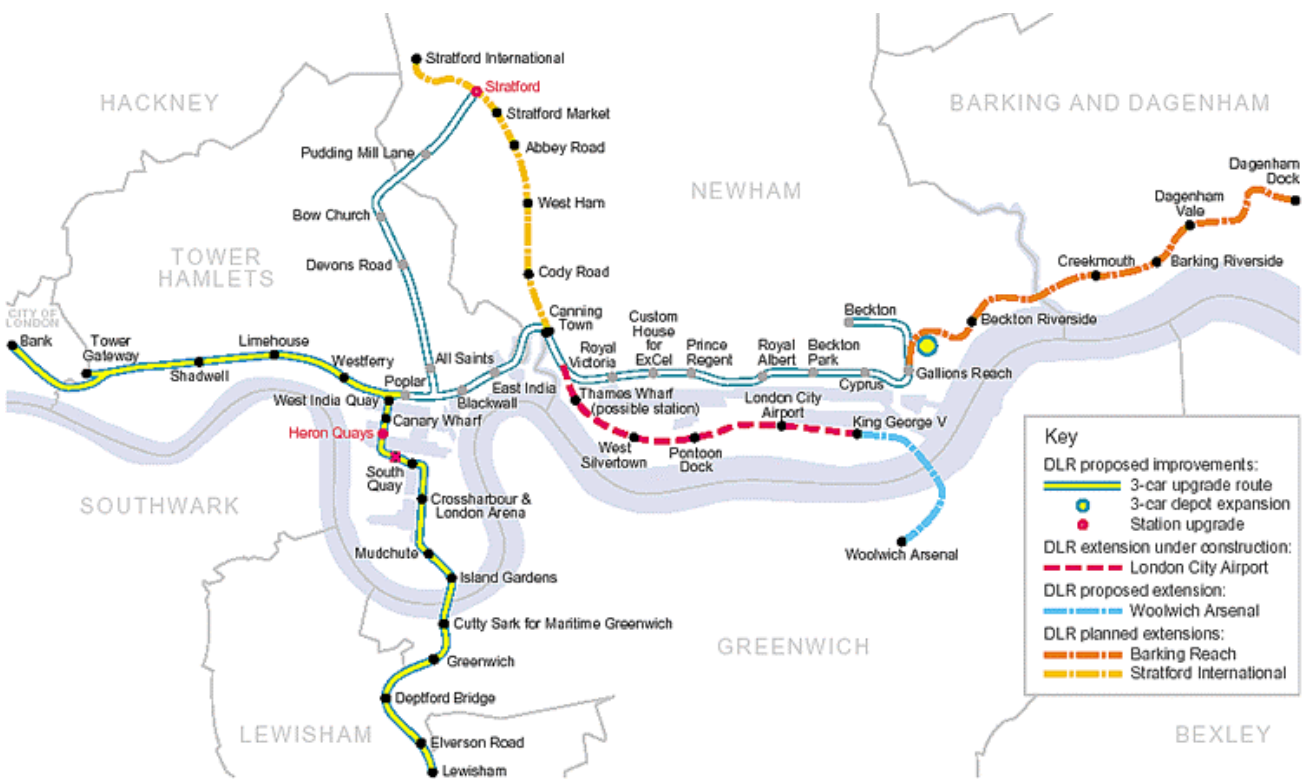
London Buses is considering how new links could be provided to London City Airport as part of a planning strategy for South Newham.

LCA Shuttle Bus Services

- LCA would cease to operate the Canning Town shuttle bus service as soon as the DLR Extension is operational

- For a trial period the shuttle bus service to Liverpool Street station via Canary Wharf will continue at current frequencies. A decision on whether to continue this service will be based on actual use.

Proposed Extensions to the DLR Network



Extension to Woolwich Arsenal

In February 2004 the Government approved the submission for a 2.5 km extension of the DLR to Woolwich Arsenal from its eastern terminus (under the LCA Extension Scheme) at King George V at North Woolwich. This extension will involve the construction of bored tunnels under the River Thames and a new DLR station at Woolwich Arsenal. This station will provide an interchange with South Eastern train services on the North Kent Line and bus services serving Charlton, Thamesmead, Plumstead, Abbey Wood and Bexleyheath.

DLR Ltd has selected AMEC plc as its concessionaire to design, build and maintain the extension. The current programme assumes that construction will begin in mid-2005 with anticipated completion due in Winter 2008/9.

Journey times from Woolwich to London City Airport will be five minutes, to Canary Wharf 18 minutes and to Bank 26 minutes.

Extension to Stratford International

In July 2004, Docklands Light Railway Ltd received support from the Government to convert the North London Line between Canning Town and Stratford to a DLR service with an extension to Stratford International station.

As the map indicates above there will be four new stations – Cody Road, Abbey Road, Stratford Market and a new station serving the Channel Tunnel Rail Link at Stratford International. The route will also serve the existing stations at Canning Town, West Ham and Stratford. Services will run between Stratford International and Woolwich Arsenal, via LCA, and between Stratford International and Beckton.

The station at Stratford International will link DLR to both the international trains from Paris and Brussels as well as high-speed domestic commuter services from Kent.

This DLR proposal would see the closure of the eastern section of the North London Line between Canning Town and North Woolwich stations. DLR is working towards securing all the necessary approvals and consents with a view to opening at the end of 2009.

Use of National Rail to access LCA directly will drop from low to nil at this time and a change to DLR at Stratford will be necessary for all.

Extension to Barking Reach

In October 2003, consultants were appointed by DLR Ltd to investigate route options. The preferred route is dependent on emerging master plans that are being developed for the London Riverside area.

There could be provision for at least four new stations along the route, designed to be integrated within the redevelopment of the area. Beckton Riverside would serve the development proposals for the area between the River Thames and the A1020 in the vicinity of the proposed Thames Gateway Bridge.

Creekmouth, Barking Riverside and Dagenham Vale stations would be located so as to maximise catchments within the Barking Reach development. Dagenham Dock station would be an interchange with the existing C2C services.

The earliest date that an extension to Dagenham Dock could be open to service is 2011.

East London Line

The East London tube line currently runs from Shoreditch in the north to New Cross in the South.

For considerable time an extension and upgrading of this line has been under consideration, converting it into a new metro-style train service. This will provide services that will ultimately extend north to Highbury & Islington, south to West Croydon and west to Clapham Junction. It is proposed that the project would be delivered in two phases. Phase One will extend the existing line north to Dalston Junction and south to Crystal Palace and West Croydon. Phase Two will extend the line west to Clapham Junction and connect North London Line stations to Cannonbury and Highbury & Islington.

In July 2004, the Mayor of London confirmed agreement had been reached with the Government on TfL's borrowing limits that would allow TfL to proceed with constructing the East London Line extension. It is expected that Phase One will be completed mid 2010.



East London Transit

This is a bus-based proposal for a network serving Barkingside/Gants Hill/ Barking/Barking Reach/Rainham/Elm Park/Romford/Collier Row and Harold Hill.

Greenwich Waterfront Transit (GWT)

The GWT is a project to develop segregated busways and other bus priorities over a 16km route between Abbey Wood and Greenwich Town Centre. TfL is working with the London Boroughs of Greenwich and Bexley to develop the proposals. The project is being developed in phases:

- Phase One – to run between Abbey Wood Station, Thamesmead Town Centre and Woolwich roundabout
- Phase Two – to run from Woolwich Ferry roundabout to North Greenwich Station

Public consultation to safeguard a route for the first part of the project (Phase One) was completed in January 2005.

The expected completion date for Phases One and Two is 2008/9. A third phase from North Greenwich Station to Greenwich Town Centre requires further development and would be subject to consultation at a later date if it were to go ahead.

Surface Access Improvements Proposed for Post 2009

The following two transport proposals, if they go ahead, would deliver significant improvements to surface access arrangements in the Royals and to LCA. Although they will not be completed in the timescale of this strategy, they are included here for background information.

Thames Gateway Bridge (TGB)

The TGB would provide a dual carriageway with two lanes in each direction for general traffic connecting with existing dual carriageways at the A13 in Beckton (on the north side of the river) and the A2016 in Thamesmead (on the south side of the river). There is also a segregated lane for public transport in each direction as well as separate lanes for pedestrians and cyclists.

A junction at Windsor Terrace would provide direct access to the Royal Docks area and Beckton. There would also be a junction connecting to the A13 and the A406 at the existing A406/A13/A1020 intersection. South of the river the scheme would connect with the A2016 and A2041 at Thamesmead Junction.

The TGB would allow for connections to existing and proposed public transport networks (such as the Greenwich Waterfront Transit and the East London Transit Schemes).

In December 2004 the London Boroughs of Newham and Greenwich both granted planning permission for TfL's plan to build the bridge. However the Secretary of State has decided that he wishes to make the final decision on the application. Consequently a Public Enquiry will be held, date to be confirmed, but likely mid 2005. If the necessary approvals are granted TfL intends to develop the project with revenue from tolls being used to help fund it. A private company would be selected to complete the detailed designs, build, operate and maintain the scheme. The current timetable anticipates that construction will commence in late 2008 and that the bridge would open in spring 2012.

Crossrail

A second phase of public consultation was launched in August 2004 on Crossrail (Line 1), the proposed new East-West London rail project. The route that was consulted on runs from Maidenhead in the West through Paddington, Liverpool Street, on to Shenfield via Stratford and Ebbsfleet via the Isle of Dogs (Canary Wharf) and the Royal Docks in the East. There will be a spur to Heathrow Airport after Hayes station.

However, following a careful review, Cross London Rail Links (CLRL) concluded that there was too great a risk of delay caused by Crossrail trains having to interleave with North Kent line services. The company has therefore asked the Secretary of State for Transport to include powers for the route only as far as Abbey Wood in his proposed hybrid Bill.

The proposed Abbey Wood branch of the new railway runs in tunnel from the Isle of Dogs to surface at Custom House station. It would then follow the route of the North London Line to just west of the current North Woolwich station where it would enter a new tunnel under the Thames to join the North Kent line just east of Plumstead station. Crossrail has made passive provision (a straight and level piece of track) for a station at Silvertown. At this stage, Crossrail is not applying for a station in this location due to funding constraints and a perceived lack of demand. A station in this location, due to its closer proximity, would however be more attractive to airport passengers than the station at Custom House.

LCA has voiced its regret that for cost reasons a centrally placed station in the Royals (under the Connaught Bridge) that it lobbied for has not been adopted.

Design of the new Crossrail station at Custom House would allow for interchange with buses including a direct bus service to LCA.

CHAPTER FIVE

AIMS AND TARGETS

Introduction

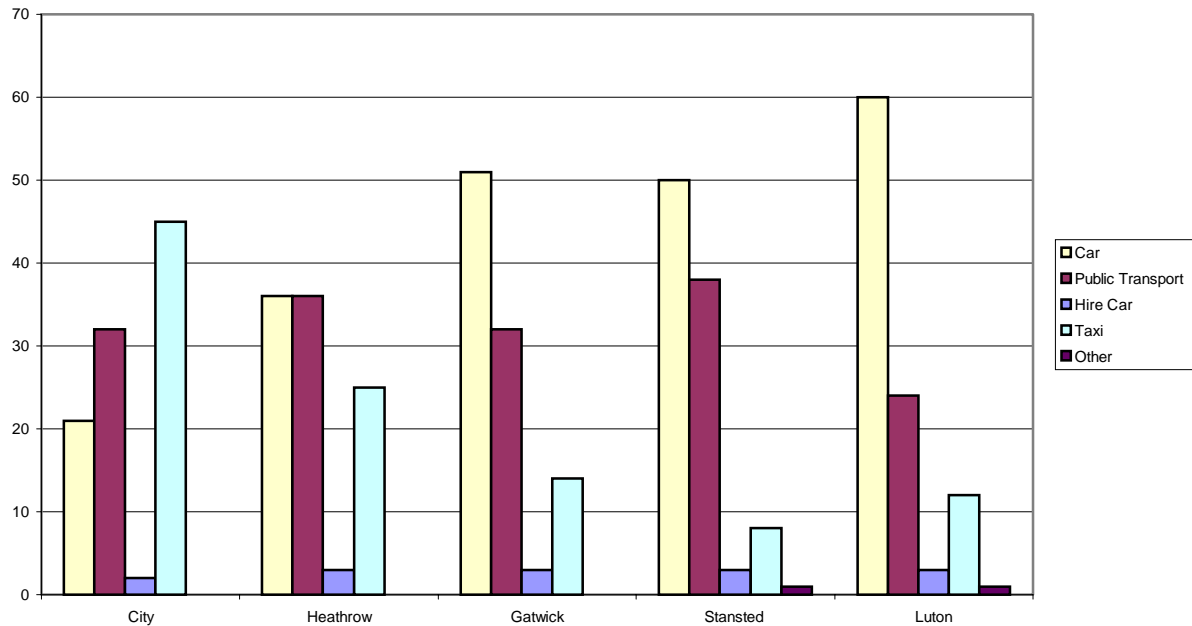
London City Airport aims to ensure that the proportion of private cars used to transport passengers and staff to and from the Airport does not increase as the Airport grows. In partnership with others, LCA will work to improve public transport access, by encouraging new services and improvement to existing services. LCA, with others, will work to increase the awareness of public transport options to LCA.

Targets

1. To increase the proportion of passengers using public transport (i.e. DLR, train, bus, taxi, coach) to access the airport to 77% or more.
2. To reduce the proportion of employees travelling to and from the airport by car alone to 55% or less.

Other London Airports

London City Airport already has a good record for the number of passengers using a private car to access the airport when compared with other London airports. The following data has been taken from the Civil Aviation Authority survey 2003.



The Airport aims to deliver these targets by:

Bus

1. Work with TfL to explore further enhancements for local bus services. For example to divert buses (e.g. the 101 service) into LCA or to stop at bus stops on the Airport boundary, through discussions with Transport for London.
2. Liase with TfL to explore the ways in which bus service provision corresponds with Airport shift patterns and discuss possible changes that could be made.

Docklands Light Railway (DLR)

1. Ensure easy pedestrian access between the airport terminal and the DLR London City Airport station.
2. Co-operate with DLR and SERCO to ensure the promotion of the DLR Extension to the Airport is commenced well before trains actually begin to operate:
 - a. To passengers
 - b. To staff

Provide a written brief for all airlines based at London City Airport for inclusion in in-flight magazines, and ensure that it is included in the 'City to City' publication distributed in the terminal building. Ensure that the DLR and London City Airport websites promote details of the new service.

3. Work with airlines and DLR to develop a mechanism for the distribution of surface transport tickets to airline passengers.
4. Review all directional signage and information available in the airport terminal building.
5. Investigate the possibility of providing DLR self-service ticket machines in the domestic and international arrivals halls.
6. Investigate the possibility of installing a DLR 'DAISY' display (showing train departure times) in the terminal building.
7. Investigate the possibility of providing self check-in machines at the Canary Wharf DLR station and possibly Bank and Tower Gateway too.
8. Continue to direct passengers and staff to and promote Canning Town Station's range of transport services until the DLR Extension is complete.

Private Car – Passengers

1. Review car park charges on an annual basis. If car park occupancy increases such that car park capacity begins to run out, consider raising charges to manage demand (but take account of the risk that this may encourage parking in local streets).

Private Car – Staff

1. Undertake to collect data on an annual basis (at security pass renewal time) of the numbers of staff regularly using a car to travel to and from work and the reasons why. Assess journey origins and timings and communicate results to public transport providers to encourage provision of services.

Pedestrian / Cycle Access

1. Consider the safety, security and feasibility of creating a cycle/pedestrian access route into the LCA site from the east. This may connect with a bus stop close to the Sir Steve Redgrave Bridge.
2. Receive and comment on local authority plans for the development of cycleways and footpaths in the vicinity of the Airport.

Travel Information

1. Continue to promote public transport information for all passengers and staff and update regularly and distribute this information widely.
2. Produce a summary leaflet for new staff starting work at London City Airport on the public transport options available to them.
3. Actively encourage other public transport providers to provide correct travel information on travel to the Airport and carry out regular checks on this.
4. Encourage airlines to provide onward travel information to inbound passengers through landing announcements and in-flight magazines.
5. Continually assess and improve where necessary, travel information signage both at the Airport and at other locations.
6. Use the London City Airport internet site more widely to promote public transport services. State that for travel to and from central London, passengers and visitors will need to purchase a Zone 1-3 Travelcard (in peak periods) and a Zone 1-4 Travelcard (in off-peak periods).

Ticketing

1. Discuss with local transport providers the possibility of providing discounted travel for staff based at the Airport.

2. Promote the purchase of Travelcards from the Airport to reduce the need for passengers to queue up to purchase tickets at tube / rail stations. This ticket can be purchased from the Travelex bureau de change outlet in the main terminal building.

Taxis

1. Continue to work with the black Hackney London Taxis to provide an efficient service to passengers and eliminate fare refusals.
2. Work with the Taxi drivers, Carriage Office, etc to design a scheme that will encourage taxi drivers to take short distance fares from the Airport, given the proximity of Excel and other local developments.

Coach

1. Continue to hold discussions with coach companies providing Airport links or commuter services to divert into the Airport providing further public transport connections.

Marketing / Awareness Campaigns

1. Promote the use of public transport by passengers and staff.
2. To carry out and co-operate with campaigns for new, upgraded or altered public transport services enhancing the surface access to LCA.

Monitoring

1. Monitoring will be carried out in the form of:
 - Staff questionnaire when annually renewing security pass principally to ascertain mode of getting to work/home postcode/time taken
 - Shuttle Bus utilisation figures daily/weekly
 - Daily car park utilisation figures
 - Civil Aviation Authority Passenger Surveys approximately every 3 years
 - Shuttle Bus quality audits
 - Customer Comment Cards

Road Improvements

1. Identify problem areas on the local road network and consider how these could be improved. Lobby for change if necessary.

2. Carry out investments as required in the Section 106 Agreement
3. To continue to campaign for better policing of illegally parked vehicles on North Woolwich Road, vehicles that cause congestion especially during the peak morning period.

Access For Employment

Continue to meet targets set for local employment in the S106 Agreement and work to ensure the provision of public transport improves employment opportunities for local residents.

