

LONDON CITY AIRPORT

AIRPORT TRANSPORT FORUM

Note of ASAS Working Group

7th July 2004 at 1030 a.m. in the Meridian Centre at London City Airport

Present: Janet Goulton	Long Term Strategy Manager, London City Airport
Tony Shields	LTUC
Chris Hall	TfL – London Buses, Borough Liaison
Tim Smith	Terminal Manager, London City Airport
Sharon Möller	Docklands Light Railway
Ian Fines	London Borough of Newham
Stuart Innes	ATF Administrator

The Group was appointed by the Airport's Transport Forum to assist the Airport in its review of the *Airport Surface Access Study (ASAS)*. The Airport had circulated a strategic *Background Note* and some *Aims and Targets* drawn largely from the previous ASAS. These were the focus for discussion at the meeting

BACKGROUND NOTE

- Consultations were in progress about the withdrawal of the N101 Night Bus.
- Data from a new CAA Passenger Survey would become available shortly.
- It would be good to know what proportion of the 31% of passengers from the "rest of the south-east" lived north of the Thames.
- LCY's public transport connections are much better from the west than the east. There is a need for better connections from the east.
- There is a proposal for the DLR to take over the North London Line between Stratford and Canning Town. This offered the prospect of a very good DLR connection with the International Station at Stratford.
- Ian Fines (IF) had been conducting a survey among air passengers. There was an expressed willingness, especially among Dutch and German passengers, to switch to public transport once the DLR Extension was open. But would they?
- Initially at least the DLR Extension will not provide a direct connection to Canary Wharf. Passengers will have to change at Poplar.
- It was likely that Phase One of the East London Transit (ELT), a largely segregated articulated bus project, would run from Ilford to Dagenham Dock. A later phase might connect Dagenham to Gallions. Could such a route be extended to LCY?
- Include the Thames Gateway Bridge (TGB). It is not yet clear which buses will use this bridge.
- It is proposed that the ELT will link with the transit scheme proposed for the Greenwich Waterfront across the TGB
- Invite Neil Roth, TfL's Development Manager Transit Networks, to brief the Airport Transport Forum (ATF) on the Transit projects.
- DLR will probably soon open consultation on the proposed Barking extension which would run eastwards from Gallions. This would probably focus on the southern option and involve a tunnel under the River Roding.
- TfL had raised the idea of coach services from LCY, linked perhaps to coach parking facilities, on current vacant land at LCY

AIMS AND TARGETS

Buses

- Discussions about the development of bus services should be with TfL not bus operators. Contact is Jamie Price at TfL.
- When the DLR Extension opens, and subject to confirmation when traffic patterns have settled, it is likely -
 - 69 would be withdrawn.
 - 473 would remain as at present.
 - 474 would be extended to Manor Park and serve LCY directly rather than stop outside at the Jet Centre.
 - Route 101 would be extended into the Airport from Woolwich Ferry.
 - LCY will withdraw the Canning Town shuttle bus.
 - the Liverpool Street shuttle will remain for the time being. (The position re Canary Wharf shuttle will be determined once use of the service has been measured for a period of time after the DLR has been completed)
- Include aspirations for bus services in the ASAS.
- LCY seeking to obtain staff travel data once a year. The high proportion of staff that are shift workers means there often is not a public transport alternative for them.
- The A13 improvements have reduced traffic on the Docklands Highways and made car travel more attractive.
- Will the TGB increase traffic on the Docklands Highways?
- Are there sufficient facilities for LCY to operate as a bus station?
- TfL Bus Priority team said to be keen on priority measures in North Woolwich Road which serves a number of major development sites. It is not clear what progress is being made.

DLR

- Until DLR Extension opens continue to promote Canning Town as the preferred option for travel to LCY
- Clarify the first aim “effective integration” – it presumably refers to easy access to the DLR for passengers and staff?
- Promotion of DLR Extension should start well ahead of its due completion date
- DLR working on a marketing strategy – contact is Simon Dobson who meets regularly with LCY Marketing. Will need to feed any initiatives arising from these meetings into the ASAS
- Give passengers information about DLR service as early as possible – include in in-flight magazines and in City to City?
- Review signing and information available in the Airport terminal
- Ticketing is important and should be emphasised in the ASAS. Could DLR and/or tube travel be included in the air ticket price?
- Could there be machines in the arrival hall? (Note: DLR can issue tickets for their own services but not Travelcards, which are also valid on other London transport services. Travelcards are available from Travelex.)
- Continue to press TfL to make Travelcards valid for travel on the LCY shuttle buses.
- Check that the signing at Canning Town is adequate for onward travel to LCY.

Private Cars - Passengers

- The aim must be to encourage the use of public transport by passengers and thus reduce the use of private cars.
- The LCY car parks have enough space at present – capacity will be reviewed when the DLR Extension has opened and travel patterns have settled.
- Recently the focus has been on improved functionality, e.g. the use of credit cards.
- There is no off-site car parking
- The busiest day for passengers is Wednesday when the car park is 80% occupied
- Car park prices can be used to influence the use of private cars. At present:
 - prices are reviewed annually and increased on “creeping” basis.
 - cheaper parking is offered if booked in advance via BCP.
 - the short term car-park near the terminal is more expensive.
- There is no comprehensive information about who uses the car parks but it is known a good proportion stay for less than 4 hours.

Private Cars – Staff

- Need to reduce the 61% of staff travelling to work by private car – this is a high proportion of the workforce.
- Staff travel free on the LCY shuttle buses
- The LCY staff car park is at the eastern end furthest from the Terminal.
- In general staff do not park in the local streets.
- Improvements to public transport should have an impact, notably the opening of the DLR Extension.
- A sizeable part of the workforce lives to the east of the Airport where public transport links are acknowledged to be less satisfactory.
- Improve information for staff on the available public transport services
- Check forthcoming development of cycleways and footpaths in the locality. The DLR Extension viaducts present opportunities for such facilities under them, e.g. in North Woolwich Road.
- Is it possible to contemplate pedestrian/cycle facilities within the airport via the eastern access (Gate 18)?
- Promote car sharing. Consider incentives for car sharing.

Rail

- SRA about to be abolished.
- The North London Line (NLL) is not frequent or reliable and is not regarded as a good option for airport passengers and staff although it is included in the literature.
- It is possible that the DLR will take over the NLL between Stratford and Canning Town. This offers the prospect of a good DLR connection to the International Station at Stratford. It is not clear what would happen to the rest of the line, i.e. from Canning Town to North Woolwich
- Continue to press for Crossrail and especially the suggested branch from the Isle of Dogs to Ebbsfleet via the Royal Docks.

Travel Information

- LTUC carrying out research on good practice in the provision of information for air passengers. LTUC to keep this group updated on this work.

- Encourage airlines to provide good quality information for passengers re onward travel. Inflight magazines? Public address announcements?
- How many passengers ask for information about onward travel? There are no figures but many requests handled by Airport Information.
- LCY provide an information rotunda and this is to be reviewed and refreshed.
- The airport has a member of the customer service staff outside the terminal to help passengers with onward travel. This person is supported by a representative of Stagecoach (who run the shuttle buses) and the LCY taxi co-ordinator.
- Consider the provision of “real time” information at the terminal such as DLR “Daisy”
- LUL are working on a system giving the service status on each underground line.
- Work is going on to provide “real time” information on Airport website.
- An electronic journey planner in the terminal was not supported and had to be withdrawn. A new system is planned.
- There are no PA announcement about onward travel – LCY is a “silent” airport – but major incidents are announced and the last bus times.
- Suggestion to display pictograms on the Airport Information sign in the terminal building.

Ticketing

- See also Travel Information notes above.
- Better promotion of the availability of tickets for purchase at Travelex. Make clear whether these tickets are for the London travel zones only.
- Check whether Travelex accept credit cards for the purchase of these tickets? If not, why not?

Taxis

- Problems re short local journeys. The Public Carriage Office handle complaints about this.
- Typical fares are given on the information rotunda in the Terminal and on the Airport’s website.
- Consider taxi sharing – perhaps along the lines of that operating at Paddington.

Monitoring

- LCY considering staff travel monitoring via applications for the renewal of the compulsory Staff Passes

Partnerships

- Delete

Road Improvements

- Continue to press for action to deal with parking in North Woolwich Road, notably in the vicinity of George’s Diner
- Review the provision of signs on roads directing drivers to the Airport. (ExCel have an exercise in progress at present). Check the provision of signs on the improved A13.
- To what road improvements is the Airport committed via s.106 agreements?

Other Points

- Reducing the need to travel. More meetings at the Airport? Use of teleconferencing.

Stuart Innes
9 July 2004