

**LONDON CITY AIRPORT (LCY)
AIRPORT TRANSPORT FORUM**

**MINUTES OF THE MEETING HELD ON TUESDAY 28TH NOVEMBER 2006 AT
11.00a.m. AT CITY AVIATION HOUSE, LONDON CITY AIRPORT**

PRESENT:

Helen Allen	Lufthansa German Airlines
Angeline Barnes	London City Airport
Charles Buchanan	London City Airport
Roger Blake	London Borough of Hackney
Manjeet Brian	Serco Docklands
Tony Davis	London Borough of Tower Hamlets
Richard De Cani	Docklands Light Railway
Bill Dunlop	London City Airport Consultative Committee
Mike Gibson	South Eastern Railway
Janet Goulton	London City Airport
Chris Hall	TfL London Buses
Elizabeth Hall	London TravelWatch
Stuart Innes	ATF Administrator
Dennis James	Custom House and Canning Town Community Forum
John James	Newham Chamber of Commerce
Bernard Lavelle	London City Airport
Marc Lewis	London Underground
Natalie Llewelyn-Evans	London City Airport
Lorraine Lynch	London First
Seema Manchanda	London Borough of Newham
Howard Sheppard	Canary Wharf Group
Barry Sickelmore	Stagecoach
Tim Smith	London City Airport
Ian Thomas	Amec Group Ltd
Heather Wall	Greater London Authority
Dominic West	London Borough of Newham

APOLOGIES:

Michele Bailleaux	Royal Docks Partnership
John Biggs	Greater London Authority
Ian Brown	TfL London Rail
Stephen Burke	London Borough of Bexley
Gillian Cadd	Corporation of London
Jerry Froggett	Scot Airways
Sergeant Jason O'Donohue	Metropolitan Police - RD Safer Neighbourhoods Team
Darek Podwiazka	Transport for London (London Buses),
Jamie Price	Transport for London (Buses)

NOTE: The slides used in the Presentations can be seen in Acrobat .pdf format at
www.lcacc.org/atf/slide.html

1. WELCOME AND INTRODUCTION

Charles Buchanan (London City Airport):

- ❑ welcomed those attending this the ninth meeting of London City Airport's Transport Forum.
- ❑ introduced the Airport's team.

- reminded the meeting of the key objectives¹ of the Forum.

2. **AIRPORT BRIEFING**

Charles Buchanan (CB) – London City Airport – see slide presentation on website

In response to a question CB said that the latest data on staff travel to the Airport had been gathered in 2005. At that time most employees were shown to be travelling to the Airport by car. This was thought to reflect shift patterns with employees travelling outside the normal hours of operation of the public transport services. However, it was possible that the pattern of staff travel had changed since the opening of the DLR City Airport extension and it was proposed to re-run the staff travel survey in the not too distant future.

3. **AIRPORT MASTER PLAN (AMP)**

Janet Goulton (JG) – London City Airport - see slide presentation on website

In response to questions JG confirmed:

- that the completed AMP was to be submitted to the Department for Transport
- that although with the growth in the number of passengers there would be a need to expand the number of car parking spaces provided for passengers it was confidently expected that during the plan period the *proportion* of passengers using cars to travel to the Airport would be halved.
- that the expected growth in passenger numbers could be achieved with a single runway but that there would be a need to expand the capacity of the Terminal by building into the triangular area behind the DLR station and eastwards along the King George V Dock.

Copies of the final print of the AMP were distributed to those present at the meeting. Copies would also be available on the Airport's website.

4. **DOCKLANDS LIGHT RAILWAY (DLR)**

Richard De Cani (RDC) – Docklands Light Railway - see slide presentation on website

Following the presentation there was discussion of the following matters raised by those present:

- Dominic West (DW) of the London Borough of Newham (LBN) said the Council was broadly in agreement with the DLR's improvements plans as they affected the Borough and he was impressed by the number of passengers using the new line to the Airport. The Council had been pleased to obtain funding from Transport for London to integrate the new DLR stations into the local environment with better street lighting and pavements and other environmental improvements.
- Although the new line had been operating for almost a year the information for passengers on London Underground trains about how to access the Airport had still to be changed. This was in spite of sustained pressure by the LBN and other bodies. RDC said he had seen correspondence which led him to believe that this shortcoming would be remedied very soon.
- The LBN had originally suggested that Stratford International and Stratford Regional Stations should be linked using a travelator system which would be

¹ See <http://www.lcacc.org/atf/index.html#atf>

free to passengers. A DLR rail link was now to be built but it was not clear whether there would be a charge for this short journey. RDC said the line was being developed on the basis that it would be possible to run a shuttle service between these two stations. But decisions had still to be taken whether such a service should be provided and, if so, whether it should be charged for.

- That length of the North London Line (NLL) to the south of Stratford was to close on 10th December to make way for the DLR's Stratford International project. There was a need to improve information and signage for passengers using the NLL, especially those travelling to and from NLL stations north and west of Stratford many of whom would be inconvenienced by the closure. RDC said that a major publicity exercise was in progress with posters and leaflets at stations and by leafleting homes in North Woolwich and Silvertown where the DLR Airport extension provided a good alternative to the NLL.
- The Airport was very concerned about the long queues forming at the ticket office at the Airport station, notably in the peak hours. More staff were needed in these periods both to issue tickets and to handle ticketing and travel enquiries by air passengers many of whom came from abroad. Overall, the standard of customer service required huge improvement and there was a need for more staff training. Manjeet Brian said that to help address the problem Serco was using roaming staff at the station and there were also Travel Safety Officers who patrolled the platforms. She would, though, report back the concerns which had been expressed. Dennis James said that Serco were planning to transfer staff from other stations on the system. CB said the Airport was to meet soon with Serco and DLR to discuss these concerns.
- Helen Allen said there was confusion among air passengers about the tickets issued for travel to and from the Airport by rail - some of these couldn't be used on London Underground trains. RDC said that there was a £1.50 ticket which was valid only for travel on the DLR. There was discussion about how best to explain this to air passengers, especially those from overseas.
- RDC confirmed that the additional DLR platform at Stratford Regional Station would be completed next year.
- Bill Dunlop said that the opening of the DLR's new Airport extension had led to commuter car parking in local streets along the route of the railway. Angeline Barnes said that this problem had also been raised in the Airport's Consultative Committee and there was to be a meeting involving the LBN, UEL, DLR and the Airport as well as the local Community Forums. This had been planned for next month but had been postponed until the New Year because Newham's Mayor had intervened and asked for a report. Seema Manchanda confirmed that the issue was being taken very seriously by the Council.
- Bernard Lavelle queried the information which had led DLR to opt for a direct service from the Airport to Bank rather than to Canary Wharf. He said the Airport's figures showed a large proportion of passengers were travelling to and from Canary Wharf and they were naturally irritated at the loss of the Airport's direct shuttle bus and the need now to change at Poplar or Canning Town. Many were using taxis. RDC reiterated that pending improvements to the Delta Junction north of Canary Wharf it was not possible to provide direct services to both Bank and Canary Wharf without seriously degrading other DLR services. DLR's research at the time suggested that priority should be given to passengers travelling to Bank and thus the direct service was provided to that destination.

5. **DLR WOOLWICH ARSENAL EXTENSION – IMPACT ON AIRPORT SURFACE ACCESS TRAVEL PATTERNS**

Mike Gibson of the London and South Eastern Railway (LSER) said the company had a franchise to provide commuter services from Kent and parts of East Sussex to Central London until 2014. The network included direct services to Woolwich Arsenal from Dartford (18 minutes), from Gravesend (35 minutes), from Chatham (45 minutes), and Gillingham (50 minutes). Journeys from destinations beyond the Medway towns currently involved a change of trains.

The opening of the DLR link to Woolwich Arsenal in early 2009, and domestic services on the Channel Tunnel Rail link in December 2009, was the backdrop to the first major review of the railway's timetable for 50 years. There would be extensive consultation, beginning in January 2007, and the Airport would be among the stakeholders on the LSER's consultation list.

The DLR extension would involve a substantial change in transport patterns south of the River and LSER's Marketing Team would be happy to work with London City Airport and other transport operators on joint information and marketing opportunities.

4. **ANY OTHER BUSINESS**

(a) 474 Bus

DW said that the LBN was anxious to secure good bus services to the Airport from the east and in this connection was delighted that the 474 Bus, which used to run from Beckton to Canning Town via North Woolwich and Silvertown (passing but not entering the Airport), now directly serves the Airport and has been extended from Beckton northwards via East Ham to Manor Park. He noted, however, that the information given in the Airport terminal about this route had still to be updated. Tim Smith said the change would be made without delay.

(b) East London Transit

There was the possibility that Phase II of this proposed guided bus system, running from Barking to Gallions Reach, could be extended to the Airport along the King George V Dock. Stuart Innes noted that in 2002 both the Airport and the Airport's Consultative Committee had expressed themselves in favour of an extension of this phase of the project to the Airport although at that stage there had been no discussion of precise routes. There had been no response from TfL or the Mayor. CB said that the Airport would be happy to discuss the possibilities with the LBN and other interested bodies but noted that the eastern end of the land adjoining the King George V Dock was temporarily compulsorily occupied by the DLR for works in connection with the extension of the railway to Woolwich Arsenal.

(c) Pedestrian Routes

DW asked whether the Airport would consider the provision of a dockside pedestrian route across its land from the Fairview Estate to the King George V DLR Station. CB noted that the land was presently compulsorily occupied by the DLR for works but it was likely thereafter that the land might be developed for residential mixed use and the possibility of including such a pedestrian route could certainly be considered.

4. **DATE OF THE NEXT MEETING**

The next ordinary meeting of the Forum would take place on a date to be agreed in May or June 2007