

London Luton Airport

Surface Access Strategy 2018–2022

2019 Reissue



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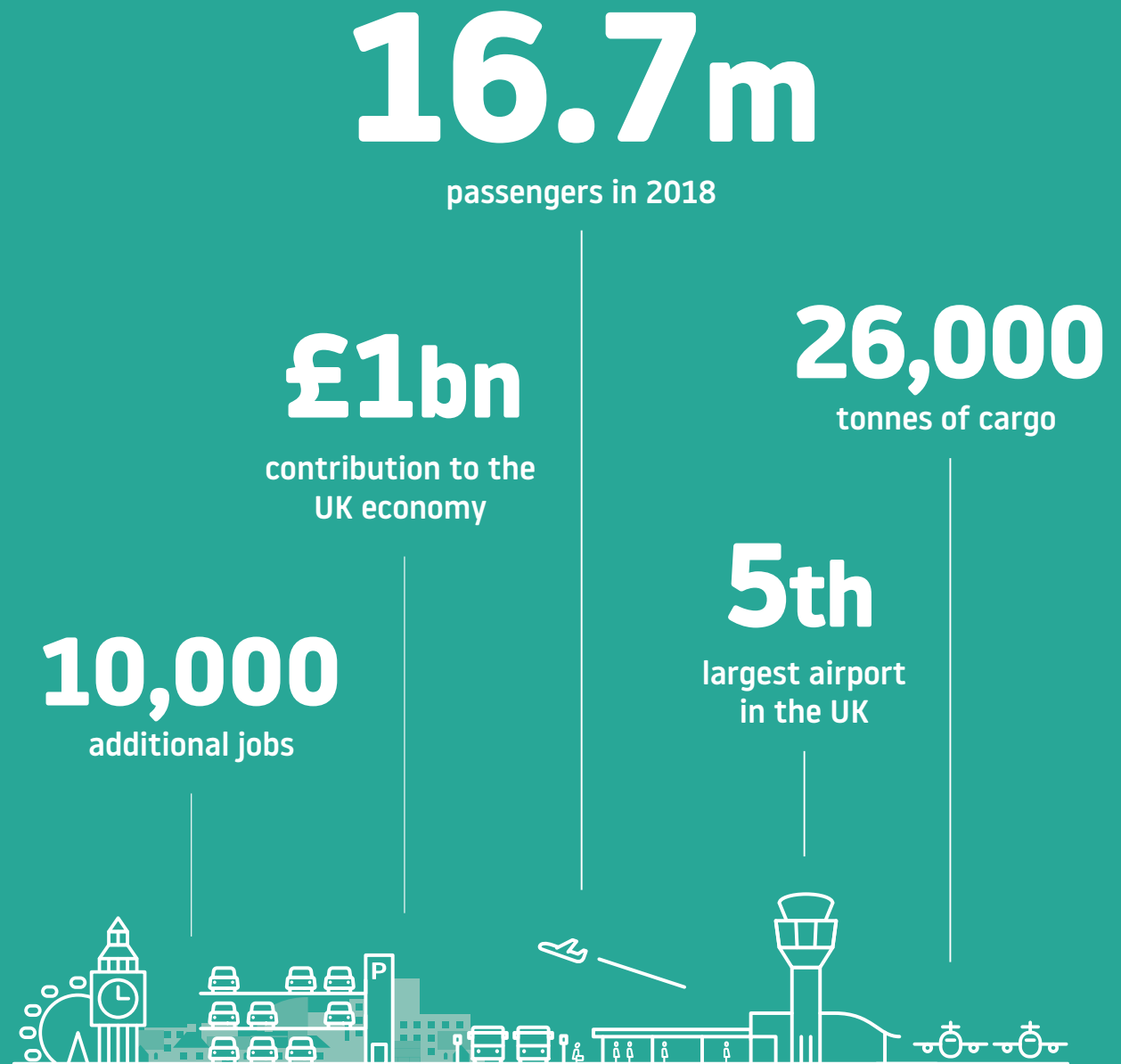
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1. Introduction to London Luton Airport (LLA)

Background

Air travel in the UK has increased steadily over the last 40 years and is expected to continue to increase each year until at least 2050¹. The number of passengers using London Luton Airport (LLA) has increased by 73% since 2013, making it the fifth busiest passenger airport in the UK in 2018, carrying 16.7 million passengers and more than 26,000 tonnes of cargo².

Growth in passenger volume results in growth in surface access journeys made by passengers, as well as the additional employees required at the airport. The airport directly supports approximately 10,000 jobs, with employees working a range of shift patterns. A report published by Oxford Economics states that airport improvement works will add £1bn to the UK economy and will create approximately 10,000 additional jobs by 2030³.



¹ DfT, UK Aviation Forecasts, October 2017.

² London Luton Airport, 2010 to 2018 Statistics.

³ The economic impact of London Luton Airport, Oxford Economics, Nov 2015

The Vision for London Luton Airport

By 2030 the Department for Transport (DfT) forecasts that demand for air travel through London's airports will have risen to 180 million passengers per year. London Luton Airport Limited (LLAL), the airport estate owner, estimates that the airport has capacity for 36–38 million passengers per annum, as per the 'London Luton Airport Vision for Sustainable Growth 2020–2050'.

The airport is an integral part of Luton. It directly employs a large number of staff, many of whom live close to the airport. It indirectly supports a significant number of businesses that provide services to the airport, such as taxi firms, hotels and engineering companies. It also helps attract businesses to the town, who value the excellent communications that the airport and access to the M1 motorway provide.

The vision of London Luton Airport Operations Limited is for the airport to play its full part in supplying that demand, by providing capacity for 18+ million passengers per annum and welcoming passengers who will choose and use the airport with confidence and ease.

LLA's Vision

We'll revolutionise the airport experience and deliver operational excellence, making air travel more accessible and enjoyable than ever before.

LLA's Mission

To connect more people, countries and cultures by delighting our passengers with our passion and commitment to making travel accessible, easy and enjoyable.



2. LLA's Airport Surface Access Strategy

Purpose of LLA's Airport Surface Access Strategy

An Airport Surface Access Strategy (ASAS) was first produced for LLA in July 2000 and has been revised and updated since that time. The previous ASAS expired in July 2017 and has been replaced by the 2018–2022 ASAS, comprising a summary document and the full technical report. This republication of the document in 2019 aims to provide an update on the projects and steps taken towards the targets within the 2018–2022 ASAS.

Through alignment with the ASAS purpose and action plan, the objectives of the ASAS are to:

- A** Promote and encourage sustainable surface transport options for employees and passengers;
- B** Reduce the impact of surface access to the airport on the local community.



This ASAS sets out the objectives, travel targets and action plan for the period **2018–2022**. Monitoring of the progress made at LLA will take place throughout this time.



Alignment of the Luton Local Transport Plan 3 (LTP) with LLA's ASAS

The Luton Local Transport Plan 3 (LTP) was published in March 2011 and includes a long-term strategy for the period up to 2026.

The LTP long-term vision involves providing an integrated, safe, accessible and more sustainable transport system which supports economic regeneration, prosperity and planned growth in the Luton conurbation. LLA's Surface Access Targets fully support the LTP's vision for an increased focus on the delivery of high quality, high capacity public transport.

The vision also involves reducing Single Occupancy Vehicles (SOV) use and carbon emissions while enhancing the environment and improving the community's health and quality of life. To achieve that vision, the LTP has a number of aims, including: "Supporting Luton's growth as an international gateway in the context of both the growth of London Luton Airport and ease

of access to the new Channel Tunnel Rail Link terminus at St Pancras International." The main LTP priority at a strategic level is to improve east-west connectivity, particularly between Luton and Dunstable/Houghton Regis, but also on other strategic corridors depending on the timing of major developments. The main focus for managing congestion and reducing emissions will be through the intensive application of Smarter Choices measures, to encourage modal shift from SOV to more sustainable modes. LLA will continue to improve transport options and support the car sharing initiative for staff travel to reduce the airport's contribution to SOV journeys.

Although located in the borough of Luton, London Luton Airport has close ties with Hertfordshire and Central Bedfordshire. The Hertfordshire LTP places a high priority on making better use of the existing road network rather than building new roads. The County Council will promote and, where possible, facilitate a modal shift of both airport passengers and employees towards sustainable modes. The Central Bedfordshire LTP refers to the council's growth agenda to help Central Bedfordshire develop as an economic powerhouse. The LTP seeks to create an integrated transport system which is safe, sustainable and accessible for all. It will manage the anticipated increase in travel demand in Central Bedfordshire by providing new capacity, making better use of existing provision, and reducing the need to travel. The LTP's objectives include increasing the ease of access to employment by sustainable modes.



**The LTP's
long-term vision**

3. Surface Access Modes at LLA

Surface Access Modes Overview

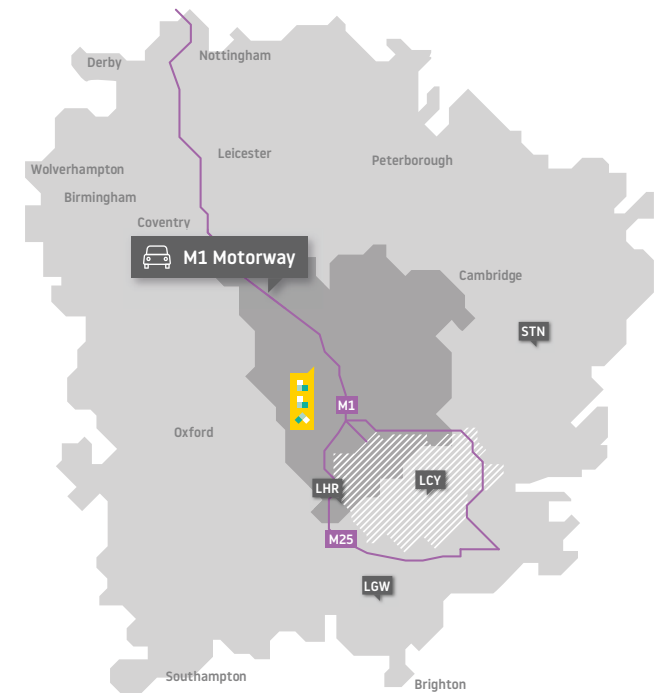
LLA is well placed in relation to many areas of the UK, and benefits from excellent accessibility by road and rail. It is located close to the M1 Motorway, linking London with the East Midlands and North East. It is also situated close to Luton Airport Parkway Railway Station, with local, regional and long-distance services calling at this station, including frequent direct services to Central London and the South East.



The bus and coach interchange at the airport provides extensive local, regional and long-distance journeys, with a range of operators providing services.

Major changes are currently underway both at the airport and in the vicinity, to improve surface access modes. For example, work continues on the DART system, connecting LLA with Luton Airport Parkway Railway Station in less than four minutes (more information is provided on [page 13](#)).

Detailed information on each surface access mode is provided below within this ASAS.



Rail

Rail Overview

DART (Direct Air Rail Transit)

Luton Airport Express and EMR Services

Thameslink

Other Rail Projects



Rail Overview

Luton Airport Parkway railway station, located on the Midland Mainline, is the railway station serving LLA.

It is currently accessed from LLA via a shuttle bus service, with the DART system arriving in 2021 to provide an improved connection. Two operators provide rail services from this station, with East Midlands Railway providing long-distance North-

South services on the Midland Mainline, and Thameslink operating regional services between Bedford and a range of locations in London and the South East. Services on the Thameslink network operate 24 hours a day between the airport and Bedford/South East. There are also frequent services operating between Luton Airport Parkway and Luton Railway Stations.

In conjunction with the opening of the DART, Network Rail is carrying out a significant capacity and customer experience improvement project at Luton Airport Parkway railway station. Passengers will soon benefit from the opening of a new footbridge, alongside new lifts and escalators, all serving to facilitate a smoother journey.

The mode of rail will benefit from the extension of contactless payment to cover services to Luton Airport Parkway Railway Station⁴ and onward connections via the DART.



⁴ www.railwaygazette.com/uk/contactless-travel-extended-to-luton-airport-parkway/54878.article

DART

(Direct Air Rail Transit)

Luton Council's airport company, London Luton Airport Ltd (LLAL), is building the DART, a state-of-the-art, £225m fast transit system that will link London Luton Airport with Luton Airport Parkway station in under four minutes.

The aim of the project is to support a seamless journey from St Pancras to the UK's fifth biggest airport in just 30 minutes, and to achieve a reduction in the number of passengers travelling to and from the airport by private car.

The DART will be a double-shuttle, fully-automated people-mover based on the latest system technology and design innovation, and capable of operating 24/7. The cable-driven system is energy-efficient and environmentally friendly.

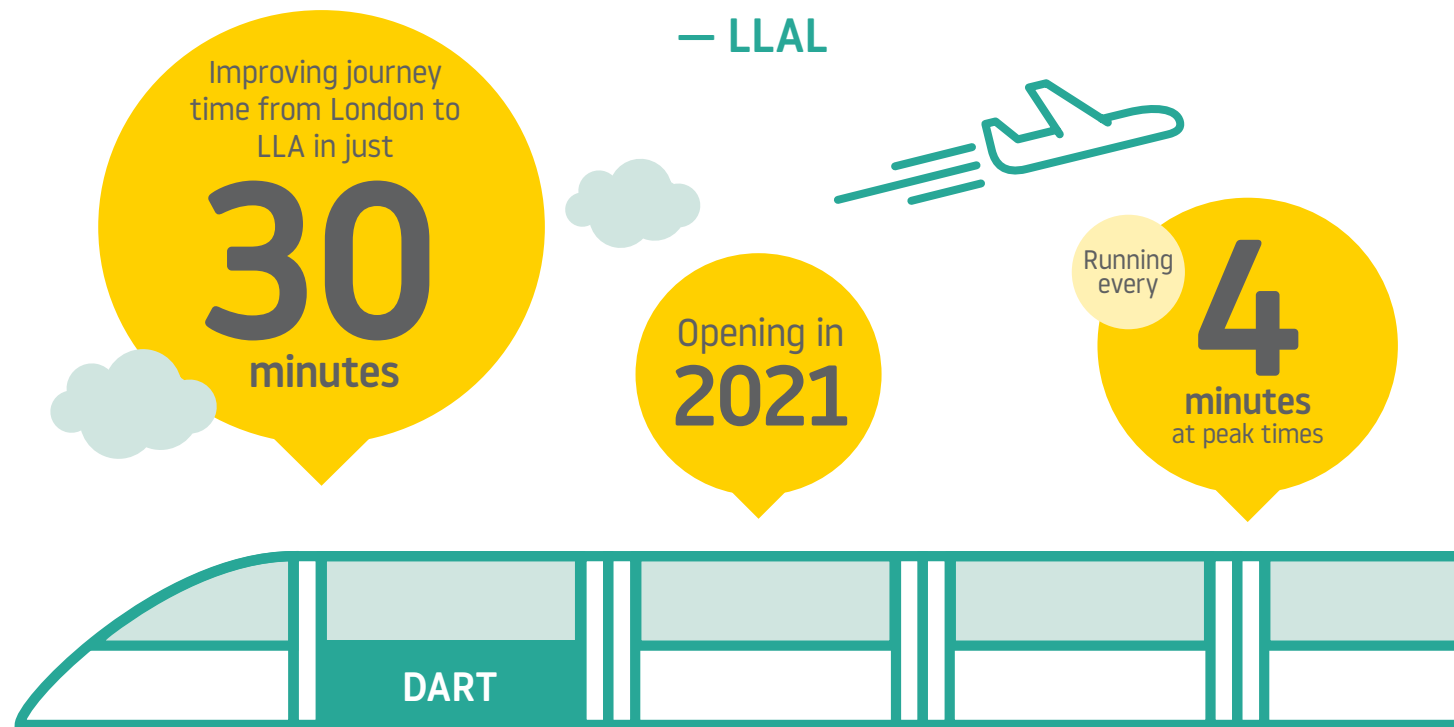
The 2.1km route will run between two purpose-built stations at Bartlett Square and the airport terminal. At peak times, a service will leave each station every four minutes.

The main contractors on the scheme are the joint venture VolkerFitzpatrick-Kier, delivering the civil engineering, and Doppelmayr Cable Car UK Ltd providing the transportation system.

Alongside the DART System, the project encompasses the creation of a terminal station building and platforms, a multi-storey car park with drop off and pick up areas, a public transport interchange and retail/commercial space. These facilities will be built on land known as Bartlett Square, which is owned by LLAL and adjacent to Luton Airport Parkway station.

“The DART will benefit not only airport passengers but also the people and businesses of Luton in supporting our long-term economic and employment growth.”

— LLAL

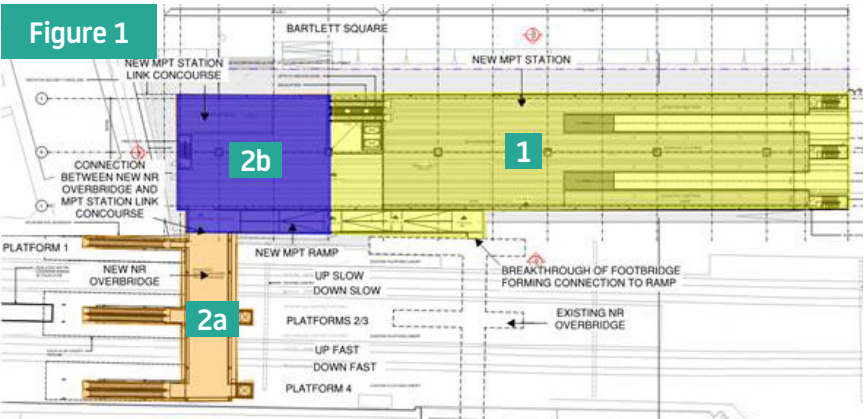


As part of the scheme, LLAL also requires a new overbridge at Luton Airport Parkway station. The new DART station building adjacent to Luton Airport Parkway Station and the over-rail concourse will be built in two stages:

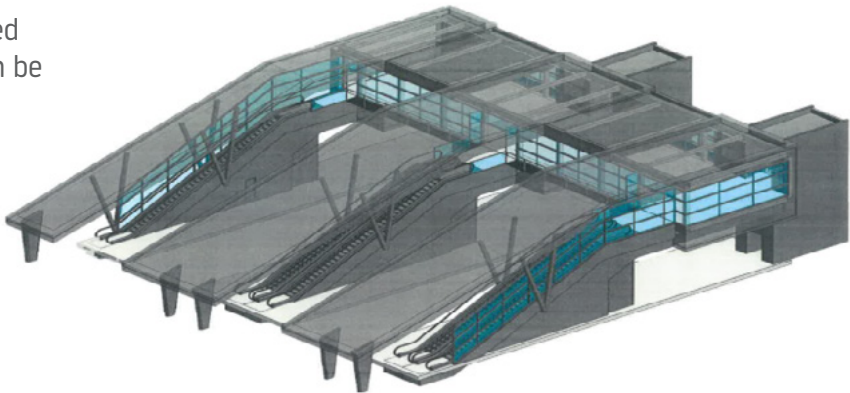
- Stage 1:** Build of the majority of the main DART station building;
- Stage 2a:** Build of the overbridge;
- Stage 2b:** Build of the remaining ‘link concourse’ of the DART station building, which will connect the overbridge to the DART station.



Figure 1 shows each build stage:



An illustration of the proposed overbridge can be seen here:



Luton Airport Express and EMR Services

A partnership agreement between London Luton Airport Operations Limited (LLAOL) and Abellio, which now operates the East Midlands Railway Franchise, has been agreed. It includes the creation of a Luton Airport Express service, operated by a new, all-electric fleet of trains.

The partnership will bring more than £600 million in investment to rail services across the East Midlands network, and between Bedford, Corby, Wellingborough, Kettering, Luton Airport Parkway and London St Pancras.

East Midlands Railway will oversee the delivery of customer experience improvements, and increased connectivity, including more regular services between London St Pancras station and Luton Airport Parkway. From December 2020, there will be fast trains between St Pancras and Luton Airport Parkway every 30 minutes.

“Abellio is delighted to have been entrusted to operate East Midlands Railway, and we’ve already started on our £600 million investment package to transform rail services from towns like Corby, Bedford and also Luton Airport into London St Pancras station.” — **Abellio UK**

A typical weekday service is summarised in the table below, for Luton Airport Parkway’s national services:

Railway Station	Trains per hour- Typical Weekday Hour (one-way)	Typical Journey Time (HH:MM)	First Train	Last Train (departing)
Leicester	1	00:55	05:59	23:27 (Interchange at Luton)
Nottingham	1	01:30	07:04	23:33 (Interchange at Luton)
Derby (i/c Leicester)	1	01:35	07:39	22:48
Sheffield (i/c Leicester)	1	02:10	07:39	22:48
Liverpool (i/c Nottingham)	1	04:40	11:31	19:53 (Interchange at Leicester and Nuneaton)
Manchester (i/c Nottingham)	1	03:45	11:31	19:53 (Interchange at Sheffield)
Birmingham (i/c Leicester)	1	02:25	07:39	21:51

“Once the developments are completed, passengers will be able to reach the airport terminal in a little under half an hour from central London. This transformation of service with its own sub-brand, website, easier ticketing and dedicated platform at St Pancras will be welcomed by all passengers who travel to us by rail.” — **Alberto Martin, CEO, LLAOL**



From December 2020, there will be fast trains between **St Pancras** and **Luton Airport Parkway** every **30 minutes**.



Thameslink

A typical weekday service is summarised in the table below, for Luton Airport Parkway's direct regional services:

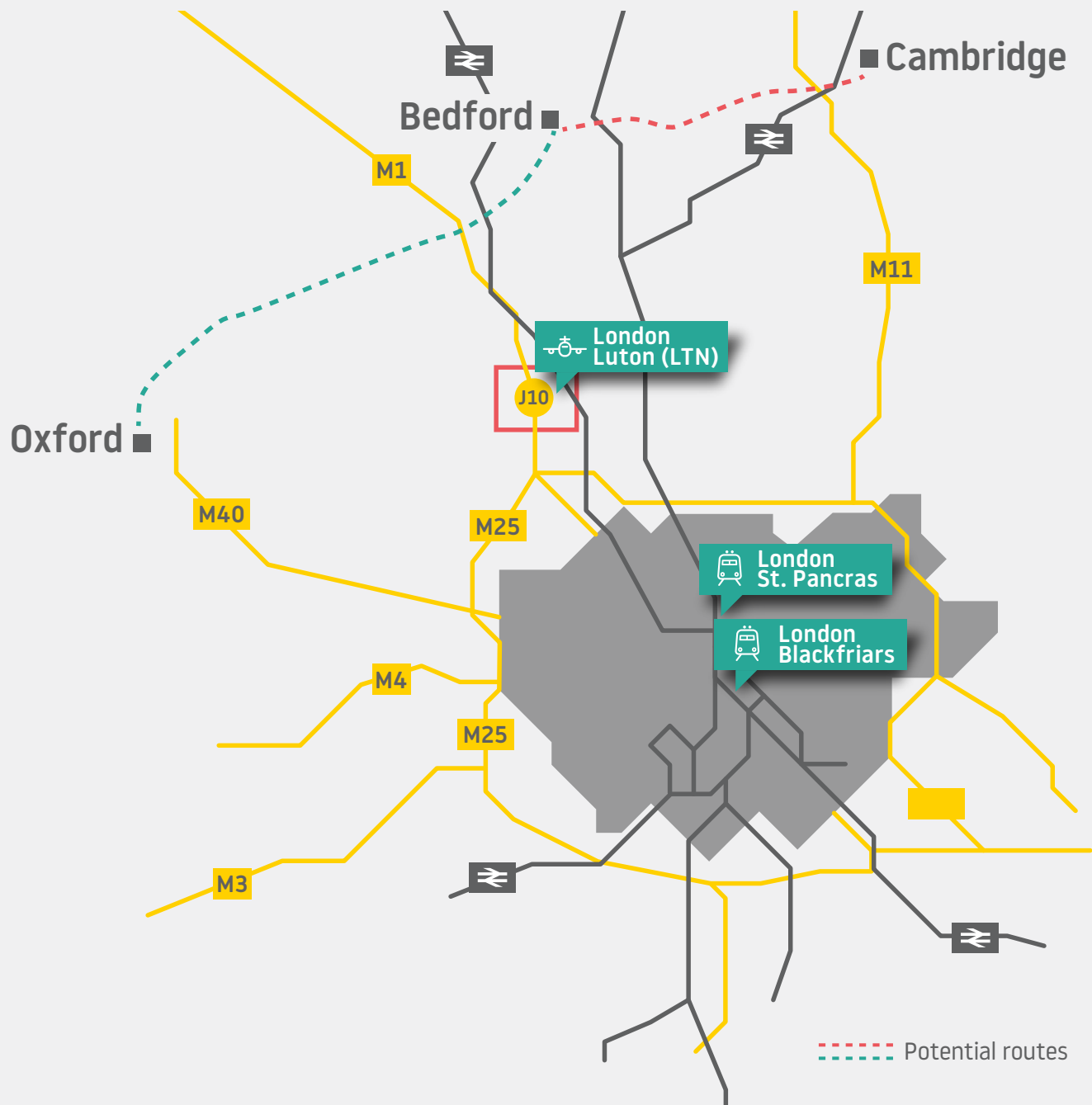
Railway Station	Trains per hour - Typical Weekday Hour (one-way)	Typical Journey Time (HH:MM)	First Train	Last Train (departing)
Bedford	7	00:25	24-hour	
Flitwick	5	00:16		
Harlington	5	00:12		
Leagrave	5	00:06		
Luton	10	00:03		
Luton Airport Parkway				
Harpenden	9	00:05	24-hour	
St Albans	9	00:10		
Mill Hill B'way (North London)	4	00:25		
West Hampstead	5	00:23		
St Pancras International	10	00:35		
Farringdon	10	00:37		
City Thameslink	10	00:40		
Blackfriars	10	00:45		
London Bridge	9	00:50		
Gatwick Airport	4	01:35		
Brighton	2	02:05	07:18	23:13



Services to the wider national network are available as 1 stop options at **St Pancras**, **Blackfriars** and **London Bridge**.

Other Rail Projects

LLA considers the East-West Rail initiative, which creates a link between Oxford and Cambridge via Bedford, as significant in its goal to unlock more sustainable means of accessing the airport, along with broadening the airport's catchment area. Engagement with the Department for Transport is underway, along with participation in the public consultation on route options.



Road

Bus and Coach Overview

Overview of Bus Services

Overview of Coach Services

Walking and Cycling

Car Hire

Taxi/Pre-booked Hire

Car Parks

Drop-Off and Pick-Up Locations

Electric Vehicles

Car Sharing

Car Park and Car Hire Centre Buses

Bus and Coach Overview

The Bus and Coach Station adjacent to the terminal has been significantly improved. Coach and bus services are now closer in proximity to the terminal than other transport options, to encourage growth in sustainable surface access modes. Sufficient bays are available to accommodate anticipated growth in bus and coach use.

A new canopy was installed in Q1 2019 providing cover to passengers waiting for onward travel services within the Central Terminal Area, and further improvements to the canopy are expected in Q1 2020. Enhancements to the bay signage has recently facilitated optimal operational use of the area, and to further this development in 2020, digital information totems will be installed at each

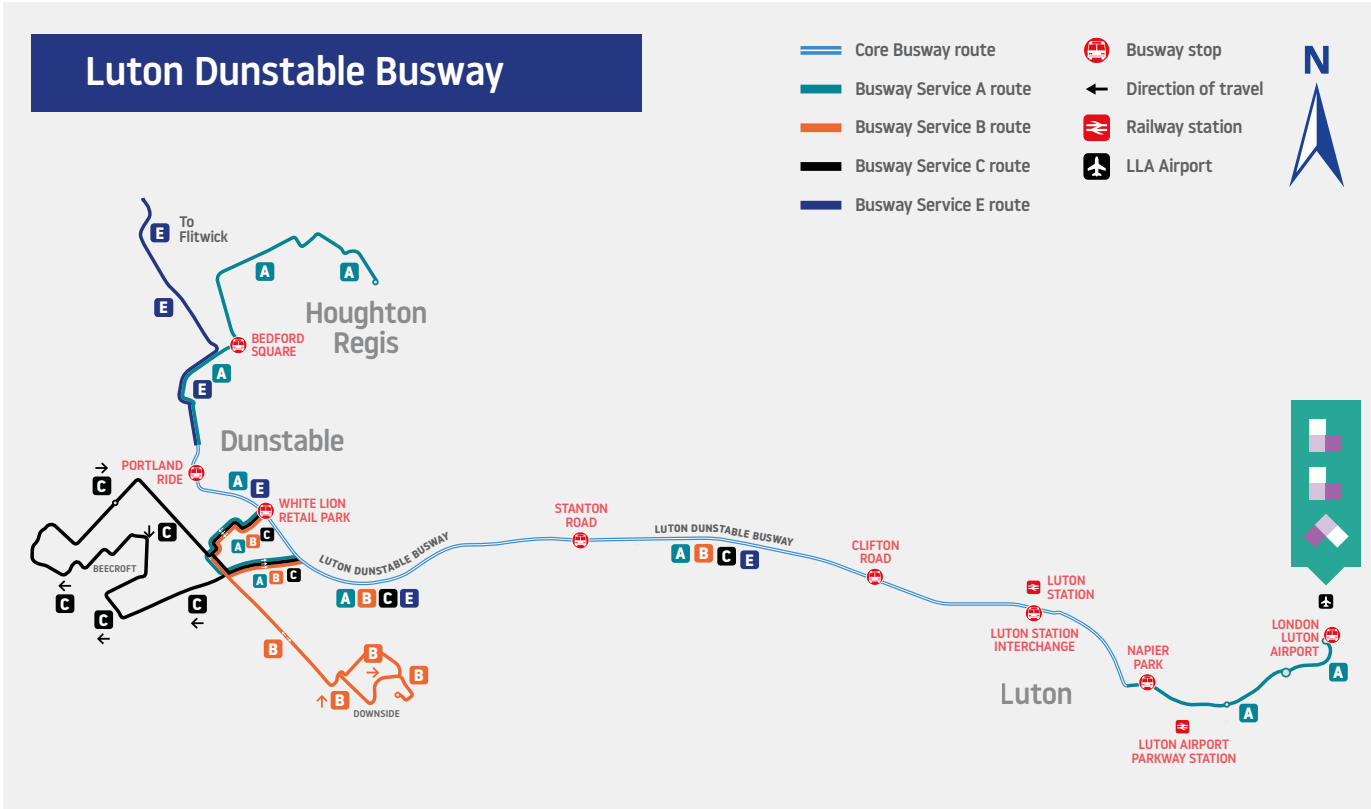
of the 18 bays, providing frequency information and enhanced wayfinding. A newly created CTA management role, due to be in situ from 1st May 2020, aims to provide the necessary resource to oversee the management of the Bus and Coach Station.



Overview of Bus Services

Local bus services provide direct access to Luton and Dunstable via the Luton to Dunstable Busway and by other non-Busway services. The image below shows the route of the Luton to Dunstable Busway:

The airport is served by three bus routes: the A, 100 and 99.



Arriva	<p>A – from Luton Airport to Luton and Dunstable, via Luton Train Station, up to every 10 minutes at peak times</p> <p>100 Sapphire – from Stevenage to Luton via Lister Hospital, Hitchin, Stopsley and Luton Airport</p>
Stagecoach	<p>99 – express bus service between Luton Airport and Milton Keynes</p>

The A and 100 bus services provide important East-West links to locations within the Greater Bedfordshire area, which can be accessed directly or by changing services at Luton Station Interchange to onward destinations, such as Leighton Buzzard.

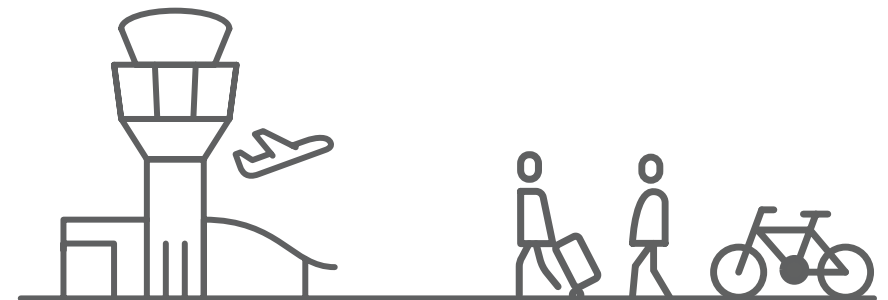
Overview of Coach Services

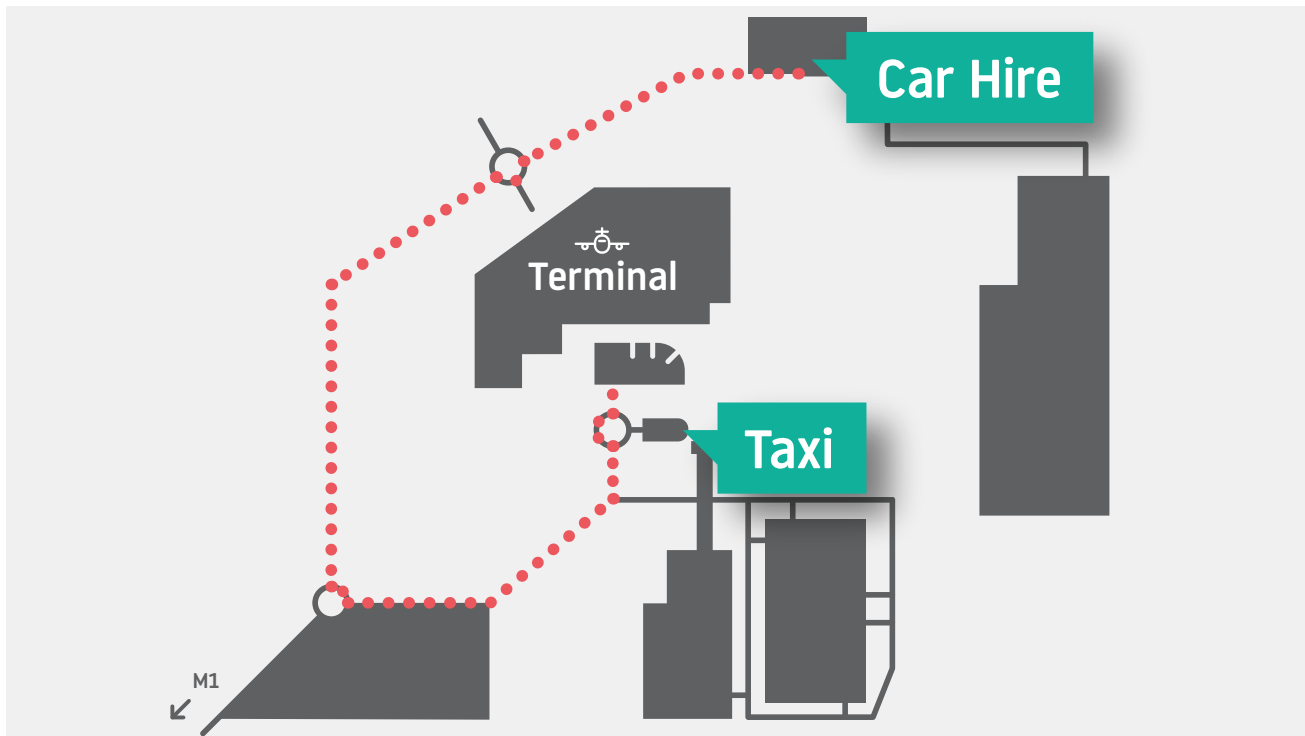
Coach services are a significant, ever-growing surface access mode for LLA. Currently, LLA partners with two operators to provide extensive regional and London-based services, and will continue to focus on product and network improvements in the future. The current schedules for coach services are captured below, and are subject to change from time-to-time:

Arriva 757, for London Services	Over 40 scheduled services per day, to and from London Victoria Minimum 1 service per hour and up to 3 per hour Departing from LLA to London Victoria between 00:15 and 23:35 Departing from London to LLA between 00:30 to 23:30 Services 364 days a year, 24/7
National Express, for London Services	Over 80 scheduled services per day to and from Central London (Paddington and Victoria) Minimum 1 service per hour and up to 4 per hour Departing from LLA between 00:25 and 23:55 Departing from London between 00:01 and 23:30 Services 364 days a year, 24/7
National Express, for Regional Services	Oxford to and from LLA – 10 services per day Birmingham to and from LLA – 17 services per day Cambridge to and from LLA – 10 services per day Coventry to and from LLA – 12 services per day Leicester to and from LLA – 15 services per day Northampton to and from LLA – 11 services per day Sheffield to and from LLA – 9 services per day Milton Keynes to and from LLA – 9 services per day Heathrow Airport to and from LLA – 28 services per day Stansted Airport to and from LLA – 10 Services per day

Walking and Cycling

Within the terminal area, all pedestrian routes are fully accessible, with dropped kerbs and tactile paving. Zebra crossings are provided at busier locations, and there is lighting throughout the area. The route along Airport Approach Road has a footway which is designated as a shared space for pedestrians and cyclists. New Airport Way/Percival Way roundabout also has a shared footway, circumnavigating the roundabout and providing access to all four arms. LLA operates a cycle-to-work scheme to promote cycling as a surface access option for staff, and provides a covered and secure bike storage facility.





Taxi/Pre-booked Hire

There is a taxi-only drop-off/pick-up zone located adjacent to the terminal area for dedicated use by the current concessionaire, Addison Lee.

Taxis are a key element of connectivity between the Airport and the surrounding areas. Addison Lee provide services to support early morning and late night staff and passenger movements, when public transport services are less frequent, and for passengers wanting a more personalised journey. All Addison Lee taxis accept payment by credit card, while advance bookings are possible via the official Addison Lee website and mobile app.

All passengers using ride sharing services, such as Uber, are required to be picked up and dropped off within LLA's dedicated pick-up and drop-off zones.

Car Hire

There are four on-site car hire companies at LLA: Avis, Europcar, Enterprise and Hertz.

The car hire companies operate from the Luton Airport Car Hire Centre, linked to the airport by a frequent and free bus service (please see [page 25](#) for planned improvements to this journey).

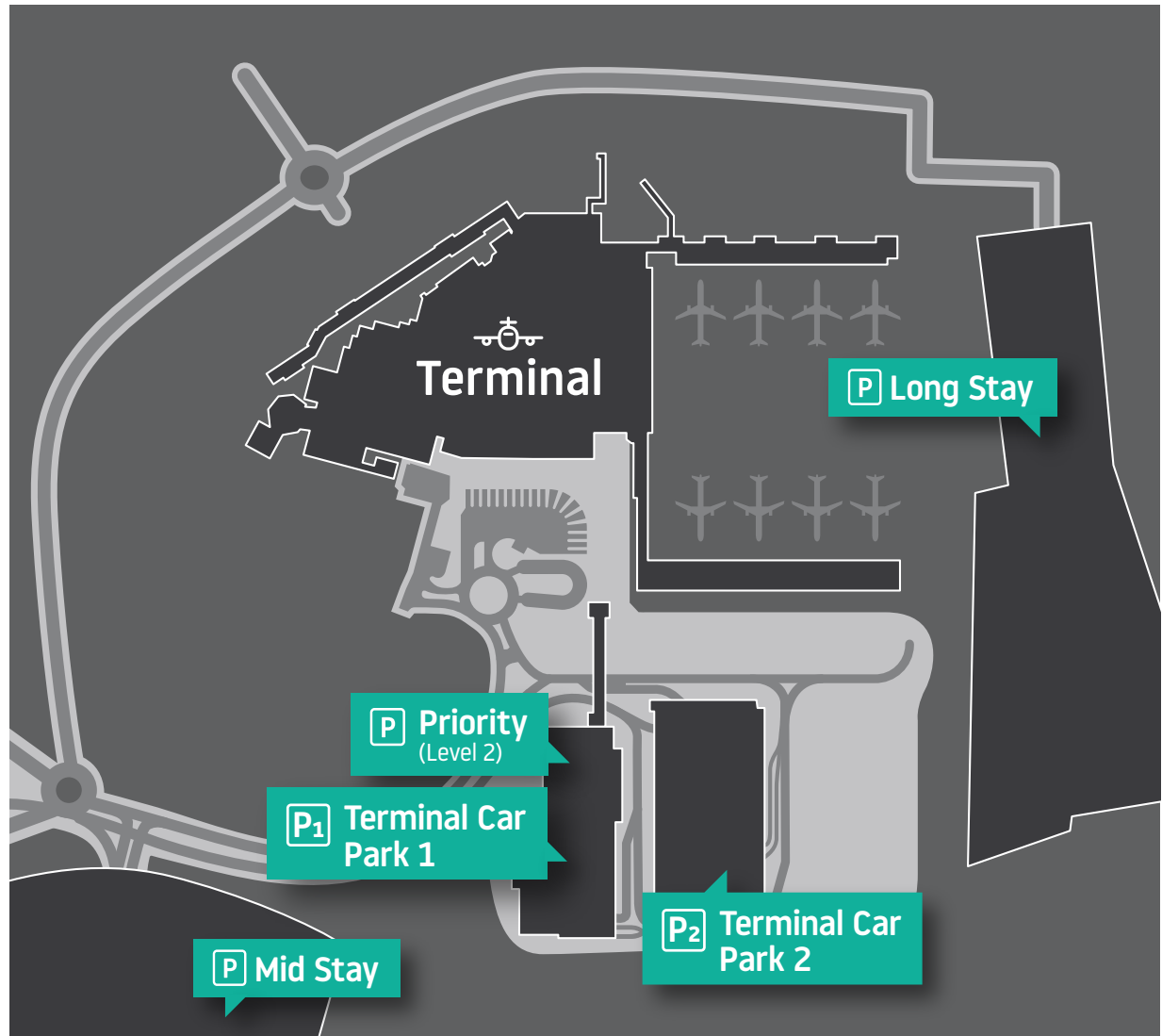
As at November 2019, this centre is undergoing refurbishment works to provide a better customer and employee experience, including new toilets, repainting, new seats and improved information screens. Avis, Europcar, Enterprise and Hertz provide a vital service for leisure and business travellers that need increased flexibility above and beyond the current public transport options. LLA is committed to working closely with the on-site car hire suppliers to introduce environmentally friendly transport initiatives, such as hybrid or electric vehicles.

Car Parks

There are four on-airport car parks at LLA; Terminal Car Parks 1&2 (TCP1 and TCP2), the Mid Stay Car Park and the Long Stay Car Park.

There are also a number of private car parks in the area operated by third parties. TCP1 and TCP2 are located adjacent to the terminal area and are connected to the terminal by a covered pedestrian walkway. The Mid Stay and Long Stay Car Parks are located approximately 400m and 2km away from the terminal area, respectively, and are accessible via regular, free shuttle bus services.

Improvement works are being delivered to surface access options at LLA. To return car parking capacity displaced in the Mid Stay Car Park due to the DART work, the first of two multi-storey car parks, Terminal Car Park 1 (TCP1), was opened in December 2016. A second multi-storey car park, Terminal Car Park 2 (TCP2), opened alongside in 2019. Alongside car parking capacity, TCP2 has delivered a significant improvement to the passenger experience by housing a roofed Drop-Off Zone (DOZ), which is closer to the terminal than the previous DOZ.



Drop-Off and Pick-Up Locations

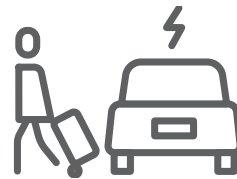
There are three main drop-off locations at the airport, two of which are free and one of which is chargeable:

- Dropping off in the Mid Stay Car Park is free, for up to 15 minutes;
- The Long Stay Car Park has a Drop-Off tariff, which allows access for free for one hour;
- The new terminal-side Drop-Off/Pick-Up Zone (DOZ), opened in October 2019, is charged at £4 for the first 10 minutes and £1 per minute thereafter. It is now fully undercover, providing an improved customer experience versus prior similar facilities. The charge is in place to reduce congestion at the terminal front, and to promote sustainable modes of access.

Within TCP1, there is a tariff in place for passengers with reduced mobility (PRM), and good access to the terminal building. The rate gives passengers with reduced mobility 30 minutes free parking, followed by a discounted tariff.

Electric Vehicles

With the aim of promoting electric car use at the airport, an “electric vehicle drop-off tariff” has been introduced in Terminal Car Park 1, allowing for 30 minutes access for a significantly reduced rate versus the standard fee for accessing this terminal-side car park.



Electric vehicle drop-off tariff

Car Sharing

LLA continues to operate an airport-wide car share scheme, which was retendered in 2019 and will be relaunched in 2020.

The scheme is open to all airport employees and is promoted through employers at LLA. Originally launched as a result of feedback received from airport employees, the scheme aims to reduce the number of single occupancy vehicles on-site, and:

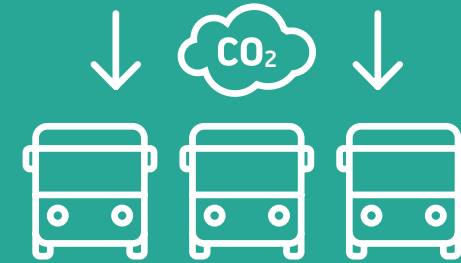
- Reduce congestion during peak periods;
- Reduce CO2 emissions from staff commuting;
- Deliver economic benefits to car sharers;
- Reduce demand for car parking facilities.

Car Park and Car Hire Centre buses

Recognising that a demand exists for car parking, LLA is attempting to source the most sustainable methods of providing movement between the car parks within the LLA estate by tendering for a fleet of Car Park and Car Hire Centre buses. As at November 2019, a procurement process for car park shuttle buses is underway. The expectation is that fleet improvements will be in place from Q2 2020, with all fuel types being explored including electric and hybrid buses.

The tender process focuses on three key areas, all of which achieve alignment with the ASAS:

- Reduction in environmental impact – utilisation of new technological advances;
- Efficiencies in fleet reliability and overall service performance;
- Improvement in passenger comfort.



The buses will have
**“start stop” technologies,
fuel regeneration systems and
cabin improvements.**

4. LLA's Surface Access Targets

ASAS Action Plan

The aim of the Action Plan is to provide a strategy with the goal of promoting and encouraging sustainable surface transport options for employees and passengers and reducing the impact of surface access to the airport on the local community.

The Action Plan takes into account the existing situation at LLA, the opportunities for modal shift and any potential challenges regarding sustainable access to the airport.

Following a comprehensive review of the means by which the objectives (A and B) could be achieved, three targets with measurable milestones and sub-objectives were agreed as part of the 2018 ASAS publication. The tables on the following pages set out these targets. Section 5 of this document provides a progress update against each area.

Each target has a number of actions and key performance indicators (KPIs). The KPIs help LLA monitor progress against the target. Note that the targets are inter-related, in that progress towards Target 2, for example, may also represent progress towards Target 1.

LLA's Vision is to 'revolutionise the airport experience and deliver operational excellence, making air travel more accessible and enjoyable than ever before'. To help achieve this, these are the objectives of the ASAS Action Plan:

A To promote and encourage sustainable transport options for employees and passengers

There are several benefits of increasing the sustainable travel mode share to and from LLA. A reduction in single-occupancy vehicle (SOV) use will contribute towards reduced congestion in and around the terminal area, and therefore improve journey reliability for passengers and employees. Increased sustainable transport use will also help LLA to meet a range of targets relating to climate change, air quality and social responsibility. Other benefits include reduced demand for car parking, a healthier workforce and a better public transport service on offer.

B To reduce the impact of surface access to the airport on the local community

A lower number of vehicles on the local road network, particularly at peak times, will have a positive impact on congestion, journey times, air quality and improve reliability for local/non-airport journeys.

Target 1 Reducing SOV and Private Car Journeys to and from LLA

	2016	2019	2022
1A Reduce employee SOV travel	68%	66%	64%
1B Reduce passenger private car travel	51%	49%	47%



<p>Aim</p> <p>To directly contribute to a reduction in SOV travel by employees to and from LLA</p> <p>Main Focus</p> <p>Employees</p>	<p>Actions</p> <p>Review the existing car sharing network service provision and develop a plan for improvement</p> <p>Promote the car sharing network and parking charge discounts</p> <p>Monitor the use of designated car share spaces and review the provision if necessary</p>	<p>2018 and thereafter</p> <p>Annually</p> <p>Annually</p>
	<p>KPIs</p> <p>50% awareness of the car sharing network</p> <p>Increase in the number of employees car sharing year-on-year</p>	<p>2022</p> <p>2018, 2020, and 2022</p>

Target 2 Increasing Sustainable Travel to and from LLA

	2016	2019	2022
2A Increase employee travel by sustainable modes of transport	24%	26%	28%
2B Increase passenger travel by sustainable modes of transport	31%	32%	33%



Aim To increase bus/coach mode share at LLA Main Focus Employees and passengers	Actions Open two extra bus bays in the bus/coach terminus Review airport bus/coach terminus bay allocation and use to ensure capacity is maximised Review facilities, wayfinding and signage when the new onward travel centre opens, and annually thereafter Advertise bus and coach discounts to staff Support bus and coach operators who wish to introduce new services to the airport Participate in any Local Transport Plan consultations to ensure travel to and from the airport is fully considered in local planning	2018 Annually 2018 onwards Annually Ongoing Ongoing
	KPIs Increase employee travel by bus and coach from 9% to 11% (+170 employees) Increase passenger travel by bus and coach from 16% to 17% (+150k passengers per annum)	2022 2022



Rail

<p>Aim</p> <p>To increase rail mode share at LLA</p> <p>Main Focus</p> <p>Employees and passengers</p>	<p>Actions</p> <p>Continue to lobby the rail industry to increase the fast train frequency to four per hour to Luton Airport Parkway Railway Station</p>	<p>Ongoing</p>
	<p>Continue to work with EMR/Thameslink to improve facilities for airport passengers, both on and off the train</p>	<p>Ongoing</p>
	<p>Engage as a key stakeholder in any future consultations regarding rail services to the airport</p>	<p>Ongoing</p>
	<p>Advertise train discounts to staff</p>	<p>Annually</p>
	<p>Support the construction of the DART system through the airport</p>	<p>Ongoing</p>
	<p>Promote the DART to staff and passengers</p>	<p>2021</p>
	<p>Review facilities, wayfinding and signage when the new onward travel centre opens, and regularly after that</p>	<p>Annually</p>
	<p>KPIs</p> <p>Increase employee travel by rail from 7% to 9% (+170 employees)</p>	<p>2022</p>
	<p>Increase passenger travel by rail from 16% to 24% (1.12m passengers per annum)</p>	<p>2022</p>



<p>Aim</p> <p>To increase walking / cycling mode share at LLA</p> <p>Main Focus</p> <p>Employees</p>	<p>Actions</p> <p>Undertake full walking and cycling audit of airport grounds and main routes into Luton</p> <p>Promote walking and cycling facilities</p> <p>Promote the LLA Cycle-to-Work Scheme</p>	<p>2019</p> <p>Ongoing</p> <p>Annually</p>
	<p>KPIs</p> <p>Increase awareness of Cycle-to-Work scheme from 71% to 80%</p>	<p>2022</p>



<p>Aim</p> <p>To facilitate the use of electric vehicles at LLA</p> <p>Main Focus</p> <p>Passengers</p>	<p>Actions</p> <p>Install 12 electric charging points for passengers</p> <p>Promote the facility on the website</p> <p>Monitor usage and review the number of charging points available</p>	<p>2017</p> <p>2017</p> <p>Annually</p>

Target 3 Promoting and Monitoring Sustainable Travel at LLA

3A Secure 12% participation in the staff travel survey by 2018 (1,020 employees)	2018	2020	2022
	10%	12%	12%
3B Increase the number of organisations attending the Airport Travel Forum	2016	2019	2022
	8%	10%	12%



Promotion

Aim To promote all modes of sustainable travel and encourage behaviour change Main Focus Employees	Actions Set up an intranet for LLA staff and use it to promote the ASAS and sustainable travel Plan and produce a programme of sustainable travel events at the start of each year in conjunction with LBC and travel operators Promote the discounted staff travelcard	2018 Annually Annually
	KPIs Deliver at least two promotional travel events per year throughout the ASAS period Increase in awareness of Staff Travelcard from 53% to 60% to 65% (respectively)	Annually 2018, 2020 and 2022



Information Gathering

<p>Aim</p> <p>To find out how employees and passengers travel and what the main barriers to sustainable travel are</p> <p>Main Focus</p> <p>Employees and passengers</p>	<p>Actions</p> <p>Deliver employee travel surveys</p> <p>Analyse passenger surface travel using CAA data</p> <p>Publish travel data in the Annual Monitoring Report</p> <p>Undertake and publish a carbon footprint study on surface access, and set targets for future years</p>	<p>2018, 2020 and 2022</p> <p>Annually</p> <p>Annually</p> <p>Annually</p>
	<p>KPIs</p> <p>12% participation in employee travel survey by 2020</p>	<p>2018, 2020 and 2022</p>



Travel Network

<p>Aim</p> <p>To work with airport employers, public transport service providers and local community representatives to understand how surface access can improve and what can be done to deliver improvements</p> <p>Main Focus</p> <p>Employers</p>	<p>Actions</p> <p>Set up an Airport Transport Forum</p> <p>Meet with organisations that do not currently engage on surface access to involve them in the Travel Network</p> <p>Continue to promote and deliver Airport Travel Forum meetings</p> <p>Share travel data with partner organisations</p>	<p>2017</p> <p>2018</p> <p>Bi-annually</p> <p>Ongoing</p>
	<p>KPIs</p> <p>12% participation in employee travel survey by 2020</p>	<p>2022</p>

5. Progress vs the ASAS Action Plan

ASAS Targets Update

By providing an update vs. the ASAS targets, LLA is aiming to demonstrate its commitment to the action plan by presenting performance and sharing any required corrective action. As at November 2019, LLA is “on target” for four of the six targets and attention should be given to the remaining two targets. Further detail regarding the progress to date versus each target is provided on the following pages.



Target 1

Target 1A update: Reduce employee SOV travel

As at November 2019 – **Achieved**

	2016	2019	2022
Target	68%	66%	64%
Result	68%	59%	

Employee SOV travel has achieved the 2016 and 2019 targets, achieving 59.4% mode share in the latest 2019 Staff Travel Survey versus a target of 66%. In 2019, a survey was undertaken at LLA to determine how employees travel to and from the airport. The survey is undertaken every two years. Staff were asked to select the most common mode of transport used for travelling to and from work, with the most common mode of transport defined as “the mode used for the greatest length of the journey.” In order to ensure LLA will exceed its 2022 KPI, the car sharing platform will be relaunched.

Target 1B update: Reduce passenger private car travel

As at November 2019 – **Achieved**

	2016	2019	2022
Target	51%	49%	47%
Result	50%	46%	

Passenger SOV travel has achieved the 2016 and 2019 targets, with 46.4% SOV mode share in the latest 2018 CAA data versus a target of 49%. Passenger surface travel information is provided by the Civil Aviation Authority (CAA). In 2018, under half of passengers arrived at LLA by car (46.4% of passengers), followed by taxi (17%), train (17.3%) and then bus / coach (15.7%).

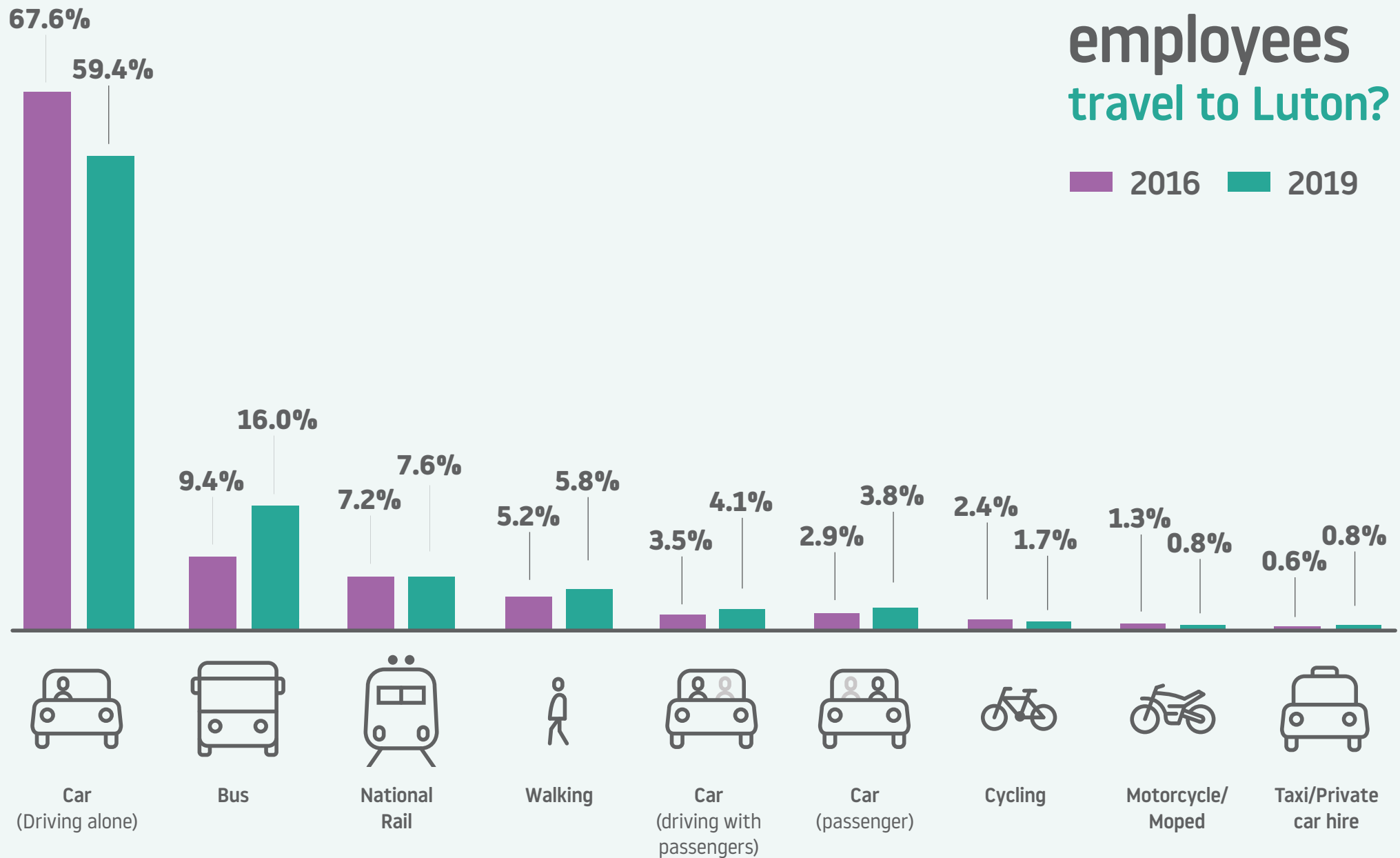
The greatest proportion of passengers travelling to Luton Airport in 2018 was from the South East (41%). The South East includes Greater London as well as the counties of Kent, East Sussex, West Sussex, Surrey, Hampshire, Berkshire, Oxfordshire, Buckinghamshire and the Isle of Wight. The East of England follows at 39.5%, with the remaining 19.5% being made up of other regions.

Continued focus is given to this area as one of the largest drivers of sustainable mode share behaviour. Focus will continue with regard improvements to the rail and coach offering, as a key enabler to achieving this target.

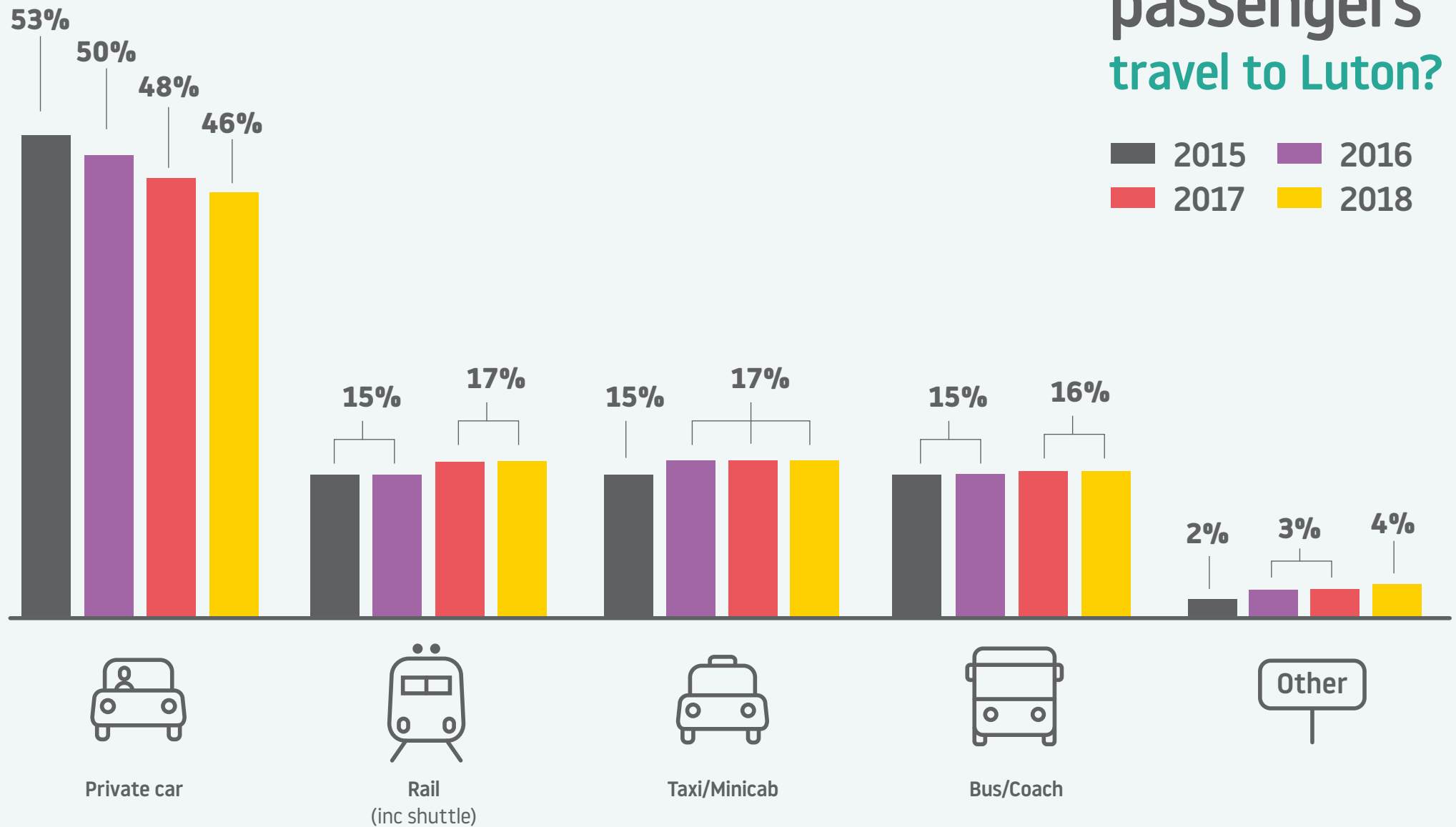
The graphs on the following pages show the encouraging historic trends with regard to passenger / employee mode share changes.

How do employees travel to Luton?

2016 2019



How do passengers travel to Luton?



Target 2

Target 2A Increase employee travel by sustainable modes of transport

As at November 2019 – **Achieved**

	2016	2019	2022
Target	24%	26%	28%
Result	24%	31%	

Target 2B Increase passenger travel by sustainable modes of transport

As at November 2019 – **Focus needed**

	2016	2019	2022
Target	32%	34%	36%
Result	32%	33%	

Employee and passenger SOV travel have achieved the 2016 targets, while in 2019 the employee target was achieved and the passenger target missed by 1 point, according to the latest 2018 CAA data.

A number of key initiatives have been implemented in 2019 or are planned for 2020, in order to give focus to the passenger travel target. These initiatives include, but are not limited to:

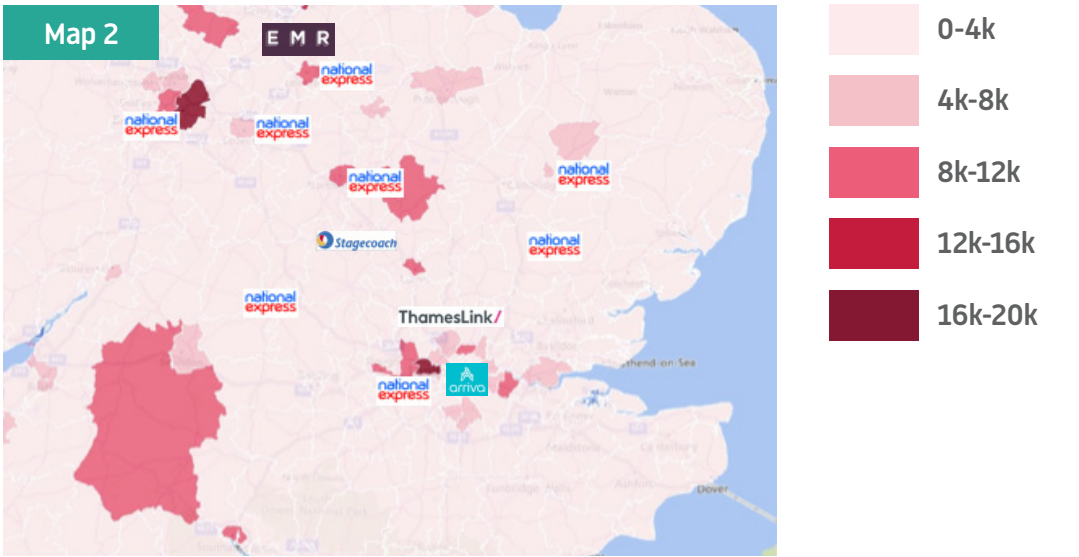
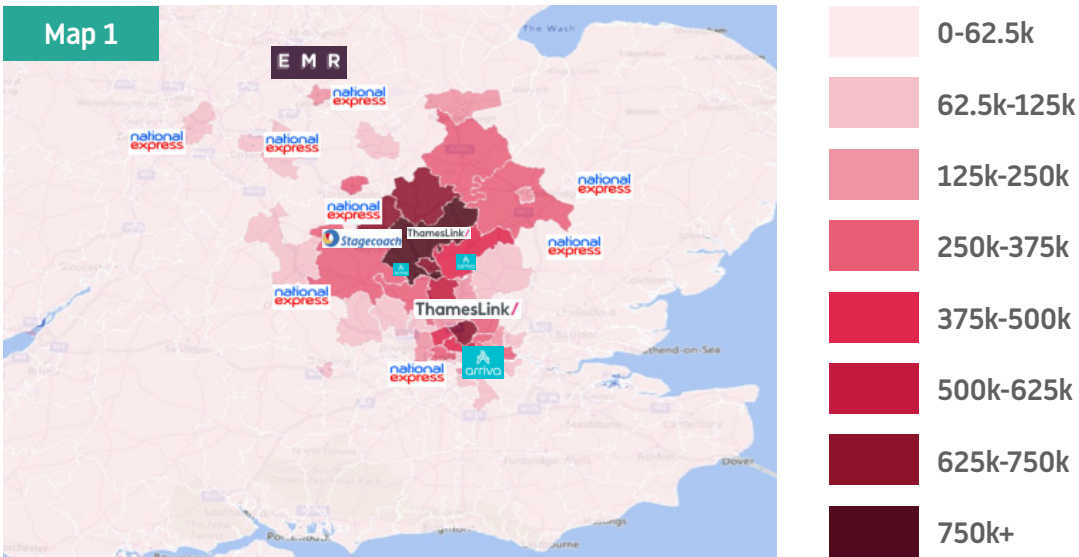
- A review of LLA's bus and coach network, some of the key results of which are presented below;
- Improved collaboration with rail partners, with initiatives such as the LTN Express;
- An estate-wide review of cycling and pedestrian routes.

Results: Review of LLA’s Bus and Coach network

Following a holistic review of the current LLA bus and coach network, a number of opportunity areas have been identified. The maps to the right present a merged view of CAA traveller data with existing coach and bus operations. Areas currently underserved by LLA’s bus and coach network include Central Bedfordshire and surrounding counties. LLA’s Surface Access team will continue to work with bus and coach partners, to ensure network opportunity areas are addressed, and in doing so, encourage further growth in sustainable mode shares.

Map 1, as an example, overlays all CAA passengers onto the existing LLA transport options. By doing so, it highlights opportunities for increases in local bus frequencies to the existing network. For example, the 100 bus, which serves part of the Central Bedfordshire area (750k annual passengers at LLA), has significant potential for frequency and operating hour extensions.

Furthermore, with a unique set of routes and low-cost airlines, there is also an opportunity to better serve core diasporas. For example, the UK’s polish diaspora, shown in scales of red in **Map 2**, right, shows promising opportunities for new services or service extension to destinations such as Manchester, Southampton and Swindon. These opportunities will be explored with LLA’s coach services Concessionaires, in order to drive an increase in uptake of sustainable transport options.



Target 3

Target 3A Secure 12% participation in the staff travel survey by 2018 (1,020 employees)

As at November 2019 – **Focus needed**

Target 3 will be achieved through closer collaboration with companies on the airport estate and by delivering a more substantial campaign through the Internal Communications team. Incentives will be explored as a method by which to drive uptake.

Target 3B Increase the number of organisations attending the Airport Travel Forum (ATF)

As at November 2019 – **Achieved**

Thirteen organisations attended the latest ATF in December 2019. The next event will be diarised for Q2 2020, and further events are scheduled bi-annually.



6. Summary

Summary

By reissuing the ASAS in 2019, LLA is providing an update on projects and steps taken since 2018, to achieve the 2018–2022 objectives and targets. LLA is committed to promoting and encouraging sustainable surface transport options for employees and passengers, whilst reducing the impact of surface access to the airport on the local community. With four of the six ASAS targets having been achieved, and with two requiring attention, LLA has, within this document, set out its action plan to be the best possible neighbour to the local community, whilst continuing to provide vital air connectivity and employment to Bedfordshire and surrounding counties.



7. Appendix

Further information

If you would like further information on the ASAS or to receive an electronic or hard copy of the Full Technical Document, please contact us through the following link:

www.london-luton.co.uk/contact-us

Glossary

LLA	London Luton Airport
LLAL	London Luton Airport Limited
ASAS	Airport Surface Access Strategy
LLAOL	London Luton Airport Operations Limited
CTA	Central Terminal Area
LAP	Luton Airport Parkway Railway Station
LBC	Luton Borough Council
DART	Direct Air Rail Transit
OTC	Onward Travel Centre
TCP1	Terminal Car Park 1
TCP2	Terminal Car Park 2