

# London Luton Airport

Surface Access Strategy

2018-2022



London  
Luton  
Airport



# 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 2050. The number of passengers using London Luton Airport (LLA) has increased by 66% since 2011, making LLA the sixth busiest passenger airport in the UK as at 2017. In 2017, LLA handled 15.8 million commercial passengers and moved over 22,000 tonnes of cargo.

Air passengers need to travel to and from the airport and as a result generate considerable numbers of surface journeys. Increases in air passenger numbers and air cargo movements result in increased surface journeys made by passengers as well as the additional employees required at the airport. The airport supports 9,400 jobs directly with employees working a range of shift patterns covering 24 hours a day and 7 days a week.

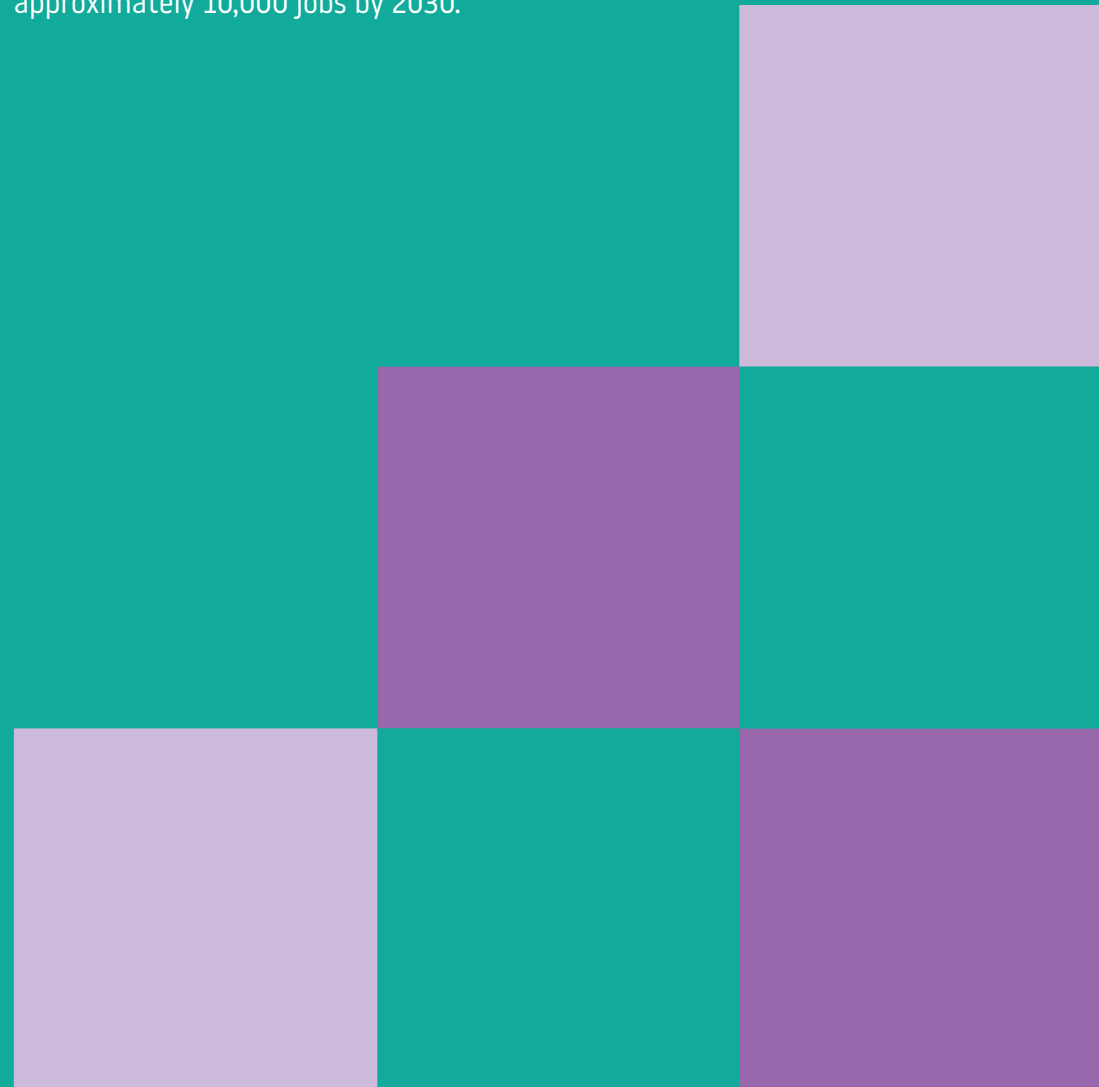
## **Recent Improvement Works**

Improvement works are being delivered at LLA. The works are the biggest ever investment at the airport and are considered critical for meeting the increasing air travel demand in London, the South-East and South Midlands over the next two decades. The expansion will increase annual capacity by 50% from 12 million to 18 million passengers by 2020.

The road from the Holiday Inn Roundabout to the new terminal, known as Airport Approach Road, has been converted into a dual carriageway with the aim of improving vehicular access and journey reliability to and from the terminal, pick-up / drop-off and short-term parking.

A new multi-storey car park for passengers has been constructed adjacent to the existing short-term car park to provide additional car parking at the airport. The facility will be connected to the terminal with a covered pedestrian walkway.

A report published by Oxford Economics states that improvement works will add £1bn to the UK economy and create approximately 10,000 jobs by 2030.



## Future Improvement Works

The airport freeholder, Luton Borough Council, will invest £220m in the Direct Air-to-Rail Transit (DART) system which will transport passengers between Luton Airport Parkway Railway Station and LLA. The DART will be a fully automated and driverless system, approximately 2.1km in length, and will provide fast, frequent and reliable transfers for passengers between Luton Airport Parkway Railway Station and the terminal area in under four minutes, reducing the journey time from Central London to the airport terminal to about 30 minutes, based on the fastest train from St Pancras International.

The service will operate 24 hours a day, 7 days a week.

Oyster card services are planned to be introduced at Luton Airport Parkway Railway Station and will also cover the DART system, facilitating seamless journeys between LLA and London.

The bus and coach area adjacent to the terminal has been significantly improved to avoid conflict between buses and pedestrians, and additional bays have been created. This change means that coach and bus services are closer to the terminal than the other transport options. Space has also been created to accommodate the anticipated growth in bus and coach use at the airport.



## Purpose of the Airport Surface Access Strategy

An Airport Surface Access Strategy (ASAS) was first produced for LLA in July 2000 and has been renewed and updated since that time. The previous ASAS expired in 2017 and is to be replaced by the 2018 – 2022 ASAS, comprising this summary document and the full technical report. The full technical report is available on request (contact details are available later in this document).

The purpose of the ASAS is to efficiently manage surface access to and from the airport in order to help minimise adverse impacts on the local community and environment, to promote and encourage sustainable surface transport and to help improve access to and from the airport for passengers, employees and service providers.

This ASAS sets out the objectives, travel targets and action plan for the next five years. Monitoring of the work delivered at LLA will take place throughout this five-year period.

# Our 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. Within that market, the DfT forecasts that passenger demand at LLA will grow to 18 million passengers per annum.

The airport is an integral and hugely important part of Luton. It directly employs a large number of staff, many of whom live very close to the airport. It indirectly supports a huge number of businesses that provide services to the airport (such as taxi firms, hotels, engineering companies and many more). It also helps attract important 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 (LLAOL) 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. In short, our vision is a bigger, better airport, fulfilling the crucial role of providing more, high quality capacity in the London system.

## **Our Ambition**

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

## **Our Mission**

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

# Encouraging Sustainable Travel

## Surface Travel Options

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 station at the airport also

provides local, regional and long-distance journeys, with a range of operators providing services. Walking and cycling facilities are provided at the airport, including a designated shared route for use by pedestrians and cyclists between Luton Airport Parkway Railway Station and the terminal area.

LLAOL recognises and accepts its responsibility to minimise the environmental impacts of its business activities. It outlines a range of commitments covering

the safety of its employees, customers and visitors through to complying and exceeding relevant environmental legislation.

Major changes are currently underway both at the airport itself and in the vicinity of the airport. Subject to planning permission being granted by Luton Borough Council, work will begin on the DART system, connecting LLA with Luton Airport Parkway Railway Station in under four minutes. In addition, ticketing improvements

are being provided with the extension of the Oyster card system to cover services to Luton Airport Parkway Railway Station and onward connections via DART. In addition, the Invitation to Tender for the new East Midlands franchise is due to be released in April 2018 and may specify more frequent stops at Luton Airport Parkway for long-distance north-south services on the Midland Main Line, providing further benefits to rail connectivity to the airport.





### **Rail**

Luton Airport Parkway Railway Station, located on the Midland Main Line, is the railway station serving LLA and is accessed via a shuttle bus service (note that the DART system will provide an improved connection in the future). Two operators provide rail services from this station, with East Midlands Trains providing long-distance north-south services on the Midland Main Line while Thameslink operates regional services between Bedford and a range of locations in London and the South-East. Services on the Thameslink network operate 24 hours per day between the airport and Bedford / South-East. There are also frequent services operating between Luton Airport Parkway and Luton Railway Stations.



### **Bus and Coach**

Local bus services provide direct access to Luton and Dunstable via the Luton to Dunstable Busway and by other non-Busway services. The bus services provide important east-west links to locations such as Milton Keynes which can be accessed directly or by changing services at Luton Station Interchange. In addition to frequent services to and from London, coach services are offered across the Midlands, East of England and South of England, with destinations including Oxford, Leicester, Nottingham, Coventry, Birmingham and Cambridge.



### **Walking and Cycling**

Within the terminal area all pedestrian routes are fully accessible, have dropped kerbs and tactile paving, zebra crossings provided at the busier locations and there is lighting throughout. 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.



### Private Car

There are four official on-airport car parks at LLA; short-term, multi-storey, mid-term and long-term. There are also a number of private car parks in the area operated by third parties. The short-term and multi-storey car parks are located adjacent to the terminal area and are connected by a covered pedestrian walkway. The mid-term and long-term car parks are both located approximately 400m and 2km away from the terminal area respectively and are accessible via a free shuttle bus service.

There are three main drop-off locations at the airport; the main drop-off/pick-up zone at the terminal and the mid-term and long-term car park drop-offs. The drop-off / pick-up zone is charged at £3 for the first 10 minutes and £1 per minute thereafter and is the closest to the departure / arrival halls. The mid-term drop-off is free for 15 minutes

and is a 5-minute shuttle bus ride away. The long-term car park is free for two hours, and requires a 10-minute shuttle bus connection. In addition to the above, there is a taxi only drop-off / pick-up located adjacent to the terminal area.

From a pricing perspective, LLA's objective is to provide a range of car parking products, all of which having differing values and therefore greater choice for the potential end user, ensuring that as far as practically possible, demand is closely aligned with supply.

Disabled parking is available for passengers who can be dropped off within the 10-minute time limit and don't need to leave a vehicle unattended. Disabled customers wishing to leave their cars unattended or park for longer can use the multi-storey car park with good access to the terminal building.

### Car Share

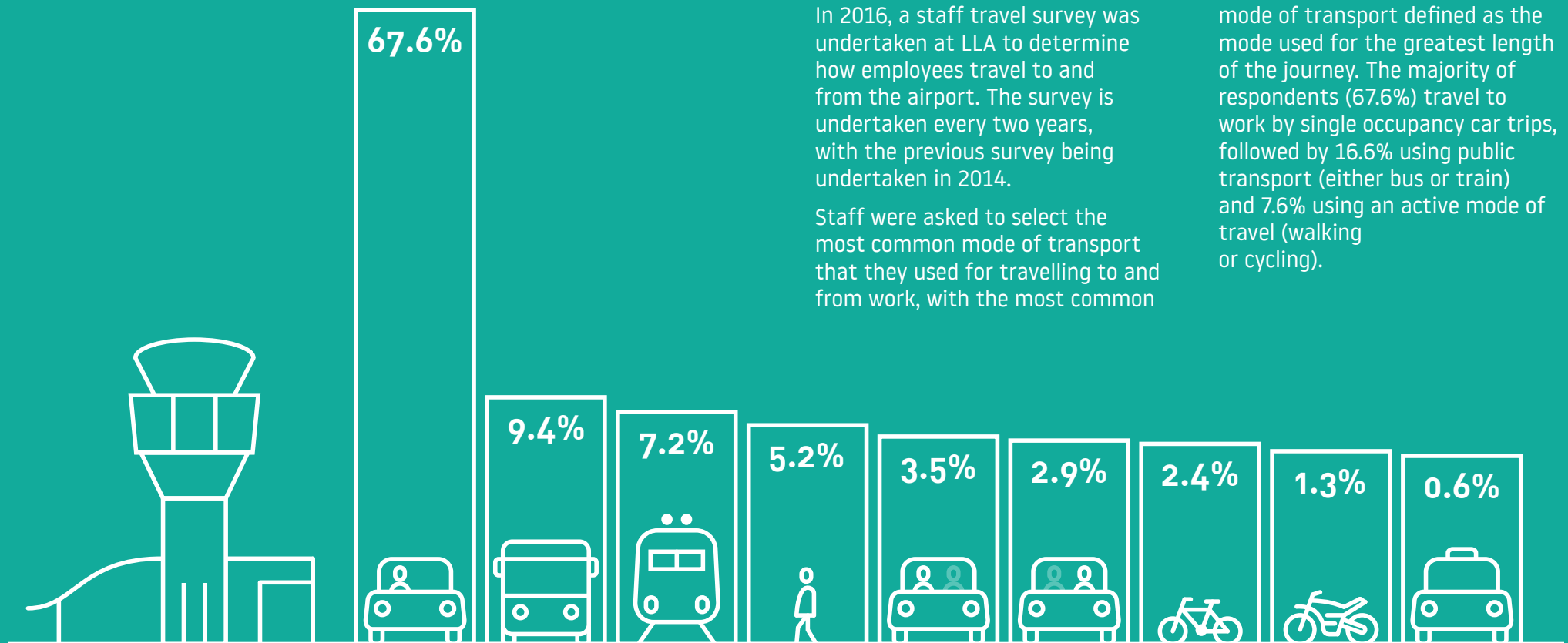
LLA operates an airport-wide car share scheme in partnership with Liftshare.com. The scheme is open to all 9,400 airport employees and is promoted through employers at LLA. The car share scheme was launched as a direct result of feedback received from airport employees. The scheme aims to reduce the number of single occupancy vehicles and:

- Reduce congestion during peak periods
- Reduce CO<sub>2</sub> emissions from staff commuting
- Deliver economic benefits to car sharers
- Reduce demand for car parking facilities
- Enhance cross-employer links



# Travel Patterns

## Employees



In 2016, a staff travel survey was undertaken at LLA to determine how employees travel to and from the airport. The survey is undertaken every two years, with the previous survey being undertaken in 2014.

Staff were asked to select the most common mode of transport that they 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. The majority of respondents (67.6%) travel to work by single occupancy car trips, followed by 16.6% using public transport (either bus or train) and 7.6% using an active mode of travel (walking or cycling).

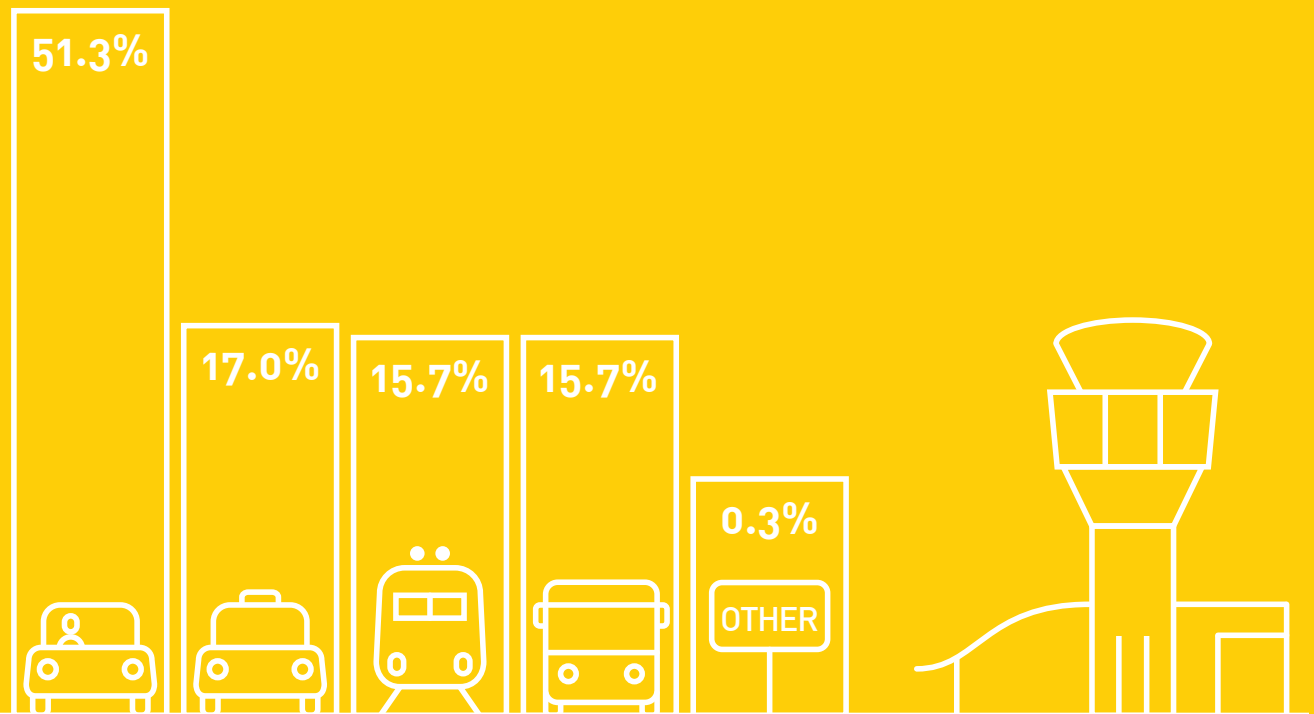


# Travel Patterns

## Passengers

Passenger surface travel information is provided by the Civil Aviation Authority (CAA). In 2016, just over half of passengers arrived at LLA by car (51.3% of passengers) followed by taxi (17%), train (15.7%) and then bus / coach (15.7%).

Since 2015, the number of car journeys has decreased, by 2.3%, as have taxi journeys, by 1.3%. The use of train and bus / coach have increased by a combined 1%. Of the high number of passengers arriving by car, the majority are dropped off at the airport (55% of passengers) with the remainder parking off site or in the car parks. Almost 5% of car drivers stated that they were returning a car to the car hire centre.



# ASAS Action Plan

The aim of the Action Plan is to provide a strategy for reducing Single Occupancy Vehicle (SOV) car use to and from the airport over the next five years by improving sustainable transport options and by improving the awareness of travel options and incentives. The Action Plan takes into account the existing situation at LLA, the opportunities for modal shift and the circumstances challenging the airport.

LLAOL's Vision for the airport 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 Action Plan:

## **1. 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 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 / expansion, a healthier workforce and a better public transport service on offer due to increased demand.

## **2. 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, reduce journey times and improve reliability for local / non-airport journeys. Fewer vehicles on the local road network and a reduction

in engine idling will also have a positive impact on local air quality. A shift to sustainable modes of transport is expected to reduce the number of vehicles waiting outside the airport boundary to pick-up / drop-off passengers (to avoid additional drop-off charges) which can result in obstructions at junctions and private accesses.



The following tables set out three targets with the aim of meeting the objectives set out above. Each target is broken down into a number of actions and key performance indicators (KPIs) separated into the various elements of the ASAS. The KPIs will help LLAOL to 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.



# Target 1

## Reducing SOV and Private Car Journeys to and from LLA

	2016	2019	2022
<b>1a.</b> Reduce employee SOV travel	<b>68%</b>	<b>66%</b>	<b>64%</b>
<b>1b.</b> Reduce passenger private car travel	<b>51%</b>	<b>49%</b>	<b>47%</b>



### Car Sharing

**Aim:** To directly contribute to a reduction in SOV travel by employees to and from LTN

**Main focus:** Employees

<b>Actions</b>	Review the existing car sharing network service provision and develop a plan for improvement	2018 and thereafter annually
	Promote the car sharing network and parking charge discounts	Annually
	Monitor the use of designated car share spaces and review the provision if necessary	Annually
<b>KPIs</b>	50% awareness of the car sharing network	2022
	Increase in the number of employees car sharing year-on-year	2018, 2020 and 2022

# Target 2

## Increasing Sustainable Travel to and from LLA

	2016	2019	2022
<b>2a.</b> Increase employee travel by sustainable modes of transport	<b>24%</b>	<b>26%</b>	<b>28%</b>
<b>2b.</b> Increase passenger travel by sustainable modes of transport	<b>32%</b>	<b>34%</b>	<b>36%</b>



### Bus and Coach

<b>Aim:</b>	To increase bus / coach mode share at LLA
<b>Main focus:</b>	Employees and passengers
<b>Actions</b>	<p>Open two extra bus bays in the bus / coach terminus</p> <p>Add digital information screens adjacent to all departing bays</p> <p>Review airport bus / coach terminus bay allocation and use to ensure capacity is maximised</p> <p>Review facilities, wayfinding and signage when the new onward travel centre opens, and annually thereafter</p> <p>Advertise bus and coach discounts to staff</p> <p>Support bus and coach operators who wish to introduce new services to the airport, including additional west-east services that would significantly enhance the existing service offering</p> <p>Participate in any Local Transport Plan consultations to ensure travel to and from the airport is fully considered in local planning</p> <p>Support operators and wider stakeholders in any new ticketing initiatives (for example, PLUSBUS) that facilitate more convenient access to the airport for passengers and employees</p>
<b>KPIs</b>	<p>Increase employee travel by bus and coach from 9% to 11% (+170 employees)</p> <p>Increase passenger travel by bus and coach from 16% to 17% (+150k passengers)</p>

2018  
2019  
Annually  
2018 onwards  
Annually  
Ongoing  
Ongoing  
Ongoing  
2022  
2022



## Rail

<b>Aim:</b>	To increase rail mode share at LLA	
<b>Main focus:</b>	Employees and passengers	
<b>Actions</b>	Continue to lobby the rail industry to increase the fast train frequency to four per hour to Luton Airport Parkway Railway Station	Ongoing
	Continue to work with EMT / Thameslink to improve facilities for airport passengers, both on and off the train	Ongoing
	Engage with the wider railway industry to support and maximise the potential opportunities associated with East-West Rail	Ongoing
	Engage as a key stakeholder in any future consultations regarding rail services to the airport	Ongoing
	Advertise train discounts to staff	Annually
	Support the construction of the DART system through the airport	Ongoing
	Promote the DART to staff and passengers	2021
	Review facilities, wayfinding and signage when the new onward travel centre opens, and regularly after that	Annually
	Support operators and wider stakeholders in any new ticketing initiatives (for example, PLUSBUS) that facilitate more convenient access to the airport for passengers and employees	Ongoing
<b>KPIs</b>	Increase employee travel by rail from 7% to 9% (+170 employees)	2022
	Increase passenger travel by rail from 16% to 24% (+1.12m passengers)	2022



## Walking and Cycling

**Aim:** To increase walking / cycling mode share at LLA

**Main focus:** Employees

### Actions

Undertake full walking and cycling audit of airport grounds and main routes into Luton. Identify shortfalls in provision and work with relevant stakeholders to action

2019

Promote walking and cycling facilities

Ongoing

Promote the LLAOL Cycle-to-Work Scheme

Annually

### KPIs

Increase awareness of Cycle-to-Work scheme from 71% to 80%

2022



## Electric Vehicles

**Aim:** To facilitate the use of electric vehicles at LLA

**Main focus:** Passengers

### Actions

Install 12 electric charging points for passengers

2018

Promote the facility on the website, including a new product in 2018 which will provide information on the availability of electric charging points

2018

Monitor usage and review the number of electric charging points available

Annually

Subject to the electric charging points for passengers being successful, roll out electric charging points for staff parking

2019

# Target 3

## Promoting and Monitoring Sustainable Travel at LLA

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



### Promotion

**Aim:** To promote all modes of sustainable travel and encourage behaviour change

**Main focus:** Employees and passengers

**Actions**

- Set up an intranet for LLAOL 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

**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)

2018  
Annually  
Annually  
Annually  
2018, 2020 and 2022



## Information Gathering

<b>Aim:</b>	To find out how employees and passengers travel and what the main barriers to sustainable travel are	
<b>Main focus:</b>	Employees and passengers	
<b>Actions</b>	Deliver employee travel surveys	2018, 2020 and 2022
	Analyse passenger surface travel using CAA data	Annually
	Publish travel data in the Annual Monitoring Report, including an update on actions undertaken in line with this Surface Access Strategy	Annually
	Undertake and publish a carbon footprint study on surface access, and set targets for future years	Annually
<b>KPIs</b>	12% participation in employee travel survey by 2020	2018, 2020 and 2022



## Travel Network

<b>Aim:</b>	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	
<b>Main focus</b>	Employers	
<b>Actions</b>	Set up an Airport Travel Network	2018
	Meet with organisations that do not currently engage on surface access to involve them in the Travel Network	2018
	Continue to promote and deliver Airport Travel Forum meetings	Six monthly
	Share travel data with partner organisations	Ongoing
<b>KPIs</b>	Increase attendance at the Airport Travel Forum from approximately 8 organisations to 12	2022



# 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:

<http://www.london-luton.co.uk/contact-us>

## Glossary

LLA / LTN	London Luton Airport
ASAS	Airport Surface Access Strategy
LLAOL	London Luton Airport Operations Limited
CTA	Central Terminal Area
KPI	Key performance Indicator
LBC	Luton Borough Council
DART	Direct Air-to-Rail Transit
OTC	Onward Travel Centre

## References

<sup>i</sup> DfT, UK Aviation Forecasts, January 2013.

<sup>ii</sup> London Luton Airport, 2010 to 2016 Statistics.

<sup>iii</sup> Civil Aviation Authority, Table 01 Size of UK Airports, April 2016.

<sup>iv</sup> LLAOL now provide a fifteen-minute free waiting period in the mid-term car park and two-hour free waiting period in the long-term car park to help reduce the number of vehicles waiting off site.