

# *Airport Surface Access Strategy*

**2012-2017**



# Contents

<b>1</b>	<b>Introduction</b>	<b>4</b>	<b>APPENDIX A - LOCAL PUBLIC TRANSPORT SERVICES</b>	<b>36</b>
<b>2</b>	<b>Vision</b>	<b>6</b>	<b>APPENDIX B - TRAFFIC FLOWS</b>	<b>40</b>
<b>3</b>	<b>Policy Context</b>	<b>8</b>	<b>APPENDIX C - PASSENGER SURFACE ACCESS</b>	<b>41</b>
3.2	National	8	C.1 Passenger Numbers	41
3.3	Local	8	C.2 Passenger Journeys by time of day	41
<b>4</b>	<b>London Luton Airport Today</b>	<b>10</b>	C.3 CAA Passenger Survey	43
4.2	Bus and Coach	10	C.4 Passenger Mode Shares	44
4.3	Rail	12	C.5 Passenger Mode Shares - by journey purpose and UK/non-UK origin	44
4.4	On-site Bus Services	14	C.6 Passenger Catchment	46
4.5	Road Access	14	C.7 Passenger Mode Shares - by catchment	48
4.6	Car Parking	17	C.8 Car and Taxi Use - by catchment	52
4.7	Taxis	18	<b>APPENDIX D - STAFF SURFACE ACCESS</b>	<b>54</b>
4.8	Walking and Cycling	18	D.1 Introduction	54
4.9	Accessibility	18	D.2 Staff Journeys - by time of day	54
4.10	Central Terminal Area	18	D.3 Staff Mode Shares	55
4.11	Onward Travel Centre	18	D.4 Staff Catchment	57
4.12	Staff Travelcard Scheme	19	D.5 Staff Mode Shares - by catchment	58
4.13	Employee Car Share Scheme	19	<b>APPENDIX E - DfT ASAS GUIDANCE (1999)</b>	<b>59</b>
<b>5</b>	<b>Travel Patterns Today</b>	<b>20</b>		
5.1	Passenger Numbers	20		
5.2	Passenger Mode Shares	20		
5.3	Comparative Performance	22		
5.4	Passenger Catchment	23		
5.5	Achieving Mode Shift	24		
5.6	Staff Travel	24		
<b>6</b>	<b>Objectives and Action Plans</b>	<b>26</b>		
6.2	Passengers	26		
6.3	Staff	30		
<b>7</b>	<b>Stakeholder Engagement, Consultation and Monitoring</b>	<b>32</b>		
7.1	Stakeholder Engagement and Consultation	32		
7.2	Airport Transport Forum	32		
7.3	Monitoring	32		
7.4	Reporting on Progress	34		



# 1 Introduction

1.1.1 London Luton Airport is the fifth busiest passenger airport in the UK, with excellent transport links connecting it to London, the South East, the East of England and the South Midlands.

1.1.2 Since publishing its first Airport Surface Access Strategy (ASAS) in July 2000, London Luton Airport has seen increased passenger throughput whilst achieving a significant shift in the proportion of its passengers and employees travelling by public transport. This success has been achieved through the development of strong partnerships with key stakeholders, commitment from its public transport operators and the support of the Airport Transport Forum (ATF).

1.1.3 This ASAS sets out challenging new targets, with a view to building on this success. This document has been prepared to reflect the Department for Transport's (DfT) Guidance on Airport Transport Forums and Airport Surface Access Strategies (1999), and has been subject to stakeholder and public consultation.

1.1.4 The DfT Guidance indicates that Airport Surface Access Strategies should be aligned with Local Transport Plans (LTP). The 2009 interim ASAS therefore included short-term passenger and staff targets through 2009-2011 only, in order that the ASAS can realign with the LTP timetable. The interim ASAS therefore anticipated a full ASAS, with short- and long-term targets. This strategy fulfils that commitment by setting out London Luton Airport's targets and action plans for 2012 - 2017.

1.1.5 The Strategy is divided into the following sections:

- › **Vision** - the over-arching vision for this ASAS
- › **Policy Context** - relevant national and local policies
- › **London Luton Airport Today** - current surface access options and facilities
- › **Travel Patterns Today** - a detailed examination of passenger and staff travel patterns
- › **Objectives and Action Plans** - new objectives to continue to deliver success, and action plans for achieving those objectives
- › **Stakeholder Engagement, Consultation and Monitoring** - London Luton Airport's approach to delivering an inclusive ASAS and how progress will be monitored.

1.1.6 Supporting information is included in the Appendices.

London Luton Airport is the fifth busiest passenger airport in the UK, with excellent transport links connecting it to London, the South East, the East of England and the South Midlands

...success has been achieved through the development of strong partnerships with key stakeholders



# 2 Vision

2.1.1 Our vision for London Luton Airport, as reaffirmed in the Community Engagement Strategy (January 2008), is:

**“to be a great neighbour, contributing passionately and thoughtfully to the social, economic and environmental life of the community”.**

2.1.2 This vision is unchanged from the 2009 Interim ASAS.

**From an ASAS perspective, our objective is to improve access to London Luton Airport, particularly by public transport.**

2.1.3 Enhanced surface access links to and from London Luton Airport, combined with greater public transport use, will deliver social, economic and environmental benefits for the surrounding community. Furthermore, improved public transport links can help to reduce the significant contribution that airport surface access journeys make to total airport-related CO<sub>2</sub> emissions at London Luton Airport.

2.1.4 To ensure delivery against this vision, London Luton Airport committed to the following aims in the 2009 Interim ASAS and re-commits to them in this new ASAS:

- › Work with our partners to deliver sustainable transport solutions, whilst discouraging less sustainable travel behaviour;
- › Work with stakeholders, including public transport operators and transport authorities, to ensure a co-ordinated approach to meeting the above challenge;
- › Build on the Airport’s function as a regional interchange centre to further improve public transport services in the area;
- › Set challenging targets for reducing dependence on the private car;
- › Identify specific actions to encourage greater use of public transport and more sustainable travel behaviour within the timeframe of this document; and
- › Monitor progress against targets and report annually.

2.1.5 The vision and aims are also broadly in line with the Luton Local Transport Plan vision and aims, as described in Section 3 of this ASAS.

2.1.6 Successfully delivering against this vision will therefore ensure London Luton Airport performs its function as an international gateway, whilst providing maximum benefit to the local area and wider region.

“From an ASAS perspective, our objective is to improve access to London Luton Airport, particularly by public transport”



# 3

## Policy Context

3.1.1 It is important that London Luton Airport's ASAS document sits within a national and local policy framework. The ASAS must provide a positive contribution towards the wider social, economic and environmental progress of the surrounding community.

This section summarises the policy documents considered in preparation of this ASAS.

### 3.2 National

3.2.1 The coalition government recently consulted on a new, sustainable framework for aviation in the UK. The consultation document, Developing a Sustainable Framework for UK Aviation: Scoping Document (March 2011), saw an urgent need for such a framework to guide the aviation industry in planning its investment and technological development in the short-, medium- and long-term. The government accepts the need for aviation to grow sustainably in support of the economy over the longer term, and aims to adopt a new framework for aviation by 2013.

3.2.2 The consultation document stated that aviation is an important element in the UK's transport system, and should be seen in the context of the government's vision for a greener transport system which acts as an engine for future growth. The government's overall goal for UK aviation also includes improving the passenger experience at airports.

3.2.3 The new framework, and any other future legislation or policy in relation to airports, will be considered and where needed, the ASAS reviewed.

3.2.4 The 1998 transport White Paper, A New Deal for Transport, set out the requirement for each major airport to establish an ATF and prepare an Airport Surface Access Strategy (ASAS), with a view to reducing dependence on the private car by airport passengers and employees. This led to the 1999 Guidance on Airport Transport Forums and Surface Access Strategies which set out advice on setting up ATFs, developing an ASAS and the importance of linking with local and regional planning policies and proposals. The coalition government has not endorsed or rejected the 1999 guidance. However, the consultation document states that community involvement in aviation issues, particularly local airport operations and impacts, is very important. It refers to ATFs and asks for respondents' views on the current arrangements for ensuring sustainable surface access.

3.2.5 The government's wider transport policy continues to reflect sustainability goals as well as its localism agenda. The local transport White Paper, Creating Growth, Cutting Carbon: Making Sustainable Local Transport Happen, sets out its vision for a transport system that is an engine for economic growth, but one that is also greener and safer and improves quality of life in communities. Local Transport Plans remain in place although with more flexibility available than before. Local Enterprise Partnerships will bring together business and civic leaders to set economic development strategy, although their future role in transport investment is currently unclear.

### 3.3 Local

3.3.1 The Luton Local Transport Plan 3 (LTP) was published in March 2011. It includes a long-term strategy for the period up to 2026 and an Implementation Plan covering the period to 2015.

3.3.2 The LTP's vision for the long-term strategy involves providing an integrated, safe, accessible and more sustainable transport system which supports economic regeneration, prosperity and planned growth in the Luton conurbation. The vision also involves reducing unnecessary car use and carbon emissions while enhancing the environment and improving the community's health and quality of life.

3.3.3 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".

3.3.4 The main LTP priority at the 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 single-occupancy cars to more sustainable modes.

3.3.5 Although London Luton Airport is situated within the Borough of Luton, it adjoins Hertfordshire and also has close ties to Central Bedfordshire.

3.3.6 The Hertfordshire LTP places a high priority on making better use of the existing road network rather than building new roads. Among the key challenges it sees are supporting economic development and housing growth, improving transport opportunities for all, achieving modal shift, enhancing the quality of life and environmental quality, and safety and security. The County Council will promote and where possible facilitate a modal shift of both airport passengers and employees towards sustainable modes.

3.3.7 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 Luton LTP's vision involves providing an integrated, safe, accessible and more sustainable transport system which supports economic regeneration, prosperity and planned growth in the Luton conurbation”**

# 4 London Luton Airport Today

4.1.1 London Luton Airport currently offers passengers an extensive choice of both scheduled and charter services including frequent departures to over 90 destinations, including services to Europe, Africa and the Middle East. Scheduled airlines currently operating from London Luton include easyJet, Ryanair, Wizz Air, Monarch Scheduled, Aer Arann, flybe, EI Al and Blue Air, whilst Thomson and Monarch operate charter services<sup>1</sup>.

4.1.2 London Luton Airport's national, regional and local multi-modal transport links include a well-developed coach network, excellent rail connections via the dedicated Luton Airport Parkway station, and high quality connections to the local and strategic highway network. The following section summarises the comprehensive surface transport links at London Luton Airport. Further details of local public transport services are included in Appendix A.

## 4.2 Bus and Coach

4.2.1 London Luton Airport's bus and coach network connects to key towns and cities across the country. A dedicated bus and coach interchange, situated directly in front of the terminal building, offers convenient public transport facilities. As a result, the use of bus and coach as a modal choice for both passengers and staff has grown in recent years, from 10% in 2005 to 14% in 2009.

Operator	Destination	Typical Daily Weekday Frequency	Typical Journey Time (mins)
Green Line/easyBus	Central London	59 services	80
Stagecoach	Milton Keynes	16 services	45
National Express	Northampton	9 services	75
National Express	Cambridge	9 services	95
National Express	Oxford	8 services	120
National Express	High Wycombe	8 services	75
National Express	Leicester	9 services	110
National Express	Nottingham	9 services	145
National Express	Birmingham	11 services	150
National Express	Coventry	11 services	100
National Express	Stansted Airport	26 services	90
National Express	Heathrow Airport	19 services	65
National Express	Gatwick Airport	11 services	145

Table 4.1: Coach Services

Source: coach service timetable information (May 2011). Table shows typical, approximate advertised journey times. Some journeys may have different timings.

<sup>1</sup>Source: <http://www.london-luton.co.uk/en/content/8/226/airport-history.html>  
This and other information in this chapter was correct at time of preparation in 2011.

## “ National Express connects London Luton Airport with destinations across the country ”

### Coach

4.2.2 Comprehensive coach services operate to and from London Luton Airport provided by Green Line/easyBus, National Express and Stagecoach.

4.2.3 Green Line 757 and easyBus form a commercial partnership offering an express coach link between London Luton Airport and London Victoria. The service operates 24 hours a day giving direct access to Central London. Since 2008 the frequency of the service has reduced from 77 daily weekday services to 59. The scheduled journey time has also changed from 75 minutes to 80 minutes<sup>2</sup>.

4.2.4 National Express connects London Luton Airport with destinations across the country including major cities and airports. The destinations available directly from London Luton Airport include:

- > Service 707 to Northampton
- > Service 737 to High Wycombe and Oxford
- > Service 767 to Leicester and Nottingham
- > Service 777 to Coventry, Birmingham and Wolverhampton
- > Service 787 to Cambridge

4.2.5 Many of these services call at the recently-opened Milton Keynes Coachway. Regular services are also provided to Stansted, Heathrow and Gatwick airports directly from London Luton Airport.

4.2.6 Stagecoach operates an hourly express coach service between London Luton Airport and Milton Keynes. The service operates seven days a week. Since 2008 the typical weekday frequency has reduced from 22 services per day to 16<sup>3</sup>.

4.2.7 Table 4.1 summarises these coach services. Coach routes north and south of London Luton Airport are displayed in Appendix A, Figures A.2 to A.4.

### Local Bus Services

4.2.8 Local buses serving London Luton Airport are operated by Arriva offering direct access to Luton town centre, Aylesbury, Dunstable, Hitchin, Stevenage, Watford, St Albans and Harpenden. Table 4.2 below summarises the local bus services available directly from London Luton Airport. At the time of the 2009 interim ASAS, London Luton Airport was also served by routes 69 and 70, which connected the Airport to nearby residential areas, Luton town centre, Milton Keynes, Leighton Buzzard and Dunstable. Since then, routes 69 and 70 have been curtailed at Luton town centre, no longer serving the Airport and the nearby residential areas.

Route	Key Towns Served	Operating Days	Peak Weekday Route Frequency
61	Aylesbury, Dunstable, Luton	Mon-Sat	60 mins
100	Hitchin, Stevenage, Luton	Mon-Sun	60 mins
321, 521	Watford, St Albans, Harpenden, Luton	Mon-Sun	30 mins

Table 4.2: Local Bus Services  
Source: Arriva bus timetable (May 2011).

<sup>2</sup>Source: <http://www.greenline.co.uk/serviceInformation.aspx?id=12595>

<sup>3</sup>Source: Express Coach Route Timetable to and from London Luton Airport, 17 May 2009 until further notice

“ The Luton-Dunstable guided busway, due to open in 2013, will facilitate important links between residential areas... ”

4.2.9 Local buses to Colwell Rise, Stopsley, Stevenage and Luton town centre also operate via Eaton Green Road, near the Airport<sup>4</sup>. These services are operated by Centrebus and may be used by staff as an alternative to the routes which serve the terminal building.

4.2.10 Local bus routes (including those serving Eaton Green Road) are displayed in Appendix A, [Figure A.2](#).

4.2.11 Centrebus also operates buses from Luton town centre, allowing access to Wigmore, Slip End, Markyate and Hemel Hempstead by interchanging with a route that runs between London Luton Airport and the town centre<sup>5</sup>. Additional local connections are available from Luton Airport Parkway station to Hatfield, Stevenage and Capability Green.

### Operating Hours

4.2.12 Most bus and coach routes operate daily, although local bus routes 61 and 100 do not operate on Sundays<sup>6</sup>. Service frequencies tend to be similar on all days, although route 321 to Watford has a reduced frequency on Sundays<sup>7</sup>. Service spans are also broadly similar on each day, although some routes have additional services around midnight on Sunday night/Monday morning. There are opportunities to improve frequencies and/or service spans on some routes.

### Luton-Dunstable Busway

4.2.13 The Luton-Dunstable guided busway, due to open in 2013, will facilitate important links between residential areas within the conurbation and London Luton Airport. Whilst the final bus network and level of service is yet to be determined, it is anticipated that the busway scheme will help to ensure that local people have access to employment opportunities at London Luton Airport via a modern and efficient transport system.

### 4.3 Rail

4.3.1 Luton Airport Parkway station, situated on the Midland Mainline route between St Pancras International and the Midlands, offers rail services for many passengers and staff. The station opened in 1999 and is served by East Midlands Trains and First Capital Connect services, providing connections to London, the South coast, the Midlands and the North of England (see map in Appendix A, [Figure A.1](#)).

4.3.2 The station itself is operated by First Capital Connect. A rail-air shuttle bus service runs between the station and the main terminal area. Since January 2008, this service has been operated by First Group, on behalf of First Capital Connect. The service has benefited from completion of the East Luton Corridor project which includes a new bus-only slip road from the station onto Airport Way.

4.3.3 First Capital Connect operates the Thameslink franchise and provides direct trains to destinations including:

- › Bedford
- › St Albans
- › London St Pancras
- › Brighton

4.3.4 [Table 4.3](#) summarises the First Capital Connect rail services from Luton Airport Parkway.

4.3.5 East Midlands Trains operates services between London St Pancras and stations in Yorkshire, some of which call at Luton Airport Parkway. Key destinations are summarised below, with their typical journey time detailed in [Table 4.4](#). London St Pancras can be reached in as little as 20 minutes by the fastest trains.

- › Nottingham
- › Leicester
- › London St Pancras

4.3.6 Recent timetable changes have resulted in East Midlands Trains no longer operating a direct service to Derby, with Nottingham now being the direct destination instead. Derby can still be reached from Luton Airport Parkway but requires a change at Leicester.

Station	Typical Weekday Frequency	Typical Journey Time
Bedford	4 trains per hour	28 mins
St Albans	6 trains per hour	12 mins
London St Pancras	6 trains per hour	32 mins
Brighton	4 trains per hour	108 mins
Sutton	2 trains per hour	109 mins

[Table 4.3: First Capital Connect services - key destinations](#)

Source: First Capital Connect timetable information (May 2011). Table shows typical advertised journey times. Some journeys may have different timings.

Station	Typical Direct Services Weekday Frequency	Typical Journey Time
Nottingham	1 train per hour	90 mins
Leicester	1 train per hour	60 mins
London St Pancras	1 train per hour	24 mins

[Table 4.4: East Midlands Trains services - key destinations](#)

Source: East Midlands Trains timetable information (May 2011). Table shows typical, approximate advertised journey times. Some journeys may have different timings.

“ ...it is anticipated that it will help to ensure access to employment opportunities at London Luton Airport via a modern and efficient transport system ”

<sup>4</sup>Source: <http://lutonbus.com/bustimes.aspx>

<sup>5</sup>Source: <http://lutonbus.com/bustimes.aspx>

<sup>6</sup>Source: [http://www.arrivabus.co.uk/ServiceSearchResults.aspx?regid=1737&txt=Luton Airport](http://www.arrivabus.co.uk/ServiceSearchResults.aspx?regid=1737&txt=Luton+Airport)

<sup>7</sup>Source: <http://www.arrivabus.co.uk/serviceInformation.aspx?id=12755>

## Thameslink Programme

4.3.7 The £6bn Thameslink Programme is currently in progress, and the government's commitment to complete it was reaffirmed in November 2010 with the announcement that the full programme, including the purchase of new trains, would go ahead.

4.3.8 The programme aims to relieve congestion across London's transport network by allowing longer, more frequent trains to run to and through, the capital. It will also open up additional direct journey opportunities.

4.3.9 Milestones so far have included:

› Completion of platform extension work at Luton Airport Parkway in 2008.

› Closure of the Moorgate branch in 2009, with additional cross-London services instead. As part of this change, Luton Airport Parkway has gained through services to Sevenoaks during peak periods.

› The introduction of 92 additional carriages for First Capital Connect services in 2009.

› The introduction of twelve-carriage trains in 2011, an increase from the previous maximum of eight carriages.

4.3.10 More twelve-carriage trains will be introduced from 2015 when a new fleet is due to enter service<sup>8</sup>. This will provide additional passenger capacity to and from Luton Airport Parkway and relieve existing crowding on trains.

4.3.11 Completion of the programme in 2018 will allow all peak-period Bedford-Brighton services to call at London Bridge. This will improve the connections between Luton Airport Parkway and the developing area around London Bridge station.

4.3.12 The final Thameslink Programme timetable is still under development, but it is expected that the current through-services between Luton and Wimbledon/Sutton will cease<sup>9</sup>. Instead there will be through-services between Luton and Sevenoaks all day.

4.3.13 The long-term benefits of the Thameslink Programme to train services to/from Luton Airport Parkway will help build upon the growth of rail use already achieved by London Luton Airport.

## 4.4 On-Site Bus Services

4.4.1 In addition to scheduled services providing access to regional and local destinations, airport employees are encouraged to travel around the Airport site on car park buses and the rail air shuttle service, which helps to reduce the need for private car use.

## 4.5 Road Access

4.5.1 London Luton Airport is well connected to the strategic highway network. The M1 is only two miles to the west, connected via the A505 East Luton Corridor. To the east, the A505 provides connections to the A1(M), M11 and East Anglia.

4.5.2 Works to widen the M1 to a four lane motorway between junctions 6a and 10, reduced congestion and improved both safety and journey time. This work began in March 2006 and was completed in December 2008.

4.5.3 Between junctions 10 and 13, the Highways Agency's scheme to allow Hard Shoulder Running (HSR) began construction in December 2009 and is due to be completed in Spring 2013<sup>10</sup>. To maximise the benefit of the HSR scheme, the capacity of Junctions 11 and 12 is also being increased. Work on these junctions began in February 2011 and is also due to be completed by Spring 2013.

4.5.4 Local access to the Airport is provided by the A6 to Bedford, A505 to Leighton Buzzard, Hitchin and Letchworth, the A1081 to Harpenden and St Albans and the B653 to Harpenden. Traffic flows for local roads are included in Appendix B.

4.5.5 To facilitate traffic movements across the local area, the East Luton Corridor scheme was completed in 2009. This provided an enhanced dual carriageway link to the Airport. The scheme included a bus-only slip road from Luton Airport Parkway to enhance reliability of the rail-air shuttle service. A cycle lane has also been built alongside the main corridor. The scheme has therefore improved multi-modal access to the south and east of Luton, as well as to London Luton Airport.

4.5.6 Further measures to reduce congestion on the local highway network that are currently planned include M1 Junction 10A improvements and the A5-M1 Link Road.

“The Thameslink Programme will help build upon the growth of rail use already achieved by London Luton Airport”



<sup>8</sup>Source: First Capital Connect. <http://www.thameslinkprogramme.co.uk/cms/pages/view/70>

<sup>9</sup>Source: Network Rail. London and South East Route Utilisation Strategy - Draft for Consultation. December 2010

<sup>10</sup>Source: Highways Agency. <http://www.highways.gov.uk/roads/projects/4482.aspx>



## “ Parking bays for disabled people with Blue Badges are available in each car park”

### 4.6 Car Parking

4.6.1 London Luton Airport operates three passenger car parks on-site, which are classified according to length of stay.

› Short-Term - Situated minutes from the terminal building. Suitable for passengers with short trip durations and for pick-up purposes;

› Mid-Term - Located on the main approach to the Airport, with a free bus to the terminal although also within walking distance. Drop-off, pick-up and 30 minutes' parking are free in this car park;

› Long-Term - suitable for stays of three days or more; accessed by airport bus.

4.6.2 A 'Priority Parking' valet service for pre-booked customers is also available near the terminal. Parking bays for disabled people with Blue Badges are available in each car park.

4.6.3 Employee parking facilities are provided partly by London Luton Airport in communal employee car parks, or within individual business premises on the Airport, outside the Airport's direct control.

4.6.4 The capacity of each car park, including the additional staff car parking areas, is detailed in [Table 4.5](#).

Passenger	Spaces
Short-Term	1,556
Mid-Term	2,780
Long-Term	3,400
Passenger Total	7,736
Staff Total	3,835
<b>Total</b>	<b>11,571</b>

*Table 4.5: On-site Parking Facilities*

*Source: London Luton Airport Annual Monitoring Report (2010).*

Operator	Spaces*
Airparks (Slip End)	3,510
Central Car Storage	216
Airport Carparkz	425
<b>Total</b>	<b>4,151</b>

*Table 4.6: Off-site Parking Facilities*

*\*Numbers of spaces given relates to the number approved as part of planning conditions.*

*Source: London Luton Airport Annual Monitoring Report (2010).*

4.6.5 In addition to official on-site car parks, a number of off-site car parks exist, although not operated by London Luton Airport ([Table 4.6](#)). Whilst these car parks provide a service to some airport passengers, they place additional pressure on London Luton Airport facilities and the surrounding road network, particularly as these operators are increasingly offering a premium 'valet' service, which involves returning the passenger's car to them at the Airport.

## 4.7 Taxis

4.7.1 Currently, 14% of airport passengers use taxi/minicabs to access the Airport, although a much higher proportion of passengers originating from the Luton area choose to access the Airport by taxi/minicab. A large number of local taxi/minicab companies serving London Luton Airport and the surrounding areas specialise in airport trips and offer attractive rates for local passengers and staff. In addition, there is a dedicated taxi pick-up rank outside the main terminal building and 101 taxis are currently licensed to use this rank. As a result, taxis/minicabs remain a convenient and cost effective mode of transport for many airport users.

## 4.8 Walking and Cycling

4.8.1 Whilst cycling and walking play a limited role in passenger access, the 2010 employee travel survey indicated that 5% of staff travel to the Airport on foot, while 2% cycle. Luton and Central Bedfordshire Councils have jointly developed a local cycle map for Luton and Dunstable, which is available online. Local topography represents a major barrier to encouraging walking and cycling from some directions. Some employees walk from their homes to Luton Airport Parkway station and board the rail-air shuttle.

4.8.2 In 2011 London Luton Airport has reinvigorated its cycle-to-work scheme with a new commercial partner bringing benefits including on-site cycle repairs.

## 4.9 Accessibility

4.9.1 London Luton Airport prides itself on encouraging accessibility for staff and passengers alike from all parts of the community. All on-site passenger car parks include Blue Badge spaces and the mid- and long-term car parks are served by fully accessible buses.

4.9.2 Blue Badge holders are offered 60 minutes' free parking in the short-term car park and the drop-off area provides dedicated spaces for people with reduced mobility. Public transport operators also increasingly provide modern and accessible buses and coaches. Multimedia help points allow mobility and visually-impaired visitors to call for assistance. London Luton Airport will continue to engage with stakeholders to improve accessibility at onward points in the journey.

## 4.10 Central Terminal Area

4.10.1 London Luton Airport has recently made significant improvements to the Central Terminal Area (CTA), to enhance multi-modal access to the Airport. These improvements included the construction of a new drop-off zone, together with improvements to the bus set-down area, the main terminal roundabout, drop-off zone facilities and short-term car park. These improvements have complemented the East Luton Corridor in providing enhanced surface access links for the Airport and wider community.

4.10.2 In June 2009, London Luton Airport introduced a charge for using the drop-off zone in the CTA. This demand management measure encourages some passengers and employees to either park or use public transport and in turn help to reduce the proportion of kiss-and-fly drop-offs.

4.10.3 London Luton Airport recognises that during Summer 2011, access queues to the CTA and drop-off zones were problematic affecting the overall passenger experience in some cases. Proactively, London Luton Airport has implemented short-term measures to reduce congestion on the main access road to the CTA. London Luton Airport has changed the flow to the drop-off zone allowing continuous circulation within the area. In the medium-term, London Luton Airport is exploring further options to improve and enhance the road network within the Airport boundary. These options will allow both public and private transport to enjoy easier and more reliable access to the Airport.

## 4.11 Onward Travel Centre

4.11.1 The Onward Travel Centre (OTC), in the main arrivals hall, provides passengers and employees with a 'one stop shop' for multi-modal travel information and ticket sales. The OTC includes a rail ticket desk, Green Line/National Express/Terravision desks, as well as car hire services. The OTC also provides the latest coach and rail travel information, as well as automated ticket machines.

## Scheme

4.12.1 London Luton Airport, in collaboration with local transport operators and Airport employers, has developed an innovative and highly-successful employee Travelcard scheme. The scheme, launched in 2004, seeks to incentivise employees to use public transport. On presentation of a validated staff identity card, discounts are available from a variety of rail and bus/coach operators. The Travelcard has been instrumental in increasing the proportion of airport employees using public transport.

4.12.2 In 2012, London Luton Airport will undertake further targeted marketing of the Travelcard. This will focus on the Airport employers with larger numbers of car drivers and lower existing awareness of the Travelcard scheme.

## 4.13 Employee Car Share Scheme

4.13.1 London Luton Airport operates an airport-wide car share scheme. The web-based system has been established in partnership with Liftshare.com, a national car sharing network. The scheme is open to all 8,500 airport employees and is promoted through the various employers at London Luton Airport. It also allows air passengers to join together as car share partners for a trip. This was the UK's first airport car share scheme for passengers and staff<sup>11</sup>.

4.13.2 The car share scheme was launched as a direct result of feedback received from airport employees. Whilst many staff did not feel that public transport use would necessarily suit their individual circumstances, others expressed a willingness to car share if a formal system existed.

4.13.3 The scheme aims to not only reduce the number of single occupancy vehicles, but also:

- › 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; and
- › Enhance cross-employer links.

“ The Onward Travel Centre, in the main arrivals hall, provides passengers and employees with a 'one stop shop' for multi-modal travel information and ticket sales ”

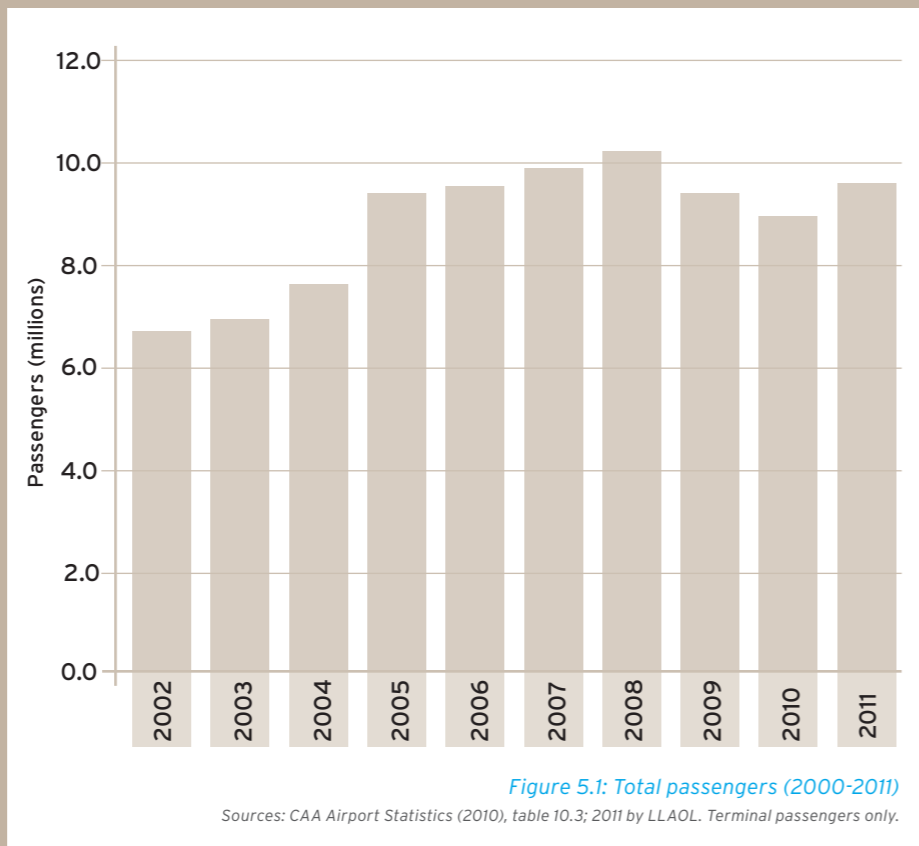
<sup>11</sup>Source: [lutonliftshare.com](http://lutonliftshare.com)



# 5 Travel Patterns Today

## 5.1 Passenger Numbers

5.1.1 London Luton Airport grew substantially in the mid 2000s, when it was one of the fastest growing airports in the UK (see Figure 5.1). This growth was helped by the Airport's excellent connections to London and a strong local catchment with a high propensity to travel 'low cost'. The recent economic downturn led to passenger numbers falling from the peak of 10.2 million passengers per year (mppa) in 2008, to 8.7mppa in 2010 (based on terminal passengers, i.e. excluding passengers transferring between flights). In 2011 passenger numbers reached 9.5 mppa.



## 5.2 Passenger Mode Shares

5.2.1 The Civil Aviation Authority's (CAA's) Passenger Survey programme provides data on passengers' mode of travel to the Airport as well as demographic data. The survey data includes weightings that match the survey population to the volume of passengers on each air route. This section summarises key data from recent survey results. More analysis is provided in Appendix C. The analysis was undertaken using the 2009 survey data, which was the most recent available at the time. Since then, the 2010 survey data has been released, and the headline results at the beginning of this section have been updated with the 2010 figures.

**In 2011 passenger numbers reached 9.5 mppa**

**More than 30% of passengers arrive or depart by public transport**

5.2.2 As shown in Table 5.1 and Figure 5.2, more than 30% of passengers arrive or depart by public transport (rail or bus/coach). The share of passengers using public transport has risen significantly over the past seven years as shown.

Mode	2005	2006	2007	2008	2009	2010
Car (drop-off)	28.9%	27.9%	24.7%	26.2%	28.3%	26.5%
Car (off-site parking)	8.5%	7.6%	8.1%	8.6%	8.3%	9.3%
Car (on-site parking)	21.5%	20.8%	22.8%	18.4%	18.7%	15.1%
Taxi	12.5%	13.8%	14.9%	13.7%	13.5%	16.2%
Train	17.8%	17.2%	17.0%	19.1%	16.6%	17.2%
Bus/Coach	10.3%	12.5%	12.0%	13.7%	14.1%	15.3%
Other	0.4%	0.3%	0.5%	0.3%	0.5%	0.4%

Table 5.1: Passenger mode share trend (2005-2010)  
Source: CAA Passenger Surveys (2005-2010). Weighted data.

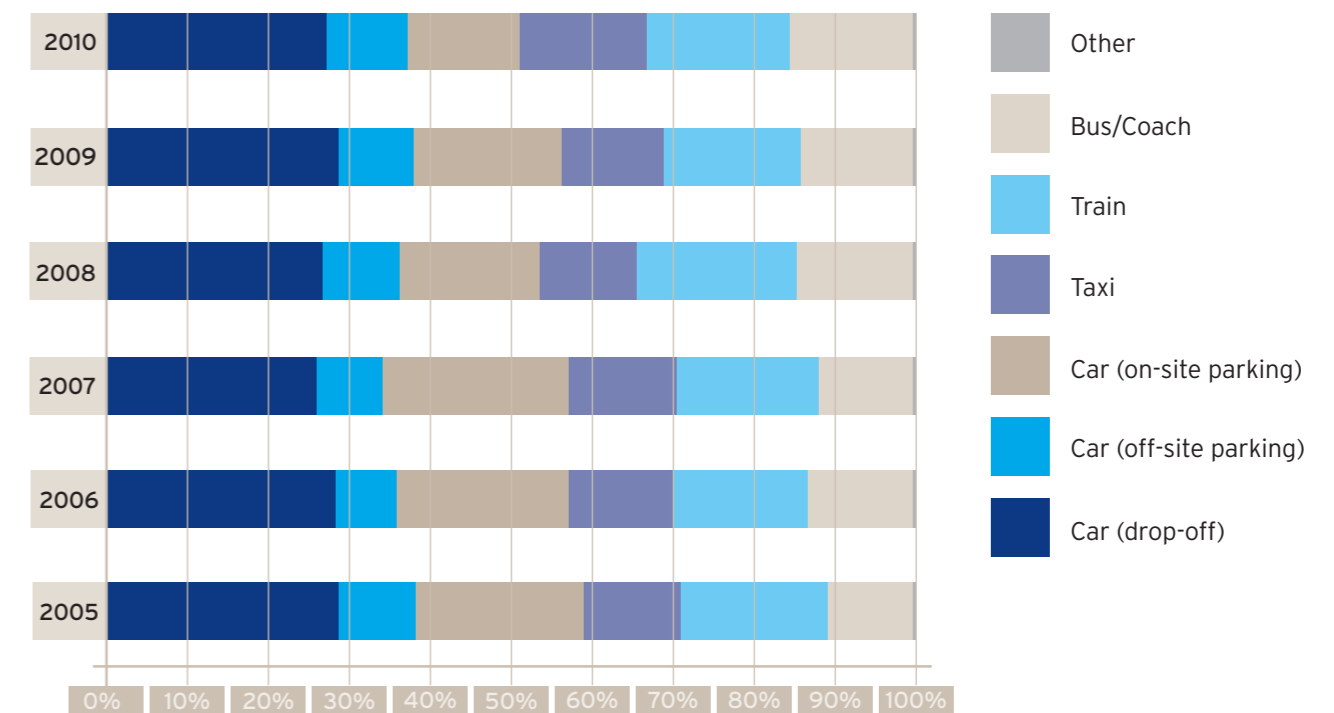


Figure 5.2: Passenger mode share (2005-2010)  
Source: CAA Passenger Surveys (2002-2010). Weighted data.

## More than one in three passengers are travelling to or from Greater London (38%)

	Business non-UK	Business UK	All Business	Leisure non-UK	Leisure UK	All Leisure	All non-UK	All UK	All Passengers
Car (drop-off)	17.2%	13.8%	14.7%	33.6%	27.4%	29.2%	30.8%	24.7%	26.5%
Car (off-site parking)	0.5%	5.1%	3.9%	0.4%	14.6%	10.5%	0.4%	12.8%	9.3%
Car (on-site parking)	12.9%	38.7%	32.0%	7.1%	12.8%	11.2%	8.1%	17.9%	15.1%
Taxi/Minicab	21.5%	22.3%	22.1%	9.2%	17.2%	14.9%	11.3%	18.2%	16.2%
Train	25.4%	15.1%	17.8%	23.0%	14.7%	17.1%	23.4%	14.7%	17.2%
Bus/Coach	21.2%	4.5%	8.8%	26.5%	12.9%	16.8%	25.6%	11.3%	15.3%
Other	1.3%	0.6%	0.8%	0.2%	0.3%	0.3%	0.4%	0.4%	0.4%
% of all passengers	4.9%	13.9%	18.8%	23.6%	57.6%	81.2%	28.5%	71.5%	100.0%

Table 5.2: Passenger mode share, by type of passenger (2010)  
Source: CAA Passenger Survey (2010). Weighted data.

5.2.3 Mode choice varies strongly by journey purpose and by whether the passenger is a UK or non-UK resident, as shown in Table 5.2. Business passengers are less likely than leisure passengers to travel by public transport. UK passengers are more likely to travel by car than non-UK passengers.

### 5.3 Comparative Performance

5.3.1 London Luton Airport has achieved a strong public transport mode share in comparison to other airports of its size (Figure 5.3). This can be considered particularly successful given the Airport's widely-spread passenger base and its location. The locational challenges include proximity to the M1 corridor, which facilitates car travel for many passengers, and the fact that rail access requires a shuttle bus rather than direct transfer from station to terminal. Despite these challenges London Luton Airport has already achieved a strong mode share.

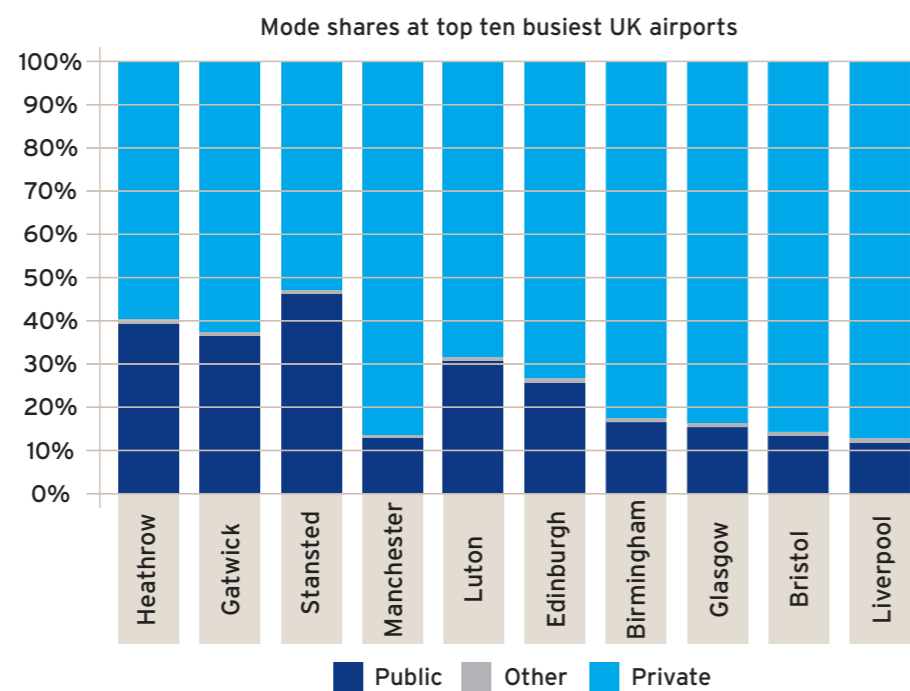


Figure 5.3: Passenger surface access mode share - comparative performance  
Source: CAA Passenger Survey Reports (2006-2010). Tables 7 and 8. Airports are shown in order of passenger numbers, largest on the left. The data shown is the most recent available in the CAA Passenger Survey Reports. Some airports have published updated data themselves, but the CAA reports are used here to ensure consistency. Private = Private car, hire car and taxi. Public = Public transport. Other = Walking and cycling.

County	2009
Greater London	37.7%
Hertfordshire	12.8%
Bedfordshire	9.5%
Buckinghamshire	7.4%
Northamptonshire	4.2%
Cambridgeshire	3.7%
Oxfordshire	2.8%
Essex	2.2%
Berkshire	2.1%
West Midlands	1.7%
Other counties	16.0%

Table 5.3: Passenger surface access journey origin by county (2009)  
Source: CAA passenger survey (2009).

### 5.4 Passenger Catchment

5.4.1 At county level, as shown in Table 5.3, more than one in three passengers is travelling to or from Greater London (38%). The next largest county at 13% is Hertfordshire followed in order by, unsurprisingly, the adjoining counties of Bedfordshire and Buckinghamshire (including Milton Keynes for this purpose). This still leaves one in three passengers (33%) who is travelling to or from counties further afield.

5.4.2 The passenger mode share varies by catchment area (Figure 5.4), reflecting both the nature of the passengers and the transport options available in each area. Key findings include:

- > Greater London has a public transport mode share of 55%, reflecting both the strong bus/coach and train links and the contribution of non-UK leisure travellers to this catchment.

- > Taxi/minicab use is unsurprisingly strong in the Airport's adjoining counties of Hertfordshire and Bedfordshire, at above 20%.

- > Public transport's mode share is strong in the West Midlands (37%) and Oxfordshire (29%), almost entirely due to the coach services to/from Birmingham/Coventry and Oxford respectively.

- > Interestingly, train use by Berkshire passengers is relatively high at 19%, despite requiring a cross-London transfer as part of the journey.

5.4.3 A more detailed analysis of the catchment and mode shares, at borough/district level, is provided in Appendix C.

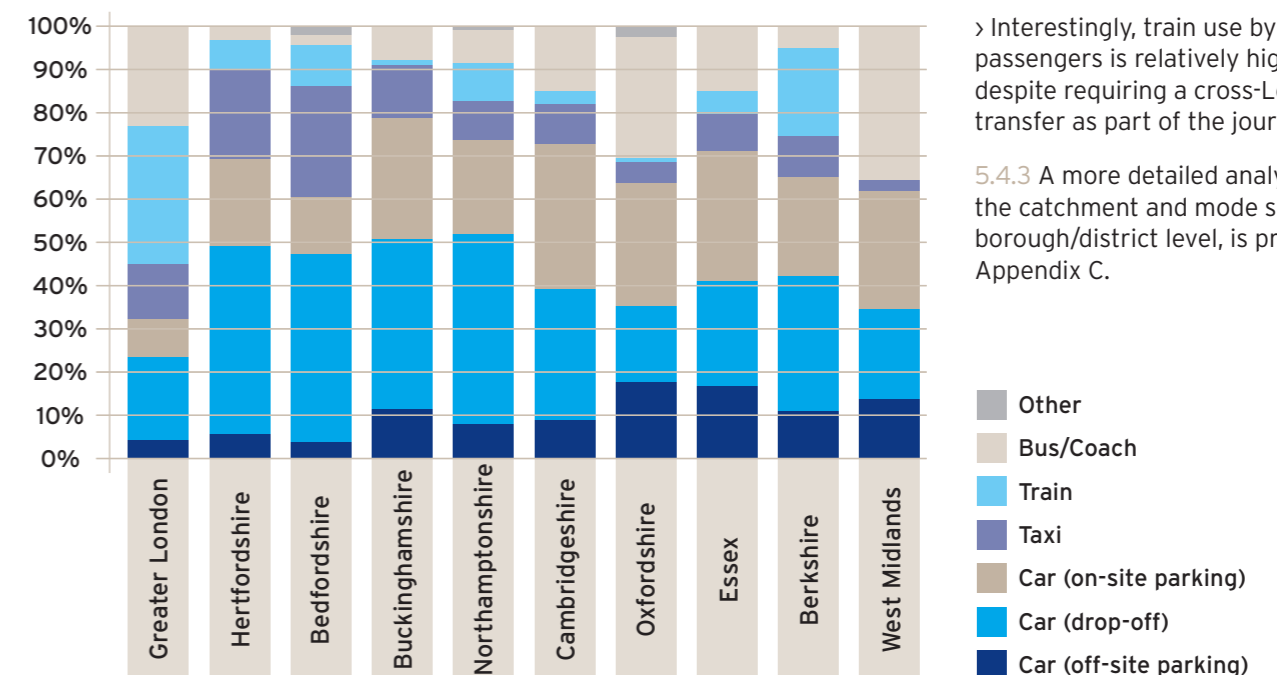


Figure 5.4: Passenger surface access mode share by county, for top counties (2009)  
Source: CAA passenger survey (2009).

## 5.5 Achieving Mode Shift

5.5.1 The CAA survey data confirms that passenger origins/destinations are relatively widespread and that the mode split varies widely by location. This reflects the Airport's passenger base and the variability in public transport services available on particular 'corridors'. To achieve a shift to more sustainable modes, a range of approaches will be needed including:

› Targeting the areas with most car use, to explore opportunities for additional public transport services or promoting use of existing services.

› Taking opportunities to further increase public transport use in locations where it is already a strong product - for example, targeting the broadly 20-30% non-public transport shares in central London boroughs.

› Measures under either or both of the categories above could be focused on 'corridors' where a series of locations have been identified as having potential for modal shift.

› Efforts to address the 'long tail' of origins that are individually small but collectively significant. These would be measures that apply to all users of a particular mode, such as changes to parking charges or improved ticketing offers.

## 5.6 Staff Travel

5.6.1 More than 8,000 people are employed at London Luton Airport. Consequently, whilst employee travel does not generate as many trips as passengers, it is an important consideration for this ASAS. In addition, employees making a more sustainable travel choice will give daily results due to the frequency of their need to commute to work.

5.6.2 The 2010 Staff Travel Survey showed a continuing positive trend in use of sustainable modes by staff (Table 5.4). However, like most airports, private car use remains dominant. In 2010 two-thirds of staff commuted by driving alone. Compared to previous surveys in 2000 and 2008, there is a clear movement from single-occupancy cars to alternative modes, in particular car sharing, walking and bus/coach. This is a positive trend for London Luton Airport, suggesting that initiatives undertaken at the Airport and in the wider areas have contributed to mode shift and adoption of more sustainable travel options.

Mode	2000*	2008	2010
Drive Alone	78%	72.0%	66.2%
Car Share	11%	9.7%	11.7%
Taxi	1%	1.7%	1.2%
Motorcycle	2%	0.8%	1.2%
Rail	2%	5.4%	5.2%
Bus/Coach	2%	6.1%	7.5%
Cycle	1%	1.0%	2.3%
Walk	3%	3.4%	4.5%
Other	-	-	0.2%

Table 5.4: Staff mode share (2000-2010)

Source: Staff Travel Surveys.

\* 2000 data only available as integers. 2010 data based on 727 responses.

5.6.3 Unlike the passenger distribution, the staff distribution is relatively compact (Table 5.5). Approximately half of staff live in Luton postcodes (broadly including Luton, Dunstable, Houghton Regis and Leighton Buzzard). These staff also represent nearly half of the drive-alone trips. However, a significant proportion travel some distance to the Airport - particularly when compared to previous results in 2008. This increased distribution of staff will represent a challenge to formulating measures to influence staff modes of travel.

5.6.4 Shift workers are more concentrated in Luton postcodes, underlining the particular need for travel options from local areas to serve shift patterns with non-office and/or irregular hours.

5.6.5 The survey results therefore confirm the importance of targeting employees who are Luton area residents for potential modal shift. These employees represent a large potential market for modal shift by having the widest range of feasible alternative modes (with much of Luton being within walking and/or cycling distance), available. However, alternative modes need to be encouraged at a wide range of times to match staff shift patterns.

5.6.6 More detail on staff travel patterns is given in Appendix D.

Postal Area	Shift Worker	Non Shift Worker	Staff Average
LU (Luton)	65.2%	42.8%	52.4%
MK (Milton Keynes)	9.0%	12.3%	10.9%
SG (Stevenage)	7.9%	11.1%	9.7%
AL (St Albans)	3.9%	6.6%	5.4%
HP (Hemel Hempstead)	1.1%	4.0%	2.8%
NN (Northampton)	3.7%	1.9%	2.7%
CB (Cambridge)	1.1%	1.9%	1.6%
WD (Watford)	0.8%	2.1%	1.6%
CM (Chelmsford)	1.4%	1.5%	1.5%
N (London N)	0.3%	2.1%	1.3%
PE (Peterborough)	0.8%	1.7%	1.3%
NW (London NW)	0.3%	1.7%	1.1%
Others	4.5%	10.2%	7.7%

Table 5.5: Staff catchment by postal area for shift and non-shift staff (2010)

Source: Staff Travel Survey.

Based on 826 responses.

/// ...employees making a more sustainable travel choice will give daily results due to the frequency of their need to commute to work ///

# 6

## Objectives and Action Plans

6.1.1 This section describes the proposed objectives for the 2012-2017 ASAS. The overall aim of the objectives is to promote modal shift for passengers and staff towards sustainable modes, while also reflecting the Airport's commercial and operational needs.

6.1.2 Meeting the ASAS objectives will help to ensure that London Luton Airport delivers against its vision and that wider benefits are realised for the local community. It will also contribute to the Government's goal of improving the overall passenger experience at airports, as noted in section 3. However, success is not guaranteed and requires the support of key partners and stakeholders.

### 6.2 Passengers

**6.2.1 Objective 1: to increase the proportion of air passengers travelling to and from London Luton Airport by public transport to more than 40% by 2017.**

6.2.2 Steady progress has been made since 2000 in achieving a modal shift away from the private car towards public transport. The previous objective, set in 2009, was for a 40% modal share for public transport by 2011, based on unweighted CAA data<sup>12</sup>, which at the time was the most representative way of measuring London Luton Airport's passenger mode share. In 2008 the figure was at 37% (unweighted), close to being achieved. The share fell back to 35% (unweighted) in 2009, possibly in part a result of disruption to weekend and evening train services coupled with the underlying economic conditions.

6.2.3 Following recent improvements to the weighting methodology, weighted data is now considered to be the most representative way of measuring London Luton Airport's passenger mode share. Weighted data is shown in Section 5 and will also be used for future analysis.

6.2.4 The proposed new objective is for a minimum 40% mode share, based on weighted data, by the end of the ASAS period in 2017. This represents a greater, but still achievable, challenge than the existing target as the weighted data (31% in 2009) shows a lower mode share than the unweighted data (35% in 2009).

6.2.5 **Table 6.1** (pages 28/29) lists the proposed action plan in support of this objective. This table uses the 2009 data as the base for the 'target contribution' figures as the 2009 data was the most recent available when the analysis was undertaken. London Luton Airport will work with stakeholders over the course of the ASAS period to develop, implement and refine these actions.

Objective 1 is to increase the proportion of air passengers travelling to and from London Luton Airport by public transport to more than 40% by 2017

<sup>12</sup>The CAA undertakes surveys of departing air passengers at major airports including London Luton Airport. These surveys include questions on mode of travel to the Airport, and are the main source of passenger mode share data for these airports. The data include weightings to reflect the volume of passengers, compared to the number of survey respondents, on each air route.

Mode	Priority within mode	Action	Basis of target contribution	Target Contribution*	Target Month
Buses and Coaches	1	Deliver, with Luton Borough Council, a marketing strategy encouraging passengers and staff to use services along the Guided Busway.	This and suggested flexible service (see below) targets the 3.9% of passengers (340,000 annually) travelling from Luton borough by car. Also targets some of the 0.7% (63,000) annually from the former South Bedfordshire, which includes Dunstable. Assume targeting 4.5%, of whom 25% switch to bus.	1%	December 2012
	2	Support bus operator and other stakeholders to deliver improved service (half-hourly/extra evening services/potential additional stop) on 99 corridor to Milton Keynes.	This targets 3.5% of total passengers, who travel from Milton Keynes district to London Luton Airport by car or taxi. Assume 10% of these switch to bus (equivalent of 30,000 annually).	0.35%	December 2013
	3	Raise awareness of journey opportunities from Milton Keynes Coachway.	Potential for a wide catchment area however the proportion of passengers is based on the Milton Keynes district only. Assume a further 10% switch to bus from this total.	0.35%	December 2013
	4	Support bus operator to deliver improved service (longer hours and/or improved frequency) on 321 corridor to Harpenden and St Albans.	Targets the 2.5% of passengers (215,000 annually) travelling from St Albans district by car or taxi. Assume 20% of these switch to bus.	0.5%	December 2012
	5	Set up working group to review set down and pick up capacity, and bus stop accessibility for passengers with reduced mobility, at terminal.	Enabling action, will not in itself, increase public transport share but will contribute to other actions.	n/a	December 2012
	6	Support coach operator to introduce new route and/or additional stops serving Barnet.	Targets the 2.7% of passengers (230,000 annually) travelling from London Borough of Barnet by car or taxi. Assume 20% of these switch to bus.	0.5%	December 2014
	7	Support coach/bus operator(s) to deliver improved service to Hemel Hempstead (possibly a new local bus service).	Targets many of the 2.3% of passengers (200,000 annually) travelling from Dacorum district by car or taxi. Assume 15-20% of these switch to bus/coach.	0.5%	December 2014
	8	Support coach/bus operator(s) to deliver improved service to Northampton (additional 707 services).	Targets the 1.8% of passengers (160,000 annually) travelling from Northampton district by car or taxi. Assume 15-20% of these switch to bus.	0.25%	December 2016
	9	Support bus operator to deliver improved service (longer hours and/or improved frequency) on 321 corridor beyond St Albans to Watford.	Targets the 1.1% of passengers (95,000 annually) travelling from Watford district by car or taxi. Assume 20% of these switch to bus.	0.25%	December 2016
	10	Support local transport operators to introduce a flexible bus service for local passengers not served by buses along the Guided Busway.	See discussion of Guided Busway (above).	0.25%	December 2014
	11	Support bus operators to promote journey opportunities involving bus-bus transfer at Luton Airport Parkway.	Assume small contribution depending on wider bus network coverage.	0.1%	December 2012

Mode	Priority within mode	Action	Basis of target contribution	Target Contribution*	Target Month
Rail and Rail+Bus	1	Support rail industry's Thameslink programme, delivering 12-car trains (Dec 2011), improved evening and weekend service (May 2012), and new carriages (2015).	Based on returning to 2008 rail mode share (19.1%) from 16.6% share in 2009.	2.5%	December 2015
	2	Support bus and rail operators to deliver improved offer for passengers to travel via rail to Hitchin station then bus to airport (e.g. through-ticketing).	Targets the following passengers travelling by car. > North Hertfordshire 1.4% (125,000 annually) > Eastern part of former Mid-Beds district 2.3% (205,000 annually) (figures for entire district) > Huntingdonshire 0.8% (65,000 annually) Assume targeting 3.2% (290,000). Assume less than 10% of these switch to rail/bus.	0.25%	December 2014
	3	Support rail industry to increase fast train frequency to 2 trains per hour.	Small contribution based on combination of more frequent service to some existing destinations, and direct service to new destinations. As examples, 0.3% (27,000) of passengers travel from Corby district by car/ taxi, and 0.2% (14,000) from Derby.	0.05%	December 2012
	4	Support rail industry to increase fast train frequency to 4 trains per hour.		0.05%	December 2014
Passenger experience (all modes)	1	Improve access to Central Terminal Area to address potential service issues.	Benefits all passengers, not specifically public transport, therefore no contribution to mode split target is assumed. However, there will be benefits to bus journey times and reliability.	n/a	July 2012
	2	Where needed, improve wayfinding and onward travel facilities for passengers inside and outside the terminal building.	Targets all passengers, increases attractiveness and visibility of services.	0.25%	December 2013
	3	Survey and report with actions on issues relating to luggage that may discourage public transport use.	Targets all passengers, increases attractiveness of services.	0.15%	December 2015
Promotion and journey planning (all modes)	1	Agree and initiate marketing campaign to raise profile of public transport to/from airport. May include refreshed or additional on-train advertising (targeted at wider rail travel market), and/or promotions aimed at target demographic groups.	Targets all passengers, increases attractiveness and visibility of services.	1.5%	December 2013
	2	Provide journey planning page/link on airport website, to give passengers a point to point journey plan, focusing on sustainable transport options.	Targets all passengers, increases visibility of services.	0.1%	December 2013
	3	Working with airlines, rail industry and bus industry, agree and initiate at least one improvement to cross-selling of public transport tickets.	Targets all passengers, increases visibility of services.	0.1%	December 2014

**Notes**  
Passenger figures are from 2009 CAA survey data. Percentages refer to passengers travelling by car/ taxi to/from the area stated, as a percentage of all passengers using all modes.  
\* Contribution = indicative figure to show the potential contribution of each action to achieving Objective 1. This is an initial figure which can be refined as each action is developed.

<b>Total contribution</b>	<b>9%</b>
<b>Existing public transport mode share (2009)</b>	<b>31%</b>
<b>Target</b>	<b>40% min.</b>

Table 6.1: Proposed action plan to support the passenger travel objective

**Objective 2 is to reduce the proportion of staff travelling alone by car to and from London Luton Airport to 60% or lower by 2017**

Mode	Priority within Mode	Action	Basis of Target Contribution	Target Contribution*	Target Month
Buses and Coaches	1	Deliver, with Luton Borough Council, a marketing strategy encouraging passengers and staff to use services along the Guided Busway.	Staff travel survey suggested approximately 29% of staff drive alone from Luton postcodes. Most of these are in the Luton-Dunstable urban area. Targeting 10% of these in conjunction with action no.3 below.	-2.5%	December 2012
	2	Improved service on 321 corridor to St Albans.	Staff travel survey suggested approximately 2.4% of staff drive alone from St Albans or Harpenden. Targeting 10% of these.	-0.25%	December 2012
	3	In partnership with local agencies, introduction of at least one bus or taxibus service aimed at staff. Particular focus on shift patterns and/or areas of the Luton/Dunstable conurbation such as Marsh Farm. Could be a flexible service if conventional service is not viable.	As noted above in relation to Luton postcodes.	-0.5%	December 2015
Staff Travel Card	1	Raise awareness of the Staff Travel Card from 46% in 2010 to 70% in 2012.	Potential overall impact of package of actions.	-0.5%	December 2012
	2	Engaging with transport operators, review Staff Travel Card offer (routes and discount). Implement at least one improvement to the offer.			December 2013
	3	Identify, and raise awareness of public transport by, employee groups and clusters of home locations where Staff Travel Card take-up is lower than expected.			December 2013
Walking and Cycling	1	Develop a strategy for improving walking and cycling access to the Airport, starting with an assessment of the existing infrastructure to identify opportunities for improvement.	Staff travel survey suggested approximately 29% of staff drive alone from Luton postcodes, some of whom will be within walking/cycling distance (taking account of topography).	-0.5%	December 2014
	2	Develop a strategy for improving facilities at the Airport for cyclists and walkers, starting with an assessment of the existing facilities to identify opportunities for improvement.			December 2014

**6.3 Staff**

**6.3.1 Objective 2: to reduce the proportion of staff travelling alone by car to and from London Luton Airport to 60% or lower by 2017.**

6.3.2 Progress has also been made since 2000 in achieving a modal shift away from driving alone by staff. Although this is a positive trend, it is not enough to meet the 60% objective established for 2011 in the 2009 Interim ASAS. However, the responses to the 2010 staff travel survey showed there was latent support for alternatives to driving alone, and planned initiatives such as the re-launch of the staff travel card present an opportunity to make progress towards the objective. The bus industry and local government are facing financial challenges that may make it difficult to improve or even maintain existing service levels. However, the expected opening of the Luton-Dunstable Guided Busway in 2012 presents a major opportunity to promote increased bus use to staff along this corridor.

Mode	Priority within mode	Action	Basis of target contribution	Target Contribution*	Target Month
Car sharing	1	Provide priority parking spaces (most convenient part of car park) for LLAOL car-sharers.	Based on increasing airport-wide mode share from 12% to 13% (approx. 80 people).	-1%	December 2012
	2	Promote the Liftshare scheme by advertising in communal areas and local intranet.			December 2013
	3	Provide Guaranteed Ride Home scheme for LLAOL car sharers. Other employers could also buy-into the scheme.			December 2013
Travel planning and incentives (all modes)	1	Introduce scheme to reward staff who choose more sustainable modes (e.g. bike shop discounts or vouchers).	Potential overall impact of package of actions.	-0.75%	December 2013
	2	Develop journey planning page/link on airport website, to provide staff with a point to point journey plan focusing on sustainable transport options.			December 2013
	3	Offer personalised travel planning by supporting Luton Borough Council's programme.			December 2013
	4	Have in place an airport-wide Framework Travel Plan, and have three major employers signed-up to promoting sustainable travel under the framework. Framework Travel Plan provides a basis on which individual employers can easily adopt their own Travel Plans, taking advantage of incentives and schemes already introduced by LLAOL.			December 2013
	5	Provide travel option information for new staff, emphasising the sustainable options available. This could include a free travel pass for an initial period.			December 2015
<b>Total contribution</b>				<b>-6%</b>	
<b>Existing drive-alone mode share (2010)</b>				<b>66%</b>	
<b>Target</b>				<b>60% max.</b>	

**Notes**  
Data are from 2010 Staff Travel Survey.  
\* Contribution = indicative figure to show the potential contribution of each action to achieving Objective 2. Many of the actions are mutually supportive. These figures should therefore be seen as collectively indicating the overall feasibility of the objective.

Table 6.2: Proposed action plan to support the staff travel objective

6.3.3 Table 6.2 lists the proposed action plan in support of this objective. London Luton Airport will work with stakeholders over the course of the ASAS period to develop, implement and refine these actions.

# 7 Stakeholder Engagement, Consultation and Monitoring

It is important that a consensus between stakeholders is sought and achieved

## 7.1 Stakeholder Engagement & Consultation

7.1.1 It is important that a consensus between stakeholders is sought and achieved to ensure that the Airport operates in a sustainable manner. London Luton Airport is committed to engaging with local and wider stakeholders to ensure that the ASAS can positively contribute towards the social, environmental and economic progress of the local area.

7.1.2 This ASAS has been subject to full public consultation. It seeks to balance the views and interests received during the consultation process, thus ensuring that it is in line with the collective aspirations of all stakeholders, whilst meeting the needs of airport passengers and employees.

## 7.2 Airport Transport Forum

7.2.1 London Luton Airport has established an Airport Transport Forum (ATF) which includes representatives from highway and transport authorities, public transport operators and the London Luton Airport Consultative Committee. The ATF has steered the contents of this ASAS and provided technical support to London Luton Airport in its preparation.

7.2.2 The ATF will also help to oversee the implementation of the ASAS through twice-yearly meetings in addition to London Luton Airport's wider engagement with stakeholders. Specific initiatives will be explored and delivered with the support of the ATF. London Luton Airport's Environment Manager will have responsibility for day-to-day management of the ASAS and liaison with stakeholders.

## 7.3 Monitoring

7.3.1 It is important to ensure that the ASAS remains both challenging and attainable throughout its adoption. London Luton Airport will therefore review progress against targets on an annual basis. This information will be used to:

- › Monitor progress with the ASAS and wider surface accessibility of the Airport;

- › Provide a means to facilitate discussion amongst the various ATF and surface access working groups; and

- › Inform the development of short- and long-term planning at London Luton Airport.

7.3.2 Monitoring activities will be undertaken using a variety of sources and methods to assess progress towards targets. Principal amongst these is the need to quantify modal share for both passengers and staff at the Airport.

7.3.3 CAA Passenger Survey data, collected by the CAA through interviews with departing passengers at London Luton Airport throughout the year, will be utilised. This includes data on modal choices, journey time and purpose, and will help to understand the ongoing trends in passenger access.

7.3.4 Staff questionnaires will be used where appropriate to understand both surface access methods chosen by staff and the reasons for their selection. This information may then form the basis of further modifications to targets or initiatives as appropriate.

7.3.5 Automated traffic counts completed by Luton Borough Council will be used to monitor traffic levels on the local road network. This traffic data will be used to assess airport-related and background traffic levels, as well as the impact of major projects such as the East Luton Corridor.

7.3.6 The following sources will be used to enable Key Performance Indicators (KPIs) to be monitored and subsequently reported on an annual basis in support of the ASAS (see [Table 7.1](#) overleaf).





	Type	KPI	Baseline	Baseline Year	Data Source
1	Airport Baseline	Annual passenger movements	8,751,631	2010	AMR
2		Employment figures	8,200	2010	AMR
3	Passenger Access	Public transport modal share for departing passengers on yearly basis	33%	2010	CAA Passenger Survey
4		Proportion of passengers arriving via the drop-off zone	28%	2009	CAA Passenger Survey
5	Staff Access	Drive alone vehicle modal share for staff members	66%	2010	Staff Travel Survey
6		Airport Travelcard ownership	13%	2010	Staff Travel Survey
7	Private Car	Typical weekday vehicle journeys into and out of Airport	30,000	2009/10	Airport Way (old) and A505 Airport Way (new) 24-hour summer counts - LBC traffic survey, reported in AMR
8		Airport passenger car parking spaces	7,736	2010	AMR
9		Airport staff car parking spaces	3,835	2010	AMR
10		Number of members of London Luton Airport Liftshare scheme	233	2011	Liftshare database

Table 7.1: Key Performance Indicators to help monitor ASAS progress  
 AMR = London Luton Airport Annual Monitoring Report.

### 7.4 Reporting on Progress

7.4.1 London Luton Airport will report annually on progress towards the ASAS targets including against the KPIs established above. This will be circulated to key stakeholders and published on the Airport community website, [www.londonlutoninthecommunity.co.uk](http://www.londonlutoninthecommunity.co.uk)

7.4.2 Progress towards meeting ASAS targets and commitments will also be discussed during meetings of the ATF.

7.4.3 This ASAS covers the period from 2012 to 2017. At that point London Luton Airport will complete a comprehensive review of this ASAS and its targets.

London Luton Airport will complete a comprehensive review of this ASAS and its targets

# Appendix A

## Local public transport services

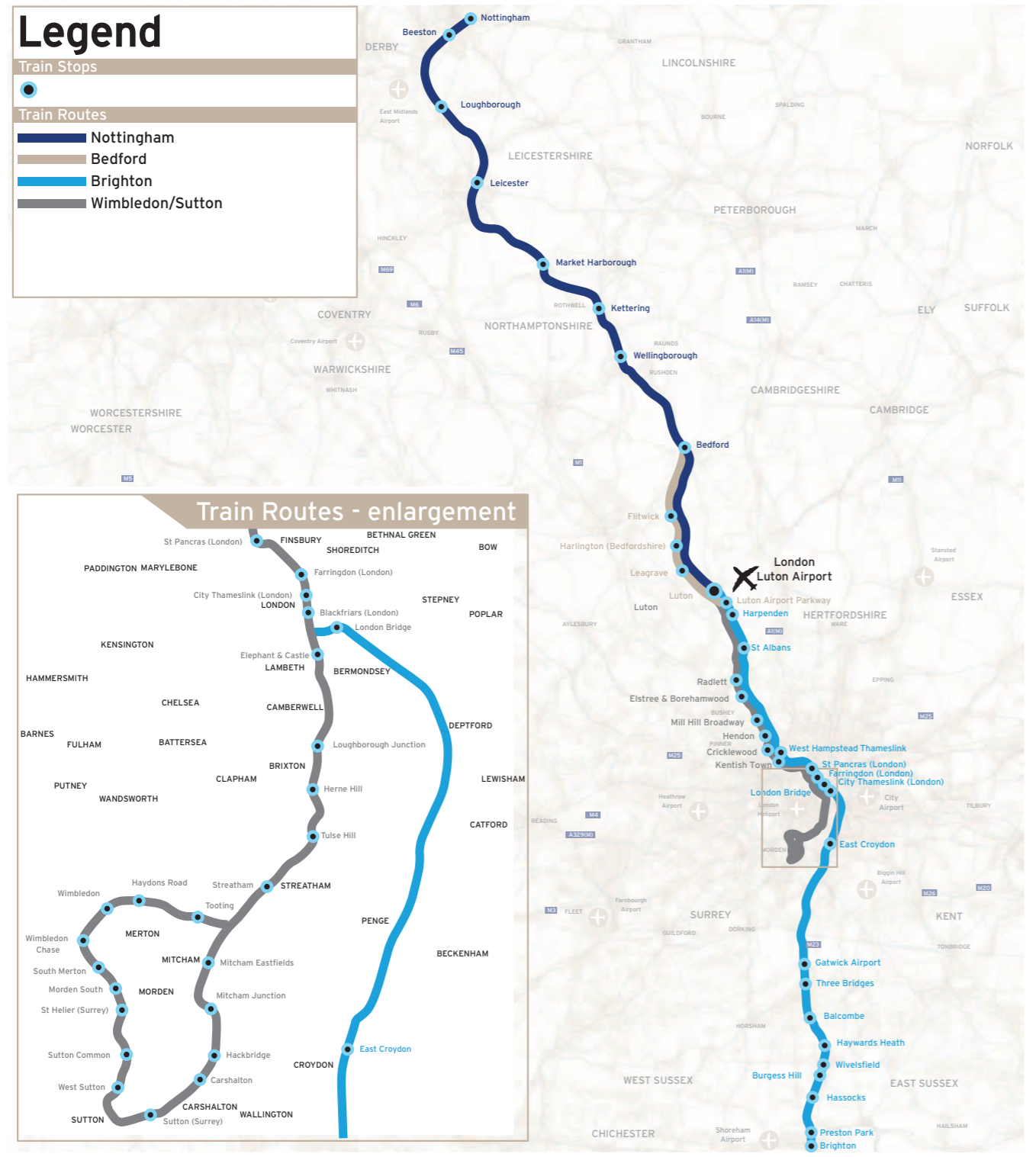


Figure A1: Rail services

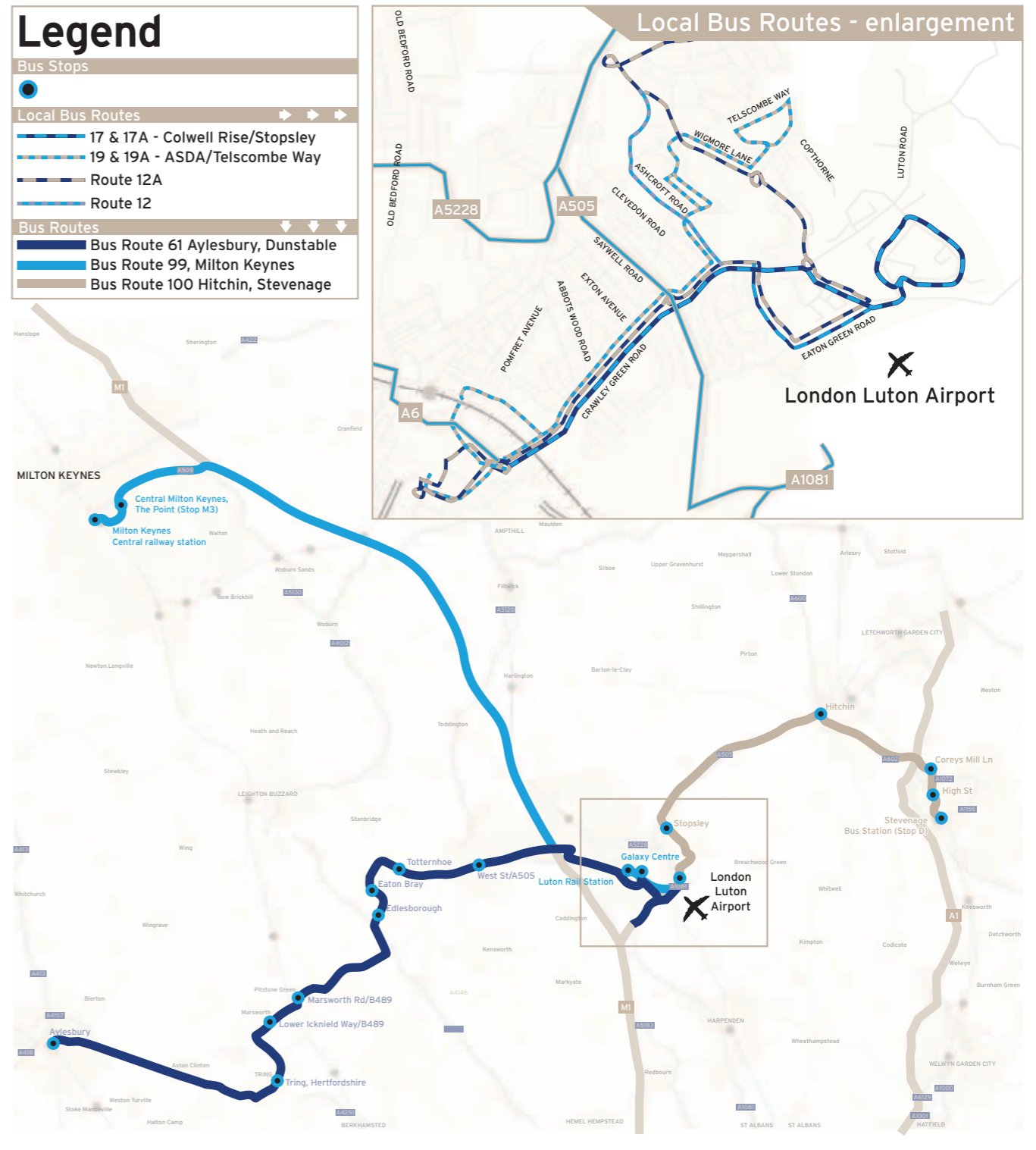


Figure A2: Bus/coach services - local

### Legend

**Bus Stops**

**Bus Routes**

- National Express 777, Birmingham
- National Express 767, Leicester
- National Express 707, Northampton
- National Express 787, Cambridge
- National Express 737, 767, 777 Stansted Airport

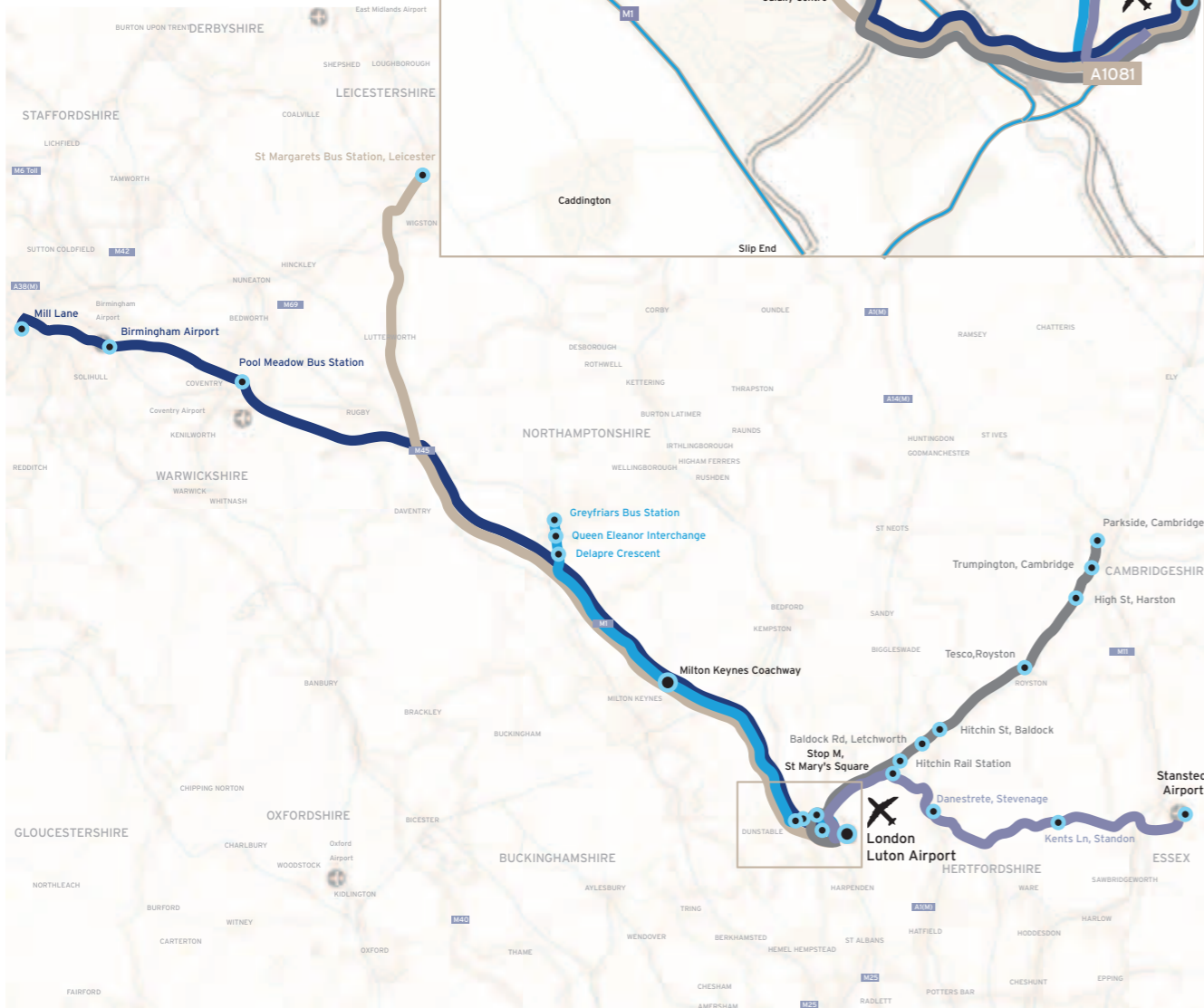


Figure A3: Bus/coach services - north

### Legend

**Bus Stops**

**Bus Routes**

- National Express to Gatwick Airport 707
- Bus Route 321 Watford, St Albans & Harpenden
- National Express to Heathrow Airport 787
- Green Line 757/easyBus
- National Express 737 High Wycombe & Oxford

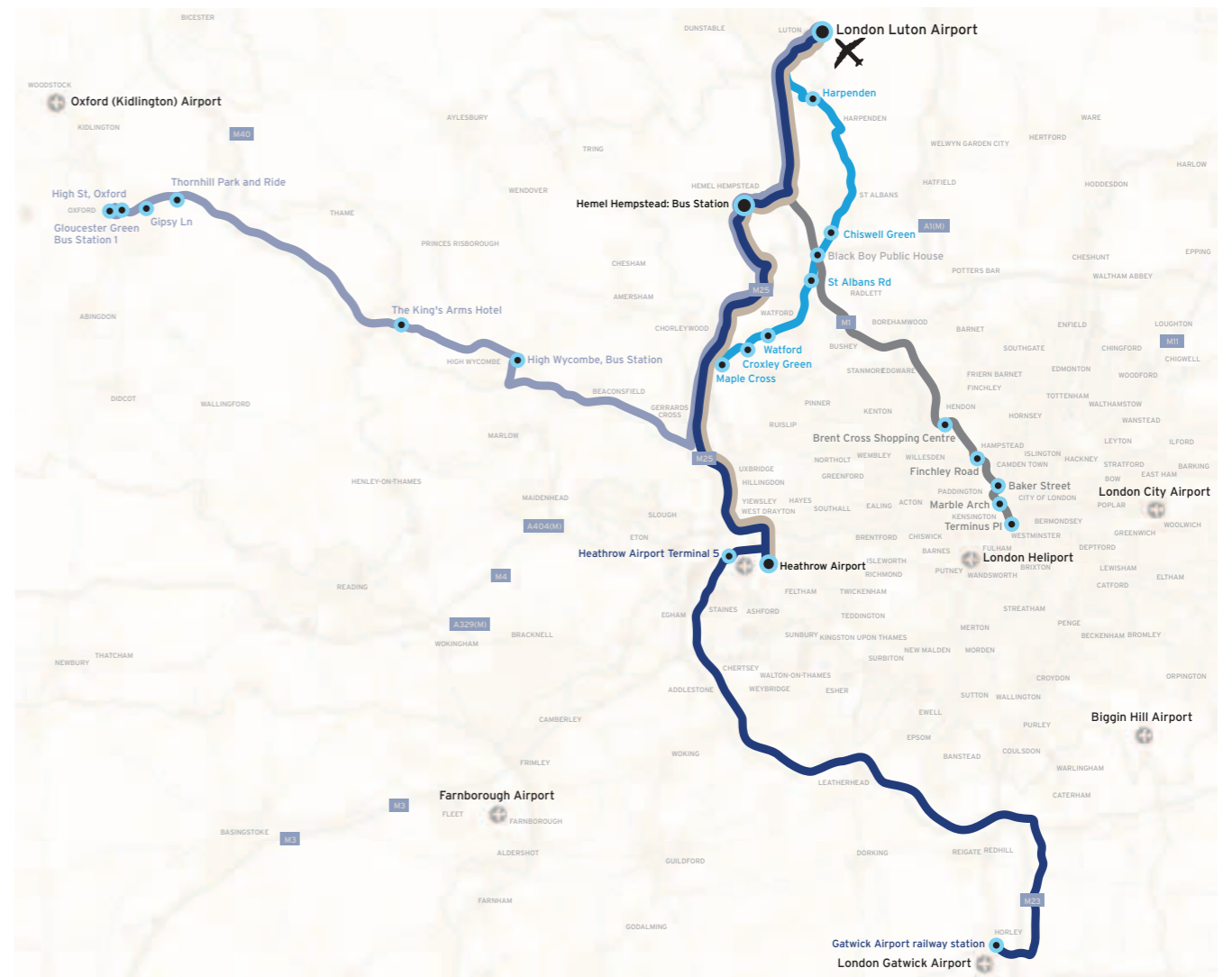


Figure A4: Bus/coach services - south

# B

## Appendix B

### Traffic Flows

Summary of daily (24 hour) summer and winter traffic flows for the local road network between 2004-2009 (see [Table B1](#)).

	Aug-04	Dec-04	Aug-05	Dec-05	Aug-06	Dec-06
Airport Way	24,306	20,281	26,532	21,498	26,707	21,410
Lower Harpenden Road	10,913	12,993	10,426	11,312	10,511	12,246
London Road	18,939	17,596	17,406	15,142	17,436	20,862
Frank Lester Way	8871	9056	10,275	9405	11,351	9765
Vauxhall Way South	27,666	26,079	26,135	25,813	25,034	23,974
Vauxhall Way North	22,470	20,406	19,184	20,298	20,354	20,185
Eaton Green Road	16,205	16,279	14,873	15,405	15,812	15,761
A505 Airport Way (new)	-	-	-	-	-	-
	Aug-07	Dec-07	Aug-08	Dec-08	Aug-09	Dec-09
Airport Way	27,066	22,825	27,441	17,785	9,635	7,945
Lower Harpenden Road	12,308	12,553	10,080	10,729	10,207	11,080
London Road	20,366	21,613	18,361	14,407	18,450	14,281
Frank Lester Way	9484	10,245	8550	11,243	9,849	11,277
Vauxhall Way South	24,922	25,398	20,434	24,585	24,261	22,988
Vauxhall Way North	19,743	19,342	16,760	19,124	17,878	20,418
Eaton Green Road	16,182	16,369	14,862	15,758	14,766	15,350
A505 Airport Way (new)	-	-	-	-	20,370	16,088

Table B1: Summary of traffic flows in winter and summer (2004-2009)

Source: London Luton Airport Annual Monitoring Reports (2007, 2009). See Annual Monitoring Reports for further information including a map of the count locations.

# C

## Appendix C

### Passenger Surface Access

#### C.1 Passenger Numbers

C.1.1 London Luton Airport grew substantially in the mid-2000s, when it was one of the fastest growing airports in the UK (see [Figure C1](#)). This growth was helped by the Airport's excellent connections to London and a strong local catchment with a high propensity to travel 'low cost'. The recent economic downturn has led to passenger numbers falling from the peak of 10.2 million passengers per year (mppa) in 2008 to 8.7 mppa in 2010 (based on terminal passengers, i.e. excluding passengers transferring between flights).

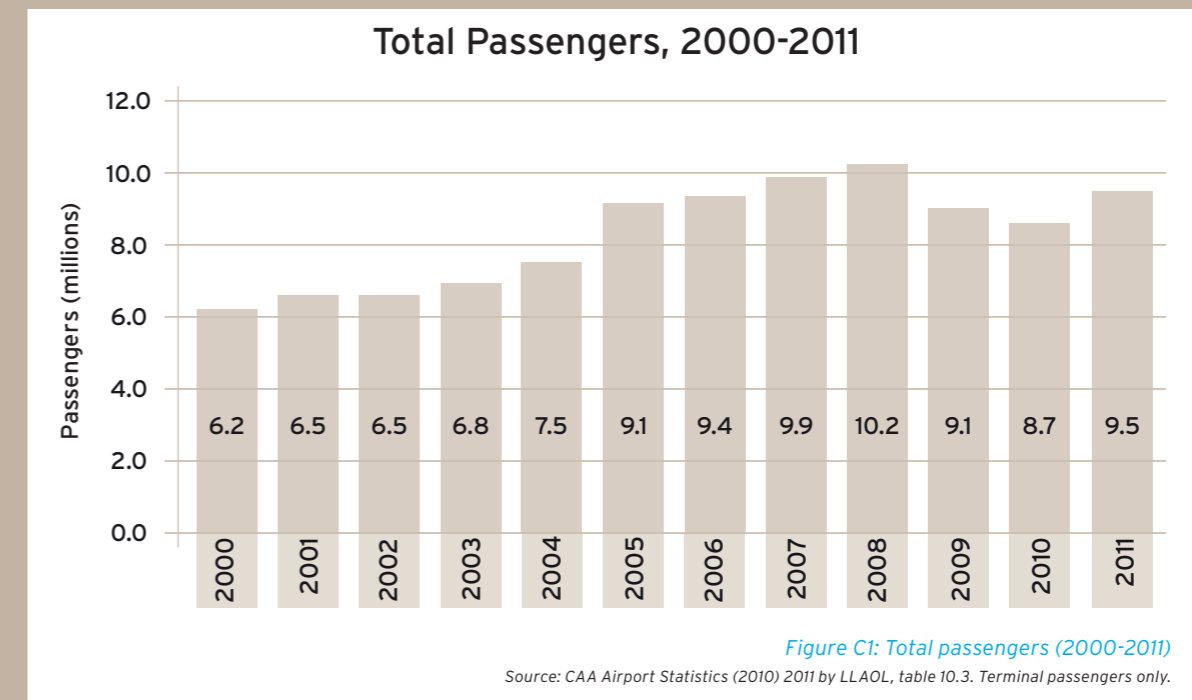


Figure C1: Total passengers (2000-2011)

Source: CAA Airport Statistics (2010) 2011 by LLAOL, table 10.3. Terminal passengers only.

#### C.2 Passenger journeys by time of day

C.2.1 Passengers require surface access to the Airport at most times of the day and night. The exact times depend on flight schedules. [Figure C2](#) (overleaf) shows the check-in profile for the peak summer week in 2011. Passengers arrive for check-in before 04:00, with the daily peak from 04:00 to 05:00 and on most days smaller peaks at lunchtime and in the early evening. Smaller numbers continue to arrive beyond 23:00. [Figure C3](#) (overleaf) shows passengers leaving the Airport terminal. This profile is less peaked, and small numbers continue to arrive during the early hours.



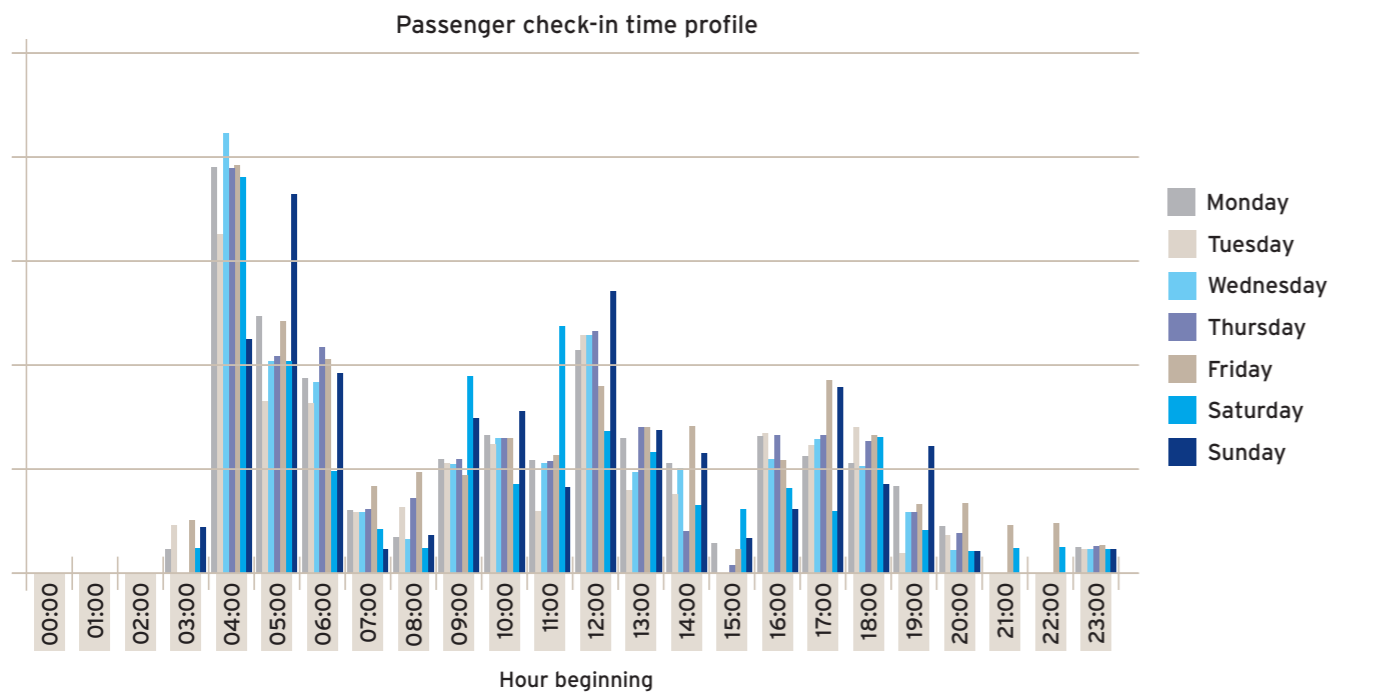


Figure C2: Passenger check-in time profile

Source: London Luton Airport. 2011 peak summer week. Hourly data with smoothed curves. Numbers omitted due to commercial confidentiality. This chart represents passengers on departing flights, requiring 'inbound' surface access.

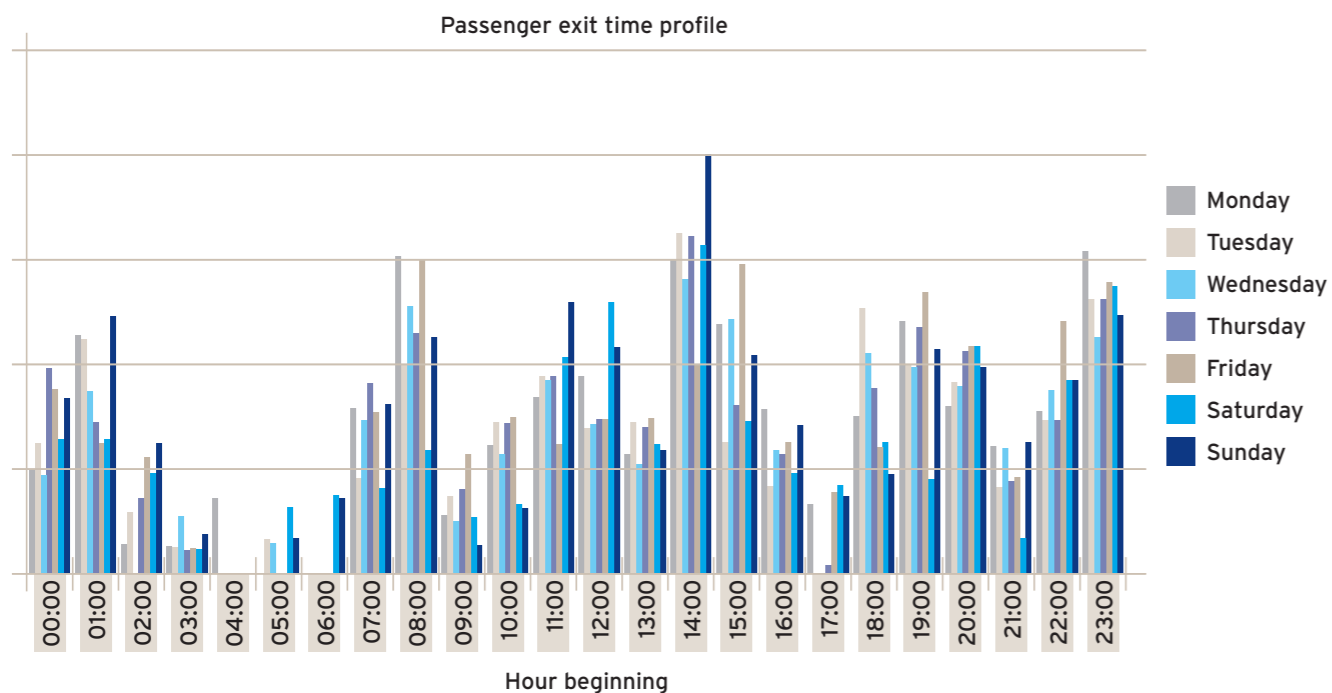


Figure C3: Passenger exit time profile

Source: London Luton Airport. 2011 peak summer week. Hourly data with smoothed curves. Numbers omitted due to commercial confidentiality. This chart represents passengers requiring 'outbound' surface access.

### C.3 CAA Passenger Survey

C.3.1 Current surface access by passengers has been examined from an assessment of the Civil Aviation Authority's (CAA's) Passenger Survey data. The survey data include weightings that match the survey population to the volume of passengers on each air route. The 2009 Interim ASAS and earlier ASAS work used unweighted figures as these were the most reliable figures at the time of compilation. The 2010 Interim ASAS Update used weighted values to take advantage of improvements to the weighting methodology and to provide a more transparent comparison with other UK airports. The 2012-2017 ASAS will also use weighted data.

C.3.2 The 2009 survey data provided a fine-grained listing of modes and allowed respondents to state a sequence of up to three modes. For analysis, the last mode in the sequence has been taken as the mode of access. The modes have been grouped as shown in Table C1.

Group	Mode
Car (drop-off)	Car unspecified
	Private car - driven away
Car (off-site parking)	Private car - hotel car park bus
	Private car - private long-term car park bus
	Private car - type of car park unknown
	Private car - valet service - off airport
Car (on-site parking)	Private car - airport long-term car park bus
	Private car - business car park
	Private car - mid-term car park bus
	Private car - short-term car park
	Private car - short-term car park - meet/greet
	Private car - staff car park bus
Taxi/Minicab	Rental car - hire car courtesy bus
	Airline courtesy car
	Minicab
Train	Taxi
	Taxi/Minicab unspecified
Buses/Coaches	Luton airport parkway shuttle bus
	Bus unspecified
	Bus/coach company unknown
	Charter coach
	LHR-LTN Coach Service
	Local bus companies
	National Express Coach
	Other national/regional coach service
	Terravision
	Motorcycle
Other	Other
	Other unspecified
	Walk

Table C1: Grouping of survey data modes for analysis

## C.4 Passenger Mode Shares

C.4.1 As shown in Table C2 and Figure C4, more than 30% of passengers arrive or depart by public transport (rail or bus/coach). The share of passengers using public transport has risen significantly over recent years as shown in Table C2 and Figure C5. However, 2009 saw a decrease in public transport use compared to 2008, with a 2% reduction in train use in favour of car use. This decline was reflected in the national trend of rail journeys and appears to reflect the economic situation which also saw a reduction in overall passenger numbers at London Luton Airport.

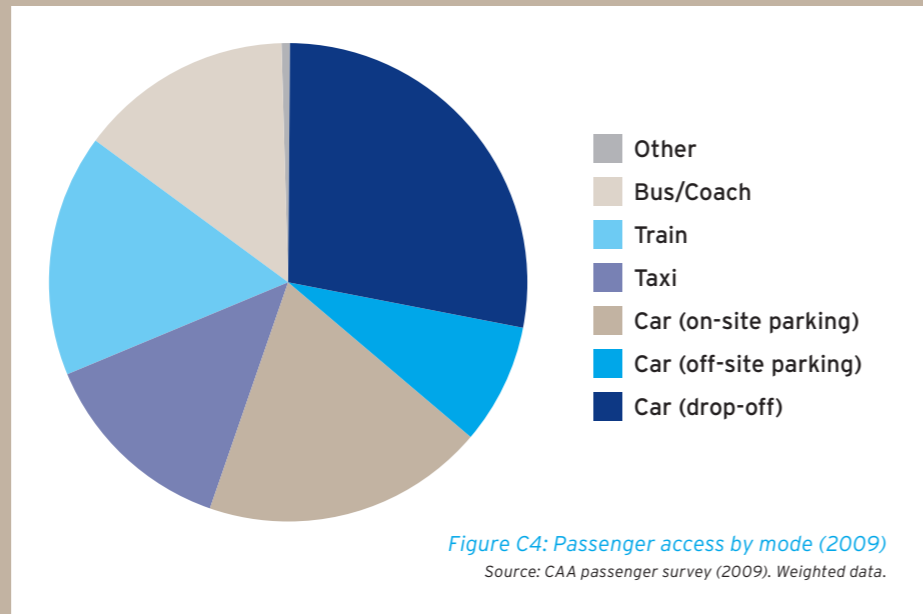


Figure C4: Passenger access by mode (2009)  
Source: CAA passenger survey (2009). Weighted data.

Mode	2005	2006	2007	2008	2009
Car (drop-off)	28.9%	27.9%	24.7%	26.2%	28.3%
Car (off-site parking)	8.5%	7.6%	8.1%	8.6%	8.3%
Car (on-site parking)	21.5%	20.8%	22.8%	18.4%	18.7%
Taxi	12.5%	13.8%	14.9%	13.7%	13.5%
Train	17.8%	17.2%	17.0%	19.1%	16.6%
Bus/Coach	10.3%	12.5%	12.0%	13.7%	14.1%
Other	0.4%	0.3%	0.5%	0.3%	0.5%

Table C2: Passenger mode share trend (2005-2009)  
Source: CAA Passenger Surveys (2005-2009). Weighted data. Pre-2009 analysis by London Luton Airport.

## C.5 Passenger mode shares - by journey purpose and UK/non-UK origin

C.5.1 Mode choice varies strongly by journey purpose and by whether the passenger is a UK or non-UK resident, as shown in Table C3 and Figure C6. Business passengers are less likely than leisure passengers to travel by public transport (24% against 33%). Business passengers are less likely to travel by bus or coach, only slightly more likely to travel by train, and more likely to travel by taxi or minicab. Business and leisure passengers have a similar car mode share, but the majority of business passengers by car will park on-site whereas the majority of leisure passengers will be dropped-off.

C.5.2 UK passengers are more likely to travel by car than non-UK passengers (60% against 42%). Drop-off mode share is similar for both groups of passengers and the increased car mode share for UK passengers is from increased parking both on-site and off-site. Non-UK passengers are more likely to travel by bus/coach instead.

C.5.3 Combining the two sets of analysis shows that non-UK leisure passengers are the strongest bus/coach users, with a 28% mode share. Non-UK business passengers are the strongest taxi/minicab users, with a 28% mode share. Train travel is relatively consistent across the four market segments, with a 19% or 20% share except for 15% of UK leisure travellers.

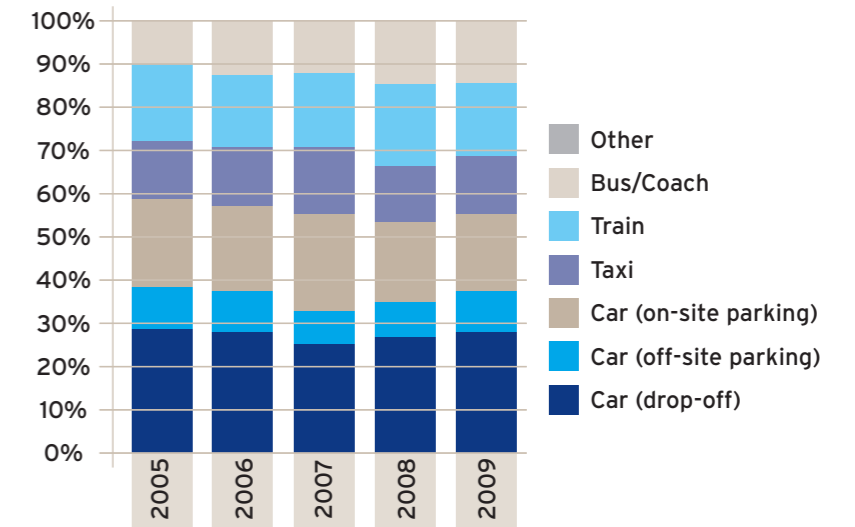


Figure C5: Passenger mode share (2005 - 2009)  
Source: CAA Passenger Surveys (2002-2009). Weighted data.

Mode	Business non-UK	Business UK	All Business	Leisure non-UK	Leisure UK	All Leisure	All non-UK	All UK	All Passengers
Car (drop-off)	20.0%	15.3%	16.6%	30.1%	30.9%	30.7%	28.3%	28.1%	28.2%
Car (off-site parking)	2.1%	5.2%	4.4%	0.5%	12.5%	9.2%	0.8%	11.2%	8.3%
Car (on-site parking)	17.8%	39.9%	33.8%	11.4%	16.8%	15.3%	12.5%	21.0%	18.7%
Taxi/Minicab	27.8%	17.3%	20.2%	9.6%	12.9%	12.0%	12.9%	13.7%	13.5%
Train	19.8%	18.7%	19.0%	19.8%	14.6%	16.1%	19.8%	15.4%	16.6%
Buses/Coaches	9.2%	2.7%	4.5%	28.2%	12.1%	16.5%	24.8%	10.4%	14.4%
Other	3.2%	0.8%	1.5%	0.4%	0.2%	0.2%	0.9%	0.3%	0.5%
% of all passengers	5.1%	12.8%	17.9%	23.5%	58.6%	82.1%	28.5%	71.5%	100.0%

Table C3: Passenger mode share, by type of passenger (2009)  
Source: CAA Passenger Survey (2009). Weighted data.

more than 30% of passengers arrive or depart by public transport

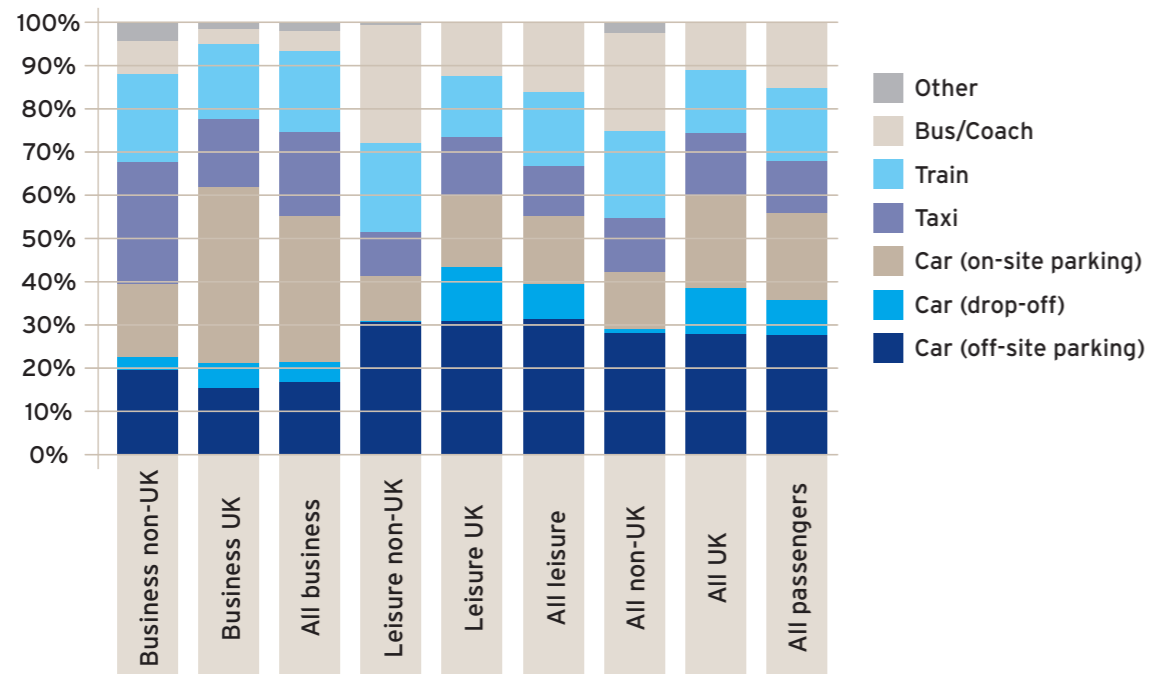


Figure C6: Passenger mode share, by type of passenger (2009)  
Source: CAA passenger survey (2009). Weighted data.

## C.6 Passenger Catchment

C.6.1 The majority of passengers are drawn from the South East region of England, with most of the rest drawn from the East of England, as shown in Table C4.

C.6.2 At county level, as shown in Table C5, more than one in three passengers is travelling to or from Greater London (38%).

C.6.3 At district level, as shown in Table C6, there is no single dominant origin/destination, which reflects the strong leisure base of London Luton Airport's passengers. The most common district is the City of Westminster (5%), which includes a large number of non-UK leisure passengers. Other key districts include several that have easy access to London Luton Airport along the Thameslink and M1 corridors (Luton, Camden, Barnet, St Albans) as well as the growing city of Milton Keynes and the former Mid-Bedfordshire district (as existed in 2009).

Region	2009
South East	54.3%
East of England	30.3%
East Midlands	8.1%
West Midlands	3.2%
Other regions and Eire	4.1%

Table C4: Passenger surface access journey origin/destination by region (2009)  
Source: CAA passenger survey (2009).

County	2009
Greater London	37.7%
Hertfordshire	12.8%
Bedfordshire	9.5%
Buckinghamshire	7.4%
Northamptonshire	4.2%
Cambridgeshire	3.7%
Oxfordshire	2.8%
Essex	2.2%
Berkshire	2.1%
West Midlands	1.7%
Other counties	16.0%

Table C5: Passenger surface access journey origin by county (2009)  
Source: CAA passenger survey (2009).

District	2009	District	2009
City of Westminster	4.9%	Aylesbury Vale	1.5%
Luton	4.4%	Southwark	1.5%
Camden	4.2%	Ealing	1.5%
Milton Keynes	3.9%	Oxford	1.5%
Barnet	3.8%	Islington	1.4%
St Albans	3.0%	Watford	1.2%
Mid Bedfordshire §	2.5%	Welwyn Hatfield	1.2%
Dacorum	2.4%	Wycombe	1.1%
Northampton	2.1%	City of London	1.1%
Brent	2.1%	Hertsmere	1.0%
Bedford *	1.8%	Lambeth	1.0%
Kensington & Chelsea	1.8%	Birmingham	1.0%
Cambridge	1.6%	Haringey	1.0%
Harrow	1.6%	Hammersmith	0.9%
North Hertfordshire	1.6%	Hackney	0.9%
		Other districts	40.4%

Table C6: Passenger surface access origin/destination by district (2009)  
Source: CAA passenger survey (2009).

§ Former district as existed in 2009, now part of Central Bedfordshire.  
\* Appears in dataset as N Bedfordshire - assumed to be Bedford.



## C.7 Passenger Mode Shares - by catchment

C.7.1 The passenger mode share varies by catchment area, reflecting both the nature of the passengers and the transport options available in each area.

C.7.2 **Table C7** and **Figure C7** show the mode share for the top ten counties. Greater London has a public transport mode share of 55%, reflecting both the strong bus/coach and train links and the contribution of non-UK leisure travellers to this catchment. Taxi/minicab use is unsurprisingly strong in the Airport's adjoining counties of Hertfordshire and Bedfordshire, at above 20%. Public transport's mode share is strong in the West Midlands (37%) and Oxfordshire (29%), almost entirely due to the coach services to/from Birmingham/Coventry and Oxford respectively. Interestingly, train use by Berkshire passengers is relatively high at 19%, despite requiring a cross-London transfer as part of the journey.

County	Car (drop-off)	Car (off-site parking)	Car (on-site parking)	Taxi/Minicab	Train	Buses/Coaches	Other
Greater London	19.4%	3.8%	8.2%	13.9%	32.1%	22.5%	0.1%
Hertfordshire	42.7%	6.2%	20.2%	20.8%	6.4%	3.6%	0.0%
Bedfordshire	43.6%	3.1%	13.4%	26.4%	9.0%	2.2%	2.3%
Buckinghamshire	40.3%	10.5%	27.8%	12.2%	0.7%	8.5%	0.0%
Northamptonshire	42.5%	8.3%	22.5%	10.3%	7.7%	8.3%	0.4%
Cambridgeshire	30.4%	9.4%	32.5%	9.5%	2.4%	15.6%	0.2%
Oxfordshire	17.9%	17.5%	28.5%	4.8%	0.8%	28.1%	2.4%
Essex	24.4%	16.7%	29.8%	9.2%	4.8%	15.2%	0.0%
Berkshire	31.7%	10.5%	22.7%	11.2%	19.4%	4.6%	0.0%
West Midlands	20.8%	13.6%	27.0%	1.7%	0.0%	36.9%	0.0%

Table C7: Passenger surface access mode share by county, for top counties (2009)  
Source: CAA passenger survey (2009).

“The passenger mode share varies by catchment area, reflecting both the nature of the passengers and the transport options available in each area”

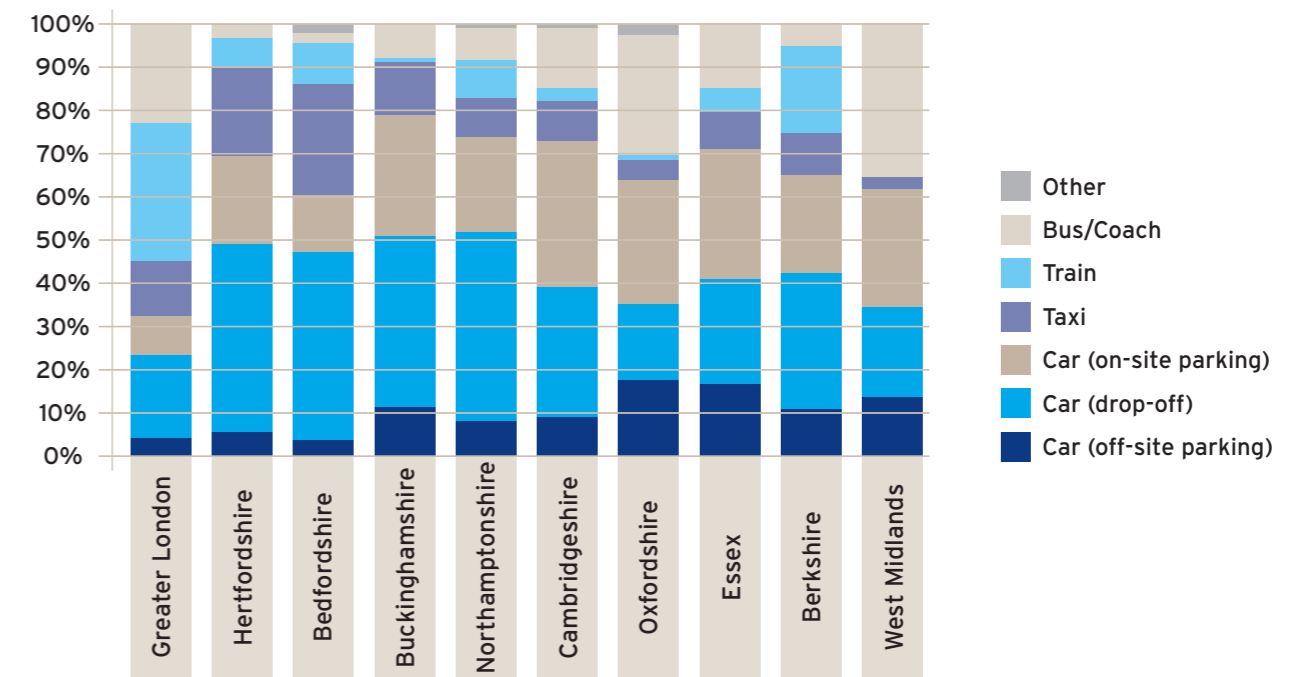


Figure C7: Passenger surface access mode share by county, for top counties (2009)  
Source: CAA passenger survey (2009).

C.7.3 **Table C8** (overleaf) shows the mode share data at district level for the top 20 districts. **Figure C8** shows the same data but in terms of passenger volumes as well as the mode split. This data shows strongly the influence of the Thameslink rail corridor (Westminster, Camden, Bedford, Southwark, Islington and more surprisingly Kensington & Chelsea), as well as areas with strong bus/coach links (Westminster, Kensington & Chelsea, Cambridge, Southwark, Oxford, and to a lesser extent Camden, Northampton and Brent). Central London, Oxford and Cambridge also correspond to strong student and non-UK leisure populations for whom the bus/coach links are likely to be an attractive product.

C.7.4 Conversely, the districts with low public transport shares include:

- > Luton, where taxi/minicab and drop-off unsurprisingly serve more than 80% of passengers;
- > Milton Keynes, where the coach service has only a 10% market share;
- > Barnet and St Albans, where the M1 corridor supports car travel despite the Thameslink route running through both of these areas;
- > Mid-Bedfordshire, Dacorum and Northampton, all of which reflect limited public transport links.

C.7.5 **Table C9** shows the data from an alternative point of view: how passengers from each district contribute to the total use of each mode. This table confirms the overall picture that passenger origins and destinations are widespread, as individual districts rarely contribute large proportions of a particular mode. The 'other' category consists mainly of walking and cycling, so Luton's 44% contribution to this category is unsurprising. For other modes, Westminster contributes 18% of bus and coach passengers, Camden contributes 14% of train passengers, and Luton contributes 13% of taxi/minicab passengers.

District	Car (drop-off)	Car (off-site parking)	Car (on-site parking)	Taxi/Minicab	Train	Buses/Coaches	Other
City of Westminster	3.4%	1.2%	3.6%	9.2%	28.8%	53.6%	0.1%
Luton	42.3%	0.4%	6.8%	39.9%	3.2%	2.9%	4.5%
Camden	9.6%	1.4%	3.2%	12.6%	57.1%	16.1%	0.0%
Milton Keynes	38.9%	7.5%	28.3%	14.3%	0.9%	10.3%	0.0%
Barnet	29.8%	7.2%	15.1%	18.9%	14.9%	14.1%	0.0%
St Albans	40.1%	6.8%	11.0%	24.3%	15.5%	2.4%	0.0%
Mid Bedfordshire §	49.1%	5.4%	19.0%	19.9%	4.8%	0.9%	1.0%
Dacorum	50.3%	6.9%	24.5%	14.0%	0.2%	4.0%	0.0%
Northampton	50.2%	5.4%	21.9%	8.7%	1.0%	12.8%	0.0%
Brent	18.7%	4.5%	9.0%	26.2%	24.0%	17.6%	0.0%
Bedford *	37.9%	7.1%	13.3%	8.0%	32.3%	1.4%	0.0%
Kensington & Chelsea	7.4%	0.7%	5.1%	18.3%	39.0%	29.5%	0.0%
Cambridge	32.2%	2.4%	26.9%	12.0%	0.8%	25.2%	0.4%
Harrow	30.2%	11.5%	21.5%	26.5%	5.8%	4.0%	0.5%
N Hertfordshire	54.4%	5.3%	12.0%	20.7%	1.5%	6.1%	0.0%
Aylesbury Vale	39.9%	20.1%	24.9%	9.4%	0.0%	5.7%	0.0%
Southwark	27.4%	0.0%	2.5%	0.5%	38.5%	31.1%	0.0%
Ealing	37.9%	3.3%	8.8%	25.2%	10.8%	13.9%	0.0%
Oxford	18.3%	12.6%	27.3%	3.4%	0.0%	38.4%	0.0%
Islington	12.7%	4.2%	2.5%	8.4%	59.4%	12.7%	0.0%

District	Car (drop-off)	Car (off-site parking)	Car (on-site parking)	Taxi/Minicab	Train	Buses/Coaches	Other
City of Westminster	0.6%	0.7%	0.9%	3.3%	8.4%	18.2%	0.8%
Luton	6.5%	0.2%	1.6%	12.9%	0.8%	0.9%	43.8%
Camden	1.4%	0.7%	0.7%	3.9%	14.3%	4.6%	0.0%
Milton Keynes	5.4%	3.5%	5.9%	4.1%	0.2%	2.8%	0.0%
Barnet	4.0%	3.3%	3.0%	5.3%	3.4%	3.7%	0.0%
St Albans	4.3%	2.4%	1.8%	5.4%	2.8%	0.5%	0.0%
Mid Bedfordshire §	4.4%	1.6%	2.6%	3.7%	0.7%	0.2%	5.5%
Dacorum	4.2%	2.0%	3.1%	2.5%	0.0%	0.7%	0.0%
Northampton	3.8%	1.4%	2.5%	1.4%	0.1%	1.9%	0.0%
Brent	1.4%	1.1%	1.0%	4.1%	3.0%	2.6%	0.0%
Bedford *	2.4%	1.5%	1.3%	1.1%	3.5%	0.2%	0.0%
Kensington & Chelsea	0.5%	0.2%	0.5%	2.4%	4.2%	3.7%	0.0%
Cambridge	1.8%	0.5%	2.3%	1.4%	0.1%	2.8%	1.5%
Harrow	1.7%	2.2%	1.8%	3.1%	0.6%	0.4%	1.8%
N Hertfordshire	3.0%	1.0%	1.0%	2.4%	0.1%	0.7%	0.0%
Aylesbury Vale	2.2%	3.7%	2.1%	1.1%	0.0%	0.6%	0.0%
Southwark	1.5%	0.0%	0.2%	0.1%	3.5%	3.3%	0.0%
Ealing	2.0%	0.6%	0.7%	2.8%	1.0%	1.5%	0.0%
Oxford	1.0%	2.2%	2.2%	0.4%	0.0%	3.9%	0.0%
Islington	0.6%	0.7%	0.2%	0.9%	5.0%	1.2%	0.0%
All other districts	47.3%	70.4%	64.6%	37.8%	48.1%	45.7%	46.6%

Table C8: Passenger surface access mode share by district, for top districts (2009)

Source: CAA passenger survey (2009).

§ Former district as existed in 2009, now part of Central Bedfordshire.

\* Appears in dataset as North Bedfordshire - assumed to be Bedford.

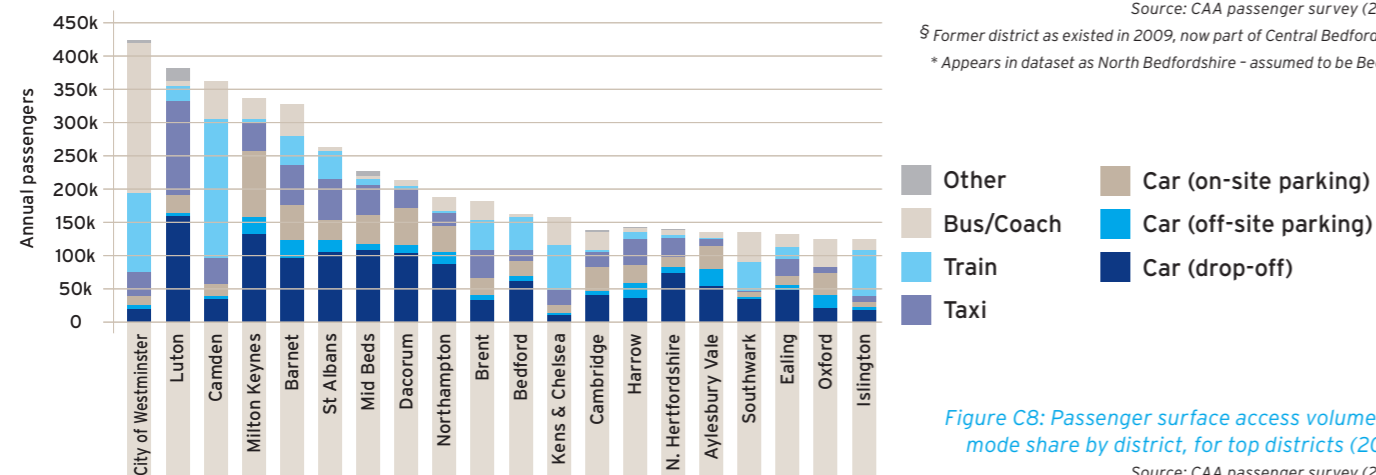


Figure C8: Passenger surface access volume and mode share by district, for top districts (2009)

Source: CAA passenger survey (2009).

Table C9: Top districts' contribution to each mode's total trips (2009)

Source: CAA passenger survey (2009).

Example: 18% of bus/coach passengers are travelling to/from the City of Westminster.

§ Former district as existed in 2009, now part of Central Bedfordshire.

\* Appears in dataset as North Bedfordshire - assumed to be Bedford.

## C.8 Car and Taxi use - by catchment

C.8.1 This section looks at the main catchments for car and taxi users, as these modes are key to achieving modal shift to public transport.

C.8.2 **Table C10** shows the top 20 districts that contribute most to car travel to/from London Luton Airport, and also shows the car mode share in these districts. As with previous tables, the data demonstrate the wide range of passenger origins. The top origin by car, Milton Keynes, only contributes 5% of all passenger access by car. To give an idea of how this translates into the overall passenger mode split, the car mode share for all passengers is 55% and these Milton Keynes car passengers therefore represent approximately 3% of all passengers.

District	% of all pax using car	Car Mode Share
Milton Keynes	5.3%	74.6%
Luton	3.9%	49.5%
Barnet	3.6%	52.1%
Dacorum	3.5%	81.8%
Mid Bedfordshire <sup>§</sup>	3.3%	73.4%
St Albans	3.2%	57.8%
Northampton	3.0%	77.5%
Aylesbury Vale	2.4%	85.0%
N Hertfordshire	2.0%	71.7%
Bedford *	1.9%	58.3%
Harrow	1.8%	63.2%
Cambridge	1.8%	61.6%
Watford	1.6%	74.2%
Wycombe	1.6%	78.8%
Oxford	1.6%	58.1%
Ealing	1.4%	50.0%
Welwyn Hatfield	1.3%	62.8%
Peterborough	1.3%	79.5%
Hillingdon	1.2%	82.7%
Brent	1.2%	32.2%
All other districts	53.1%	n/a

Table C10: Top districts for passenger surface access by car (2009)

Source: CAA passenger survey (2009).

Example: 5% of London Luton Airport passengers travelling by car are travelling to/from Milton Keynes.

Of all passengers to/from Milton Keynes, 75% travel by car.

<sup>§</sup> Former district as existed in 2009, now part of Central Bedfordshire.

\* Appears in dataset as N Bedfordshire - assumed to be Bedford.

C.8.3 **Table C11** shows the top 20 districts that contribute most to taxi/minicab travel to/from London Luton Airport, and also shows the taxi/minicab mode share in these districts. Luton is the single largest contributor to taxi/minicab use, although it represents only 13% of taxi/minicab use. Apart from Luton, there is an array of districts with small shares of the taxi/minicab users, and the top 20 for taxi/minicab use only contribute two-thirds of the trips by this mode.

C.8.4 Interestingly, the size of the overall Westminster market (the top district for passenger origins) means that even though it only has a low 9% taxi/minicab mode share, it is still one of the top ten districts for passengers using taxi/minicab.

District	% of all pax using taxi/minicab	Taxi/minicab Mode Share
Luton	12.9%	39.9%
St Albans	5.4%	24.3%
Barnet	5.3%	18.9%
Milton Keynes	4.1%	14.3%
Brent	4.1%	26.2%
Camden	3.9%	12.6%
Mid Bedfordshire <sup>§</sup>	3.7%	19.9%
City of Westminster	3.3%	9.2%
Harrow	3.1%	26.5%
Ealing	2.8%	25.2%
Welwyn Hatfield	2.6%	30.0%
Dacorum	2.5%	14.0%
Kensington & Chelsea	2.4%	18.3%
N Hertfordshire	2.4%	20.7%
E Hertfordshire	1.9%	33.3%
Windsor & Maidenhead	1.6%	25.6%
Stevenage	1.5%	26.1%
Cambridge	1.4%	12.0%
Northampton	1.4%	8.7%
Watford	1.3%	14.4%
All other districts	32.4%	n/a

Table C11: Top districts for passenger surface access by taxi/minicab (2009)

Source: CAA passenger survey (2009).

Example: 13% of London Luton Airport passengers travelling by taxi or minicab are travelling to/from Luton.

Of all passengers to/from Luton, 40% travel by taxi or minicab.

<sup>§</sup> Former district as existed in 2009, now part of Central Bedfordshire.

# D Appendix D

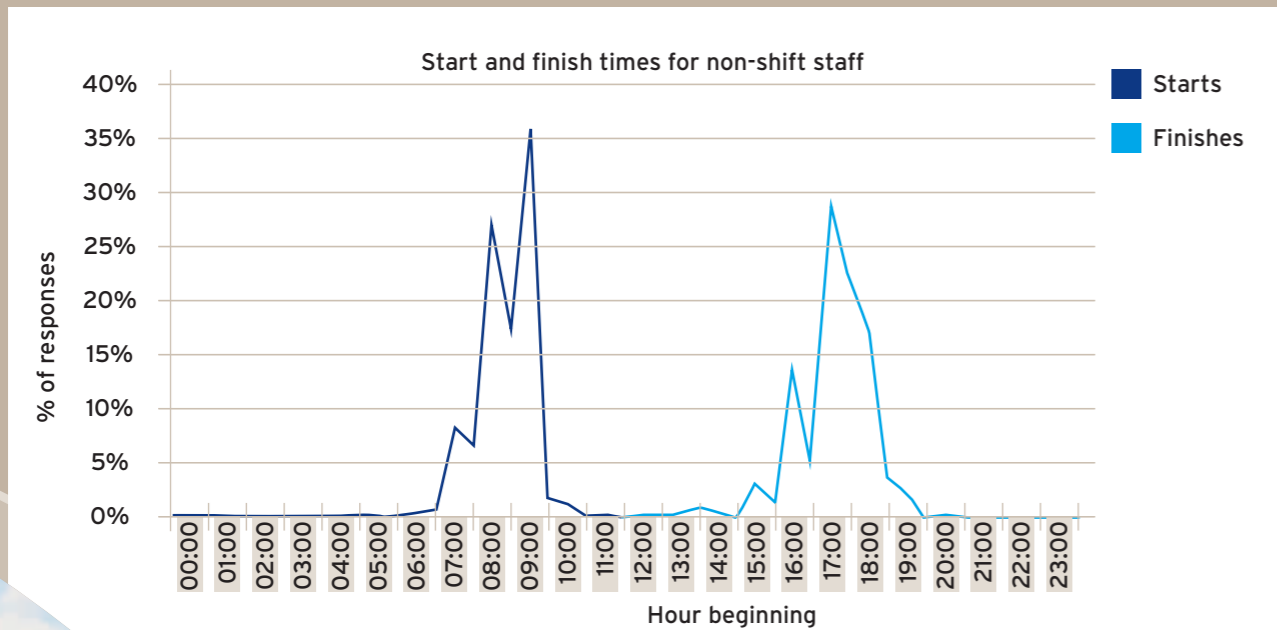
## Staff Surface Access

### D.1 Introduction

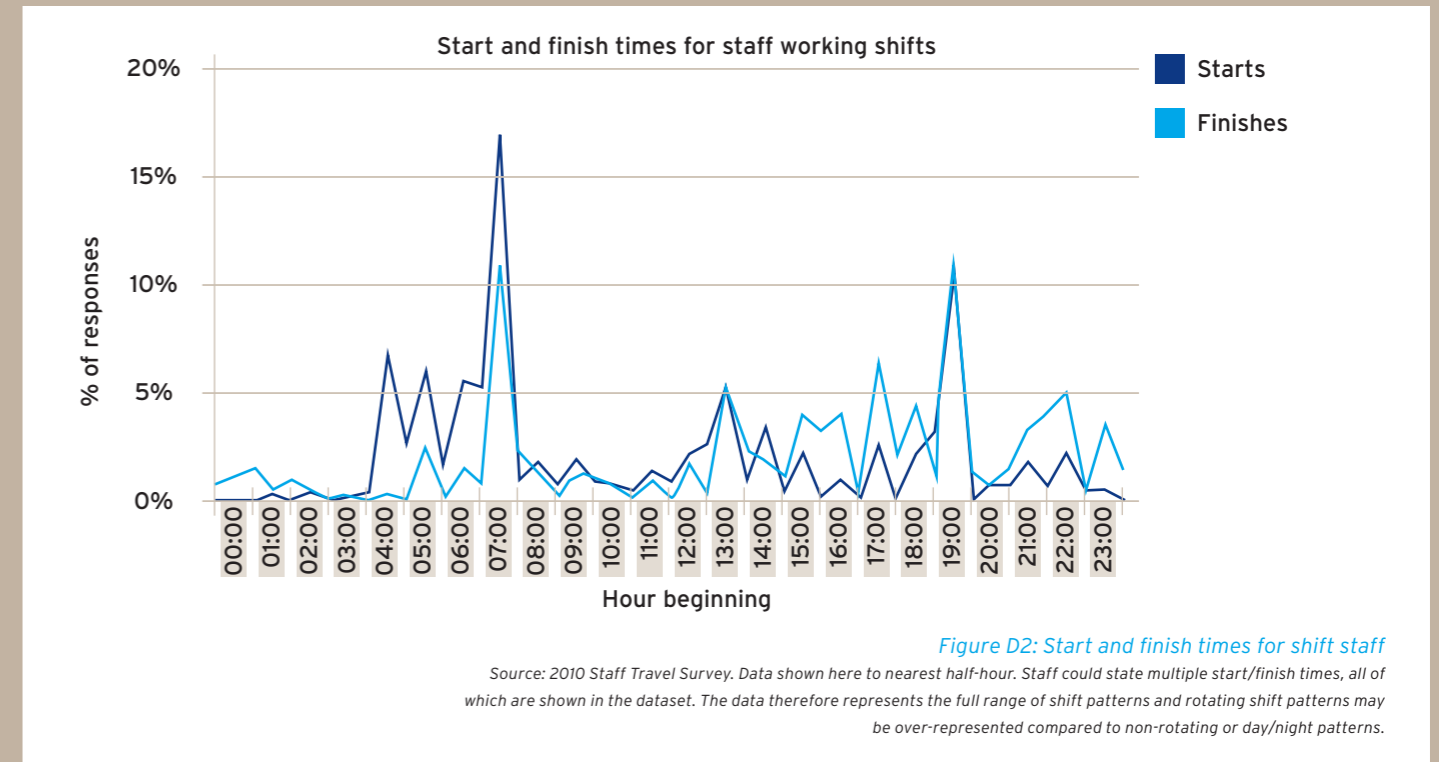
D.1.1 The majority of the data presented in this section is from the 2010 Staff Travel Survey. The tables have been extracted from the London Luton Airport 2010 Staff Travel Survey Report produced in January 2011.

### D.2 Staff journeys - by time of day

D.2.1 Airport staff have a range of employment patterns. **Figure D1** shows the typical start and finish times for non-shift staff, and shows the typical 'office hours' pattern of arrivals and departures. **Figure D2** shows the corresponding times for staff working shifts. This shows a strong concentration of 12-hour shifts beginning and ending at 0700 and 1900, but substantial numbers of shifts start and finish at other times. This includes shifts finishing late in the evening (2200 or 2300), shifts starting early in the morning (0400 or 0500) and small numbers starting or finishing throughout the night.



**Figure D1: Start and finish times for non-shift staff**  
Source: 2010 Staff Travel Survey. Data shown here to nearest half-hour.



**Figure D2: Start and finish times for shift staff**  
Source: 2010 Staff Travel Survey. Data shown here to nearest half-hour. Staff could state multiple start/finish times, all of which are shown in the dataset. The data therefore represents the full range of shift patterns and rotating shift patterns may be over-represented compared to non-rotating or day/night patterns.

### D.3 Staff Mode Shares

D.3.1 **Table D1** shows the usual mode of travel to work. As in previous surveys, respondents could choose as many options as they wished, and for this 'headline' mode share their responses are weighted so that each respondent counts only once.

D.3.2 In 2010 two-thirds of staff commuted by driving alone. Another 12% car-share, and the survey result suggested that many of these staff take turns to be driver or passenger. Compared to previous surveys in 2000 and 2008, there is a clear movement from single-occupancy cars to alternative modes, in particular car-sharing, walking and bus/coach. This is a positive trend for London Luton Airport, suggesting that initiatives undertaken at the Airport and in the wider areas have contributed to mode shift and adoption of more sustainable travel options.

Mode	2000*	2008	2010
Drive Alone	78%	72.0%	66.2%
Car Share	11%	9.7%	11.7%
Taxi	1%	1.7%	1.2%
Motorcycle	2%	0.8%	1.2%
Rail	2%	5.4%	5.2%
Bus / Coach	2%	6.1%	7.5%
Cycle	1%	1.0%	2.3%
Walk	3%	3.4%	4.5%
Other	-	-	0.2%

**Table D1: Staff mode share (2000-2010)**  
Source: Staff Travel Surveys.  
\* 2000 data only available as integers. 2010 data based on 727 responses.

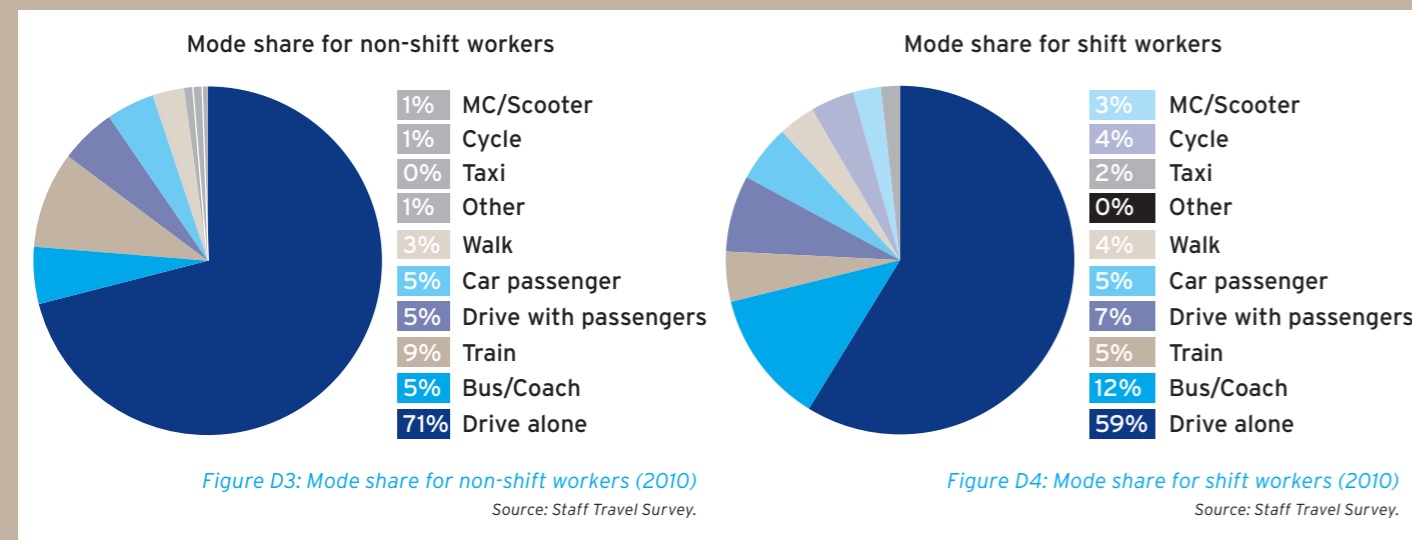


D.3.3 Further analysis of the survey data allocated each respondent to a single main mode based on the travel pattern indicated by their responses. This was done to facilitate the more detailed analysis of the data. The totals shown in the more detailed analysis below may therefore differ from the 'headline' mode share.

D.3.4 Table D2, Figure D3 and Figure D4 show the mode shares for shift workers and non-shift workers. Shift workers are less likely than non-shift workers to drive alone, less likely to travel by train, and more likely to travel by bus/coach or cycle. This is likely to be fundamentally connected to the distances shift and non-shift workers travel to work.

Mode	Non-shift	Shift	Total
Drive Alone	71.1%	59%	65.9%
Bus/Coach	5.2%	12%	8.2%
Train	8.9%	5%	7.0%
Drive with passengers	5.2%	7%	6.0%
As a car passenger	4.5%	5%	4.8%
Walk	2.5%	4%	2.9%
Cycle	1.3%	4%	2.4%
Motorcycle/Scooter	0.5%	3%	1.5%
Taxi	0.2%	2%	0.8%
Other	0.5%	0%	0.3%

*Table D2: Staff mode share by shift status (2010)*  
 Source: Staff Travel Survey.  
 Based on 533 responses from non-shift staff and 398 responses from shift staff.



## D.4 Staff Catchment

D.4.1 Table D3 shows the staff catchment area, which was recorded by postcode in the Staff Travel Survey. Approximately half of staff live in Luton postcodes, with another 11% in Milton Keynes postcodes and another 10% in Stevenage postcodes. The remainder are spread across south-east England and the Midlands. The data show that while the majority of staff live in the local area, a significant proportion travel some distance to the Airport - particularly when compared to previous results in 2008. This may reflect the underlying economic situation. This increased distribution of staff will represent a challenge to formulating measures to influence staff modes of travel.

D.4.2 When shift and non-shift workers are shown separately, differences emerge. Shift workers are more concentrated in Luton postcodes (65% against 43%). This is likely to be connected to employment types and economic factors, but will have an impact on travel choices. It underlines the particular need for travel options from local areas to serve shift patterns with non-office and/or irregular hours.

Postal Area	Shift Worker	Non Shift Worker	Staff Average
LU (Luton)	65.2%	42.8%	52.4%
MK (Milton Keynes)	9.0%	12.3%	10.9%
SG (Stevenage)	7.9%	11.1%	9.7%
AL (St Albans)	3.9%	6.6%	5.4%
HP (Hemel Hempstead)	1.1%	4.0%	2.8%
NN (Northampton)	3.7%	1.9%	2.7%
CB (Cambridge)	1.1%	1.9%	1.6%
WD (Watford)	0.8%	2.1%	1.6%
CM (Chelmsford)	1.4%	1.5%	1.5%
N (London N)	0.3%	2.1%	1.3%
PE (Peterborough)	0.8%	1.7%	1.3%
NW (London NW)	0.3%	1.7%	1.1%
Others	4.5%	10.2%	7.7%

*Table D3: Staff catchment by postal area for shift and non-shift staff (2010)*  
 Source: Staff Travel Survey.  
 Based on 826 responses.

## Appendix E

# DfT ASAS Guidance (1999)

The following table summarises the suggested content of an effective ASAS based on the DfT's *Guidance on Airport Surface Access Strategies* (1999). A commentary shows how the 2012-2017 ASAS reflects these as far as practical.

## D.5 Staff Mode Shares - by catchment

D.5.1 **Table D4** shows the mode share for staff from each of the top postcode areas. Each of these areas reflects the overall dominance of driving alone. In the Luton postal area, bus and coach (14%), walking (6%) and cycling (4%) are unsurprisingly relatively strong modes, and the drive-alone share is relatively low but still represents a majority of people. In Milton Keynes postcodes, train travel is relatively strong (9% - likely to be those travelling from Bedford) but the drive-alone share is still 78%. In Stevenage postal areas, the public transport share is very low (probably reflecting limited east-west routes) and the drive-alone share is particularly high.

Postal area	Drive alone	Drive with passengers	As a car passenger	Bus/Coach	Train	Motorcycle/Scooter	Taxi	Cycle	Walk	Other
Luton	55.7%	6.0%	7.6%	13.9%	3.7%	1.6%	1.4%	3.9%	6.0%	0.2%
Milton Keynes	77.8%	7.8%	3.3%	1.1%	8.9%	1.1%	-	-	-	-
Stevenage	87.5%	7.5%	1.3%	-	1.3%	2.5%	-	-	-	-
St Albans	73.3%	2.2%	-	2.2%	15.6%	4.4%	-	2.2%	-	-
Hemel Hempstead	100.0%	-	-	-	-	-	-	-	-	-
Northampton	72.7%	9.1%	4.5%	4.5%	9.1%	-	-	-	-	-
Others	67.7%	3.0%	19.5%	4.5%	2.3%	1.5%	-	-	-	1.5%

Table D4: Staff mode share by postal area - top areas (2010)

Source: Staff Travel Survey.  
Based on 826 responses.

D.5.2 **Table D5** shows where the users of each mode come from. Not surprisingly, most modes are dominated by Luton postcodes, representing the overall distribution of staff. Bus and coach use is high (90%) among Luton postcodes, which also represent 44% of drive-alone trips. Train use is more widely distributed, with significant proportions of train users coming from Milton Keynes, St Albans and other postcodes including London (N and NW).

Postal area	Drive alone	Drive with passengers	As a car passenger	Bus/Coach	Train	Motorcycle/Scooter	Taxi	Cycle	Walk	Other
Luton	44.4%	54.2%	80.5%	89.6%	26.7%	50.0%	100.0%	94.4%	100.0%	33.3%
Milton Keynes	12.9%	14.6%	7.3%	1.5%	13.3%	7.1%	-	-	-	-
Stevenage	12.9%	12.5%	2.4%	-	1.7%	14.3%	-	-	-	-
St Albans	6.1%	2.1%	-	1.5%	11.7%	14.3%	-	5.6%	-	-
Hemel Hempstead	4.2%	-	-	-	-	-	-	-	-	-
Northampton	2.9%	4.2%	2.4%	1.5%	3.3%	-	-	-	-	-
Others	16.6%	12.5%	7.3%	6.0%	43.3%	14.3%	-	-	-	66.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table D5: Top postal areas' contribution to total staff trips by each mode (2010)

Source: Staff Travel Survey.  
Based on 826 responses.

Requirement	2012-2017 ASAS
Analysis of existing surface access arrangements, including public transport facilities in and close to airports, identifying constraints and opportunities to secure modal shift.	A full analysis of mode share for passengers and employees is provided. The existing public transport services that serve the Airport together with infrastructure provision and constraints are outlined.
Setting of challenging short-term targets and longer term goals based on the above.	Both short-term actions and long-term objectives are proposed. These reflect existing mode share performance as well as constraints and opportunities for achieving modal shift.
Increasing the proportion of journeys made to the Airport by public transport, bicycle and walking.	The ASAS sets targets to increase the proportion of passengers travelling by public transport from 31% in 2009 to 40% in 2017, and to reduce single occupancy employee car trips from 66% in 2008 to 60% by 2017.
Ensuring that objectives and targets are realistic and deliverable.	The objectives have been considered based on recent modal shift trends and have been validated in consultation with the ATF and wider community.
Have regard to the need to integrate airport surface access with local and wider regional transport and economic strategies and land use plans.	Chapter 3 summarises the national and local policy background relevant to the ASAS, which has been developed with these policies in mind. The ASAS is also compatible with existing regional and sub-regional economic strategy although this level of policy is currently in flux. London Luton Airport will continue to ensure alignment with sub-regional objectives through stakeholder engagement and the ATF.
Mix of short-term actions and longer term proposals and policy measures to tackle the problems and deliver targets/goals.	Both short-term actions and long-term objectives are proposed. Each action and each objective has a target date.
An indication of the cost of schemes and the associated policy measures, and how they might be funded.	London Luton Airport is committed to working with partners and the ATF to assist in developing costed actions and identifying funding sources. Large-scale capital schemes are not proposed as part of this ASAS.
A set of performance indicators, and other output measures which can be used to monitor and assess whether the strategy is delivering its targets and stated objectives.	Key Performance Indicators to be used as part of the annual monitoring process are outlined in Chapter 7, together with baseline information.

Table E1: Requirements and characteristics of an effective ASAS

Note: Requirements adapted from DfT's *Guidance on Airport Surface Access Strategies* (1999).

This document is printed on recycled stock  
from sustainable sources

For more information visit  
[www.londonlutoninthecommunity.co.uk](http://www.londonlutoninthecommunity.co.uk)

or email us at [communityupdate@ltn.aero](mailto:communityupdate@ltn.aero)

