

Airport Surface Access Strategy

February 2020



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Introduction

An Airport Surface Access Strategy (ASAS) was published in December 2011 and September 2014. The September 2014 ASAS target 19 required the airport to review the ASAS within six months of reaching 1.5 and 2mppa. This review meets this commitment, with 1.5mppa being achieved during March 2019.

The Section 106 Agreement dated 30 April 2010 (as amended by the Deed of Variation dated 20 June 2013) which accompanied the planning approval for the runway extension and associated works includes a number of obligations and commitments related to the ASAS, including the requirement to review it. These are set out at paragraphs 11.2 to 11.5 of Schedule 1 of the Deed of Variation. In addition, paragraph 13 of Schedule 1 sets out targets relating to public transport use to be achieved through the implementation of the ASAS.

The review has been undertaken with the help of the Southend Airport Transport Liaison Group (SATLG), which was set up also following a commitment in the ASAS. The Airport Transport Forum (ATF) and the Airport Consultative Committee (ACC) were also invited to review and make comments on the proposed ASAS targets contained within this document.

This review primarily looks at actual performance against the 2014 ASAS targets, but also takes the opportunity to update a number of areas and to refresh, consolidate and revise the targets.

Government guidance on ASAS was revised in the Aviation Policy Framework Annex B published in March 2013. The Airports National Policy Statement published in 2018 para 5.9 requires airports to produce an ASAS in conjunction with its Transport Forum:

“The applicant must prepare an airport surface access strategy in conjunction with its Airport Transport Forum, in accordance with the guidance contained in the Aviation Policy Framework.

The airport surface access strategy must reflect the needs of the scheme contained in the application for development consent, including any phasing over its development, implementation and operational stages, reflecting the changing number of passengers, freight operators and airport workers attributable to the number of air traffic movements.

The strategy should reference the role of surface transport in relation to air quality and carbon. The airport surface access strategy must contain specific targets for maximising the proportion of journeys made to the airport by public transport, cycling or walking.

The strategy should also contain actions, policies and defined performance indicators for delivering against targets, and should include a mechanism whereby the Airport Transport Forum can oversee implementation of the strategy and monitor progress against targets alongside the implementation and operation of the preferred scheme.

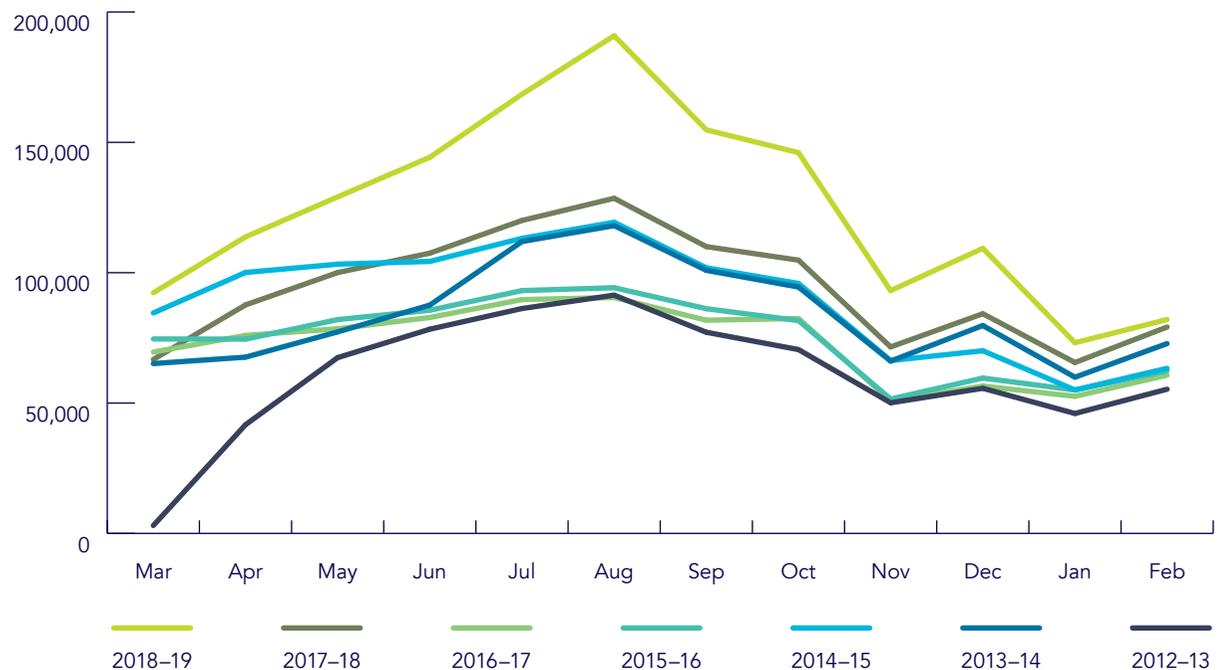
The Surface Access Strategy is to minimise the environmental impact of travel to and from the airport by passengers and those who work on airport, to ensure growth is sustainable. Targets that are included are aimed at increasing the proportion of journeys made by sustainable means to ensure environmental benefits and address climate change.”

1. London Southend Airport today and our future plans

1.1 Activity

London Southend Airport saw a substantial increase in passengers in 2018/19 with a 33% increase in scheduled passengers to 1.5m for the period. easyJet passengers and capacity increased by 11% but the main driver of growth was Flybe who generated an 80% increase in passengers on the back of a 65% increase in capacity. Ryanair began services at the beginning of April 2019, to fourteen destinations. The airport therefore saw accelerated growth through summer 2019, with passengers up 48.5% in May to July compared to the same period in 2018. The airport has capacity to grow further within its existing S106 Planning Agreement and is in discussions with existing and new airlines to continue growing scheduled passenger services and is aiming to increase passenger numbers to 5m ppa by 2023.

+ Passenger numbers

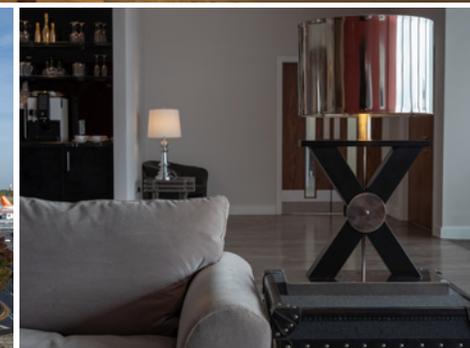


1.2 Property and infrastructure

Over £170 million has been invested in London Southend Airport by owners Stobart Group since it was acquired in 2008, which includes:

- Air Traffic Control Tower – officially opened on 21 July 2011
- Southend Airport Railway Station – officially opened on 21 September 2011
- 300m Runway Extension – opened in March 2012
- New Passenger Terminal – officially opened to passengers on 5 March 2012
- Stobart Executive Handling Lounge – opened July 2012
- Holiday Inn Southend – opened during October 2012
- Phase 2 Terminal Extension – opened April 2014
- Bar & Restaurant – opened April 2015
- Solar Farm – opened December 2015
- 650 space car park extension to Long Stay 2 in September 2017
- Rehabilitation of existing Taxiways Bravo and Charlie, North and South Aprons and Stands 8–10 – completed Summer 2017
- Jet Centre – opened January 2018
- Centralised De-icing Facility (Remote De-icing Pad) and Taxiway Zulu installed – January 2018
- New Fire Bay – June 2018
- Runway rehabilitation – completed April 2019
- Passenger Pre-boarding zones – completed April 2019

Future investment in infrastructure across the airport will continue as the airport develops.



1.3 Employment

Airports are important economic generators, providing jobs, encouraging inward investment and boosting local tourism. London Southend Airport is now a significant employer, playing a key role in regenerating the local area as well as offering accessible leisure and business travel to people across Essex and the South East.

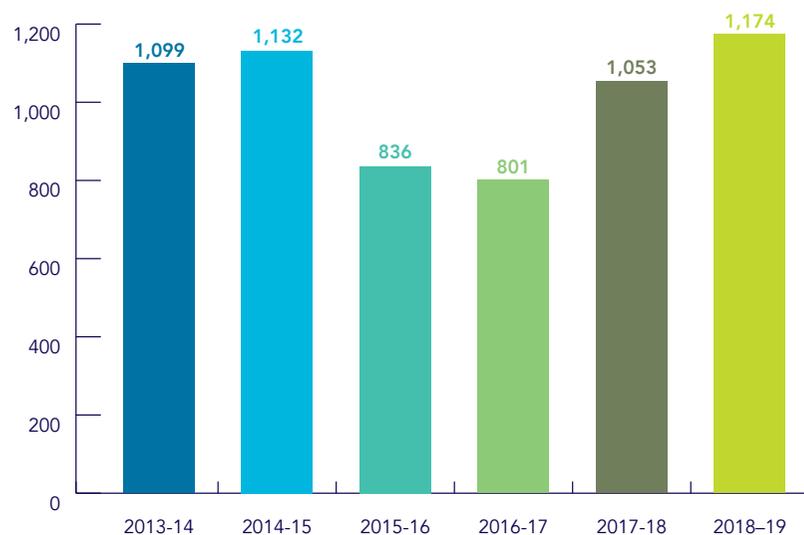
The airport is committed to ensuring that jobs available are publicised locally and opportunities are advertised via the 'Careers' page of the airport website, Linked-In and social media channels.

In February 2019, London Southend Airport itself employed 220 people, of which 49 were part time. 78% were from the SS postcode area, 15% were from the wider Essex area and only 7% were from outside of Essex.

The number of staff employed on the airport site is around 1,200. These are employed by 33 companies based within the airport boundary.

London Southend Airport offer a diverse range of roles and functions including Air Traffic Control, Fire, Ground Handling, Security, Customer Services, Finance, Facilities, Asset Management, HR, Marketing Operations & Dispatch and Business Development. The airport's resourcing includes a mix of full and part time opportunities, in addition to fixed term and casual options.

+ Airport employment 2013 – 2019



During 2015–16 the airport saw a decline in the total number of people working on the site largely due to the collapse of ATC (Lasham) Ltd, and a reduction in staff at Inflight, however since 2016 numbers have steadily risen.

The main area of employment growth has been associated with airline and passenger numbers. easyJet increased staff number by 32 in the previous 12-month period to 168 and the number of staff employed by Stobart Aviation Services, London Southend Airport and TRG concessions combined increased by 83.

Approx. 120 airport employees are located in businesses based on the north side of the airfield and enter the airport site via Aviation Way.

Airport employment 2018 – 2019

Airport operations, terminal and handling	340
Terminal concessions	103
Aircraft support and catering	26
Onward travel	35
Hotel	66
Airlines	286
Rail station	9
Control authorities	37
Aircraft maintenance	117
Private charter	107
Flying clubs	34
Travel agents	3
Other (non-aviation related)	11
Total	1,174

In September 2019, the airport announced 200 new jobs as part of a recruitment drive for a number of roles including ground handling, cleaners and security. A recruitment event was held over two days and was attended by over 850 people.

Staff employee numbers on airport for 2018–19 show an overall increase of 373 employees from 801 in 2016/17 to 1,174 in 2019 in 33 companies based within the airport boundary as detailed in the table above;

1.4 Future plans

Employment within the airport boundary is likely to continue growing significantly over the next few years as the airport progresses plans to increase passenger numbers to 5mppa by working with existing operators to grow routes and passengers, and by attracting new airlines to the business.

To prepare for passenger growth the airport will continue reviewing demand for on-site parking, both for staff and passengers to ensure that adequate spaces are provided. The airport is currently exploring a number of options which include; Meet and Greet services, off airport locations and multi-level parking. The airport will also continue to promote sustainable transport modes to both passengers and staff. Key to this, will be the airport train station, which has capacity to grow passenger usage with the existing services. The airport is working closely with Greater Anglia to develop services to serve a wider range of passengers, including earlier and later services to and from London.

The airport has developed a number of targets, commitments and actions to actively promote and monitor the use of sustainable transport. This summary will be reviewed when passenger numbers reach 5mppa or in three years, whichever is earlier.

Ongoing engagement and an ASAS review to ensure future growth at the Airport is complimented by efficient, effective and sustainable transport measures.



The airport has developed a number of targets, commitments and actions to actively promote and monitor the use of sustainable transport.



2. Summary of targets, commitments and actions

No.	Target/commitment/action	Timescale
Mode share		
1	Air passenger public transport mode share should be at least 35% by 5mppa	Review when passenger numbers reach more than 5mppa or within three years (whichever is earlier)
2	Staff mode share should not exceed 65% using single occupancy vehicles	Ongoing
Sustainable modes		
3	100% of new developments will include good pedestrian access. Terminal, railway station and associated forecourt and vehicular facilities to be DDA compliant. Policies related to walking routes for the JAAP area will be supported.	Ongoing
4	100% of new developments will include provision for secure cycle parking (Section 106 Agreement target), showers and lockers. The Travel Plan Co-ordinator will arrange cycle promotions and activities for staff. Demand for cycle parking will be monitored and additional cycle racks provided when required. Policies related to cycle routes for the JAAP area will be supported.	Ongoing
5	The Airport will engage and liaise with stakeholders to identify gaps and develop a bus and coach strategy for the JAAP area.	Ongoing
6	The Travel Plan Co-ordinators will investigate and develop car sharing scheme options (Lift Share, Carbon Heroes etc.) and Car Clubs as well as encouraging the growth of informal car sharing. Companies operating at the Airport will be encouraged to designate the best parking bays for car sharers.	Ongoing
7	Work with taxi companies to reduce empty running.	Ongoing
8	Establish surface access partnership arrangements to encourage all employers on airport to engage with the ASAS.	Ongoing
9	Review pedestrian access routes between bus and train services and terminal and place of work and provide additional infrastructure where required.	Ongoing
10	Work with bus and coach operators to aim for a 4% mode share by passengers and staff.	Ongoing
11	Work with C2C to identify how to encourage use of the Essex Thameside rail service for the airport.	Ongoing
12	Work with train operators to achieve 30% rail passenger mode share and develop train services that support passenger and staff travel demands.	Ongoing
13	Work with the bus operators and relevant local authorities to maintain / improve facilities at bus stops serving the airport with travel information. Work with bus operators and local authorities on measures required to improve bus service reliability. Encourage staff for whom bus services represent a realistic travel option on existing services and work with Arriva and First to market services to those members of staff.	Ongoing
14	Promote public transport integrated ticketing availability to staff and passengers.	Ongoing
15	Encourage employees to walk and cycle to work.	Ongoing



No.	Target/commitment/action	Timescale
Car parking		
16	Install electric car charging point(s) for employees and passengers in any new staff and/or short stay car parks and where feasible, in other areas (including as part of any 'meet and greet' offers).	Ongoing
17	Sufficient car parking spaces (including DDA compliance) will be provided to meet demand from air passengers, so as to avoid the need for off-airport fly parking. The Airport will closely monitor on-airport demand and will have contingency plans for additional spaces to be brought into use if required.	Ongoing
18	The Airport will support and financially contribute to the Southend Borough Council's monitoring of street parking.	Ongoing
19	Ensure safe drop off and pick up arrangements are maintained	Ongoing
Travel planning and information		
20	Work with local authorities to promote public transport links to the airport.	Ongoing
21	Maintain/improve onward travel information in baggage reclaim area.	Ongoing
22	Continue to engage with active travel organisations to deliver a lifestyle approach to travel planning for staff.	Ongoing
23	Seek views of Southend Bus Users Group on Bus Services for the airport.	Ongoing
24	Engage with Airport Consultative Committee to seek views on surface access.	Ongoing
25	Use emerging technology to review and develop travel information.	Ongoing
26	Maintain DDA compliant real-time and web-based onward travel information in the rail station and terminal, in particular to provide live onward travel information in the landside arrivals area.	Ongoing
27	Work with relevant parties to provide smart ticketing facilities in the rail station and terminal.	Ongoing
Surveys, monitoring and reviews		
28	Annual Passenger surface access travel surveys to be undertaken by CAA on a continuous basis.	Ongoing
29	Staff travel surveys to be undertaken at least every three years or more frequently if the TLG agree.	2022 or earlier
30	Continue to hold annual ATF meetings.	Ongoing
31	Continue to hold quarterly Transport Liaison Group meetings to review performance of ASAS targets.	TLG to meet quarterly
32	Review the Airport Surface Access Strategy in accordance with the S106 Agreement requirements (at 1mppa and every additional 500,000 ppa thereafter).	The next review will be at 2.5mppa then every additional 500,000 ppa thereafter



3. National, regional and local transport policies

3.1 National policy

In June 2018 the DfT released a paper titled “Aviation Policy Framework: new runway capacity and infrastructure at airports in the South East of England” This document highlights the need to continue to grow the UK’s aviation sector, in the South East, in order to sustain economic growth. It also acknowledges that London’s major airports are either at or reaching capacity (see Para 1.2 below). Unlike other London airports, London Southend Airport has plenty of capacity and room to grow to help offset the negative impact to passengers (see Para 2.16 below), to grow the UK’s aviation sector, in the South East, in order to sustain economic growth.

Para 1.2: The aviation strategy 2050 states *London and the South East are now facing longer term capacity problems. Heathrow Airport is operating at capacity today, Gatwick Airport is operating at capacity at peak times, and the whole London airports system is forecast to be full by the mid-2030s. There is still spare capacity elsewhere in the South East for point to point and especially low cost flights. However, with very limited capability at London’s major airports, London is beginning to find that new routes to important long haul destinations are being set up elsewhere in Europe. This is having an adverse impact on the UK economy, and affecting the country’s global competitiveness.*

Para 2.16: *The Government believes that not increasing capacity will impose costs on passengers and on the wider economy. The Airports Commission estimated that direct negative impacts to passengers, such as fare increases and delays would range from £21 billion to £23 billion over 60 years. Without expansion, capacity constraints would impose increasing costs on the rest of the economy over time, lowering economic output by making aviation more expensive and less convenient to use, with knock-on effects in lost trade, tourism and foreign direct investment.”*

Any changes to national policy for the aviation sector will be monitored and reflected in the Surface Access Strategy adopted.

3.2 Regional policy

Regional transport policy is now being developed through Local Enterprise Partnerships (LEPs) and Transport East Body. The relevant LEP for London Southend Airport is the South East LEP (SELEP) which covers Essex, Kent and East Sussex. The Transport East Body is currently working on regional policy with which a local strategy is emerging. SELEP has published a Strategic Economic Plan which has been submitted to Government and funds have been allocated in the Growth Deal announcement. Relevant transport schemes in the SELEP Strategic Economic Plan include:

- **A127 route management strategy**
- **A13 Widening (Stanford-le-hope to A128)**
- **Rochford JAAP infrastructure and housing delivery**
- **JAAP airport sustainability access package measures**
- **JAAP development of Southend business park at Southend Airport**
- **JAAP A127 Bell Junction**
- **Lower Thames Crossing**

The SELEP Economic Strategy Statement dated December 2018 seeks enhancements to the strategic rail network and connections to ports and airports and refers to a close working relationship with Network Rail. Network Rail has published its Delivery Plan for 2019 to 2024 (Control Period 6). Abellio East Anglia Limited has a Franchise Agreement to operate trains to and from London Southend Airport until 2025. Network Rail’s Delivery Plan makes provision for the introduction by Abellio of a new fleet of trains to replace the existing fleet. The Delivery Plan also makes provision for proposed enhancements to the frequency of services. Connectivity to and from the airport will be further improved by connections at Liverpool Street and Stratford upon opening of the Elizabeth Line.

3.3 Local policy

The JAAP will provide the basis for coordinating the actions of a range of partners with an interest in London Southend Airport and its surrounding area and establish planning policies up to 2021. It will:

- **Manage growth and change in the area by setting out development and design principles**
- **Ensure the protection of areas and places sensitive to change**
- **Direct investment and form the basis for regeneration in the area**
- **Be deliverable**

The adopted JAAP and relevant documents can be downloaded below:

 [London Southend Airport and Environs Joint Area Action Plan Adopted Version](#)

4. Air passengers and employee surface access

4.1 Air passengers

The target in the 2014 ASAS was:

Air Passenger public transport mode share should be at least 20% by 1.5 mppa and 25% by 2 mppa.

As of January 2019, London Southend Airport commissioned the CAA to survey passengers throughout the year, in line with all other London Airports. The Airport now receives quarterly interim reports, the results of which can be shared with the Airport Transport Liaison group and be used to track and monitor mode share performance. The first six months' data (Jan – Jun) has been analysed below and has been compared to the 2016 survey results, however it must be taken into account that this period was heavily impacted with rail engineering works, and bus replacement services, and Ryanair did not commence flights until April 2019.

The highlights from the first six months of data collected by the CAA are below, as well as more detailed analysis below.

- **Public transport was used by 33% of departing passengers**
- **31% of passengers arrived at the airport using the Greater Anglia train line**
- **31% of departing passengers arrived and parked**
- **20% of departing passengers arrived by taxi**
- **79% of departing passengers that completed a survey were from an UK/Ireland postcode**
- **88% of departing passengers said the purpose of their journey was for pleasure**
- **38% of passengers surveyed were travelling alone**
- **77% had a journey time to the airport of two hours or less**

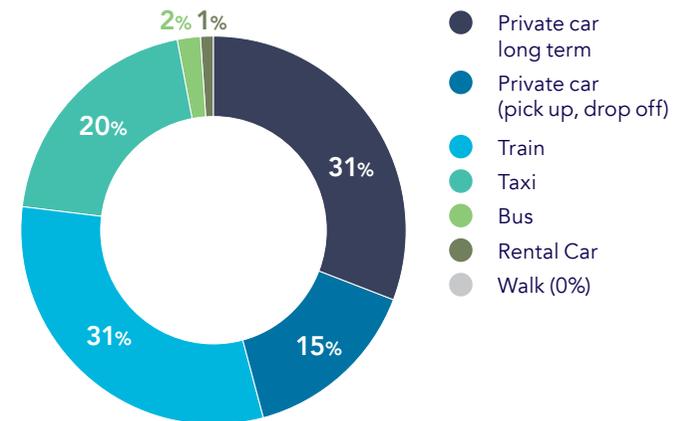
The target air passenger public transport mode share for 2mppa, is currently being achieved (33%) however this is only six months' worth of data. A factor in helping increase the Train usage has been the introduction of earlier and later train services from the airport to/from London. These services arrive at 05:30 and depart at 23:59 which allows passengers on the first set of flights to depart and the last to arrive to catch a train from/to London, which was not previously possible.

Due to locality of residential properties to the airport, Kiss and Fly, along with taxis represent an attractive option to many local passengers. This is seen in the 35% of passengers arriving at the airport by one of those modes.

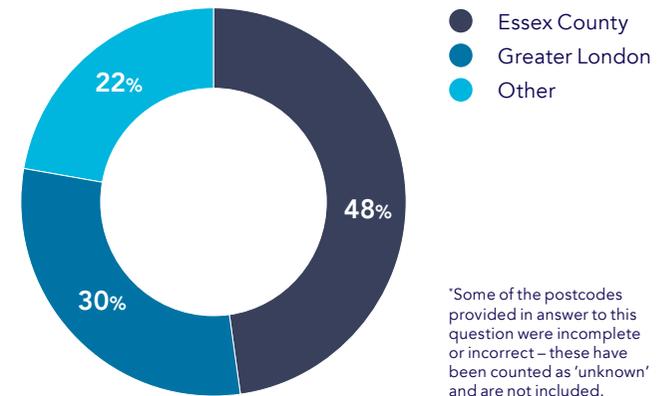
London Southend Airport has worked with other providers to ensure all passengers can get to/from the airport for early and late flights, with the introduction of a bus service to/from London starting in October 2019.

As the airport has grown over the last few years, we have seen a shift towards a more London based passenger profile, growing from 15% to 30% of passengers from Greater London. The pie chart on the right shows the results of the 799 responses received, group into the two catchment areas, as well as an "Other" category:

⊕ Passenger transport mode



⊕ Locality of London Southend passengers



The table below provides a full breakdown of the air passenger post code locations:

Essex County	Number	Greater London	Number	Other	Number
Southend-on-Sea	117	Havering	36	Suffolk County	37
Basildon District	43	Redbridge	21	Kent County	35
Rochford District	36	Tower Hamlets	16	Norfolk County	14
Thurrock	33	Hackney	14	Hertfordshire County	13
Castle Point District	30	Newham	13	Cambridgeshire County	10
Chelmsford District	27	Waltham Forest	13	Leicestershire County	6
Colchester District	23	Barking and Dagenham	12	Surrey County	6
Brentwood District	21	Lewisham	11	Hampshire County	6
Maldon District	18	Islington	9	West Midlands	5
Epping Forest	13	Camden	9	Buckinghamshire	4
Tendring District	8	City of Westminster	8	Lincolnshire County	4
Braintree District	5	Lambeth	8	Berkshire County	3
Uttlesford District	5	Haringey	8	Derbyshire County	3
Harlow District	3	Southwark	8	Devon County	3
Stansted Airport	1	Barnet	7	Warwickshire County	3
Total	383	Greenwich	7	Oxfordshire County	2
		Wandsworth	6	City of Bristol	2
		Ealing	5	West Sussex County	2
		Brent	5	North Yorkshire County	2
		City of London	4	South Yorkshire	1
		Hammersmith	3	Luton	1
		Croydon	3	Isle of Wight	1
		Enfield	3	Greater Manchester	1
		Bromley	3	Somerset County	1
		Sutton	2	West Yorkshire	1
		Merton	2	East Sussex County	1
		Heathrow	1	Northamptonshire	1
		Hounslow	1	Vale of Glamorgan	1
		Total	243	Nottinghamshire	1
				Durham County	1
				Cornwall County	1
				East Riding of Yorkshire	1
				Total	173

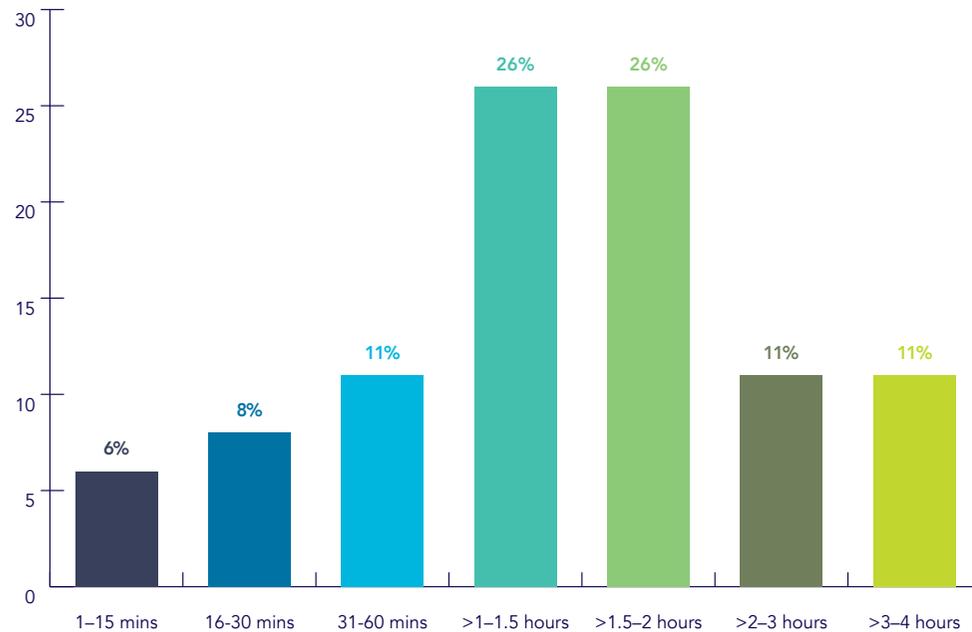
The airport will continue to monitor the results of the ongoing CAA passenger survey data and identify any specific catchment areas that might be sustainable for additional transport options.

77% of passengers had a journey time of two hours or less, which is typically what an airport uses as its catchment area. The high proportion of people in the 1 – 2 hour bracket may be due to a higher number of passengers using the Greater Anglia train from London, who have additional journey time from their home location to London Liverpool Street. (The train from London Liverpool Street takes 53 minutes).

Public transport use is driven by its availability and one significant issue has been the timing of the first and last trains. Greater Anglia have now added one early and one late train 6 days a week, which is an extension of the franchise commitment, however, the early train still does not allow passengers to arrive two hours before the first flight.

This analysis supports the proposal to increase the mode share target to 35% at 5mppa. It will of course be appropriate to review the target as the Airport grows towards that passenger figure. With an increasing London passenger mix and engineering works due to finish in March 2020 this target should be achievable.

+ Passenger journey times



+ Passenger transport mode

Transport mode	2016	2019	Trend
Private Car Long Term	35%	31%	-4%
Private Car Pick Up Drop Off	16%	15%	-1%
Train	27%	31%	4%
Taxi	14%	20%	6%
Bus	3%	2%	-1%
Rental Car	1%	1%	0%
Walk	4%	0%	-4%

77% of passengers had a journey time of two hours or less, which is typically what an airport uses as its catchment area.



4.2 Employees

A Staff Travel Survey was undertaken during the summer of 2019. The aim of the travel survey, as in previous years, was to better understand staff travel needs and behaviours, to understand the barriers to sustainable transport and identify solutions and to monitor the progress of the airport’s travel plan. Where applicable a comparison to previous surveys has been included in this report. In total 227 responses were received, up from 196 in the previous survey in 2016. The target in the 2014 ASAS was:

Staff mode share should not exceed 65% using car alone.

A staff travel survey in 2010 had indicated that 65% could be achieved and, benchmarked against other airports and areas, this was felt to be an achievable target. However, a survey in 2012 showed a much higher use of car alone, probably because of adverse weather during the survey period. Further surveys in 2013 and 2014 showed that 61% and 62% used car alone, within the target. The survey undertaken in 2019 put this figure at 67%, just outside of the target. As the airport has grown there has been a need to recruit from a wider geographic area, making sustainable travel modes less likely. Detailed results from all the surveys are shown below.

Key highlights of the 2019 Staff Travel Survey

- The number of returns broadly represents all business functions within the airport footprint, with a response percentage comparable with other London airports. A total of 227 returns out of 1054 employees that work on the South Side of the airport (22%)
- 85% of staff that completed a survey were from an SS postcode
- 67% car single occupancy – 2% above the 65% ASAS target
- Bus and train usage have both increased since 2015, 6% in total
- The number of people cycling and walking has remained very similar, however due to a higher number of survey returns, this has reduced as a percentage
- 98% of staff that drive use a staff car park and do not park off site or on residential streets
- 48% of staff have a ‘journey to work’ time of 15 minutes or less, with 84% having a journey of 30 minutes or less
- 22% of staff said that they would consider rail transport if discounts were offered
- 20% of staff said that they would consider bus transport if discounts were offered
- 18% of staff said that they would be interested in a Cycle to Work scheme
- 20% of staff said that they would consider getting an electric vehicle if charging points were provided

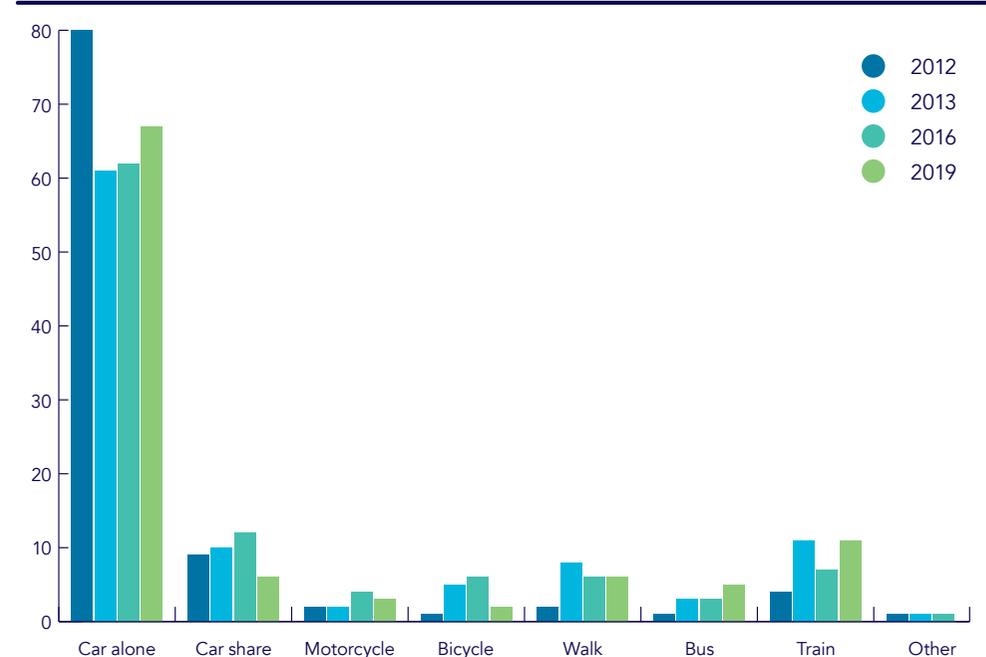
Benchmarks can be provided by national statistics. In Great Britain, 68% of journeys to work are made by car. 77% of journeys to workplaces in the East of England were by car.

All of the employee responses that were received are located on the south side of the airport, and the majority of these enter via the Harp House roundabout if they come by car. Jota Aviation and Stobart Jet Centre employees enter the site via South Road. Cycling provisions are available at the Validation Point, Hotel and in the Short Stay Car Park. Below are the number of responses by employer.

It is hoped that, with the development of the JAAP, improved public transport will be provided which will appeal to employees based on the North Side of the Airport, (access via Aviation Way).

Means of helping to reduce single car occupancy (e.g. the cycle scheme, bus awareness) and more details are given later in this review. However, the conclusion is that the target of 65% should remain. As with the air passenger mode share target, it is an aspiration to improve on the target as employee numbers grow.

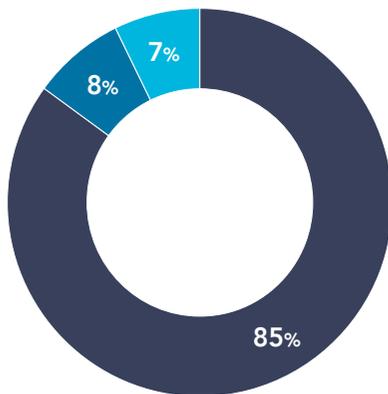
+ Staff transport mode



+ Staff mode transport trends

Transport mode	2016	2019	Trend	
Train	7%	11%	+4%	Public transport 16% (+6%)
Bus (local and X30)	3%	5%	+2%	
Single car occupancy	62%	67%	+5%	Private car 76% (-2%)
Car share (driver or passenger)	12%	6%	-6%	
Motorcycle	4%	3%	-1%	
Bicycle	6%	2%	-4%	Bike/walk/other 8% (-4%)
Walk	6%	6%	0%	
Other	1%	0%	-1%	
	100%	100%		

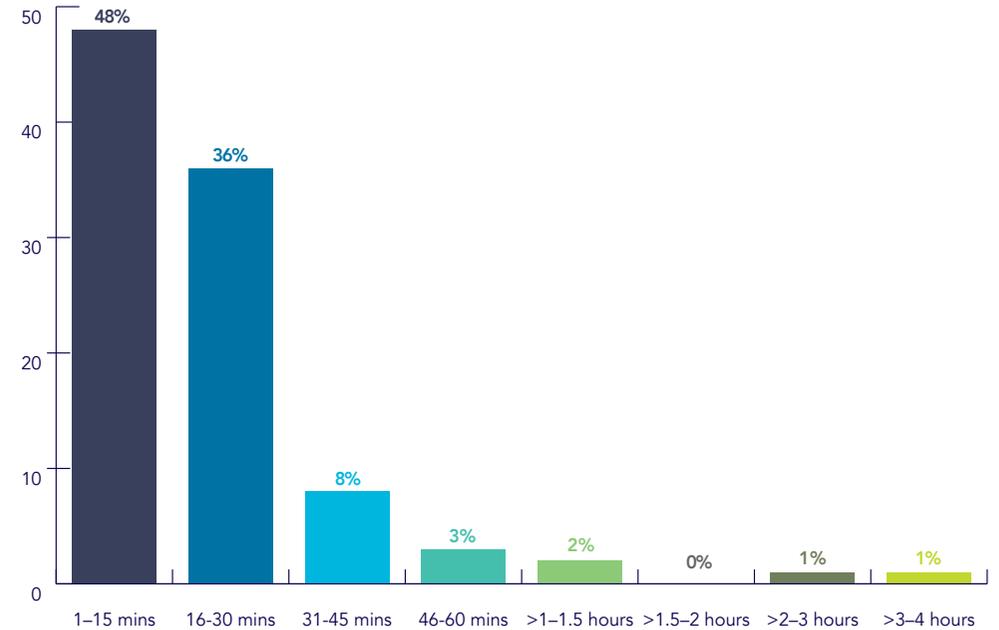
+ Staff postcode data



- SS postcode
- Essex postcode
- Other

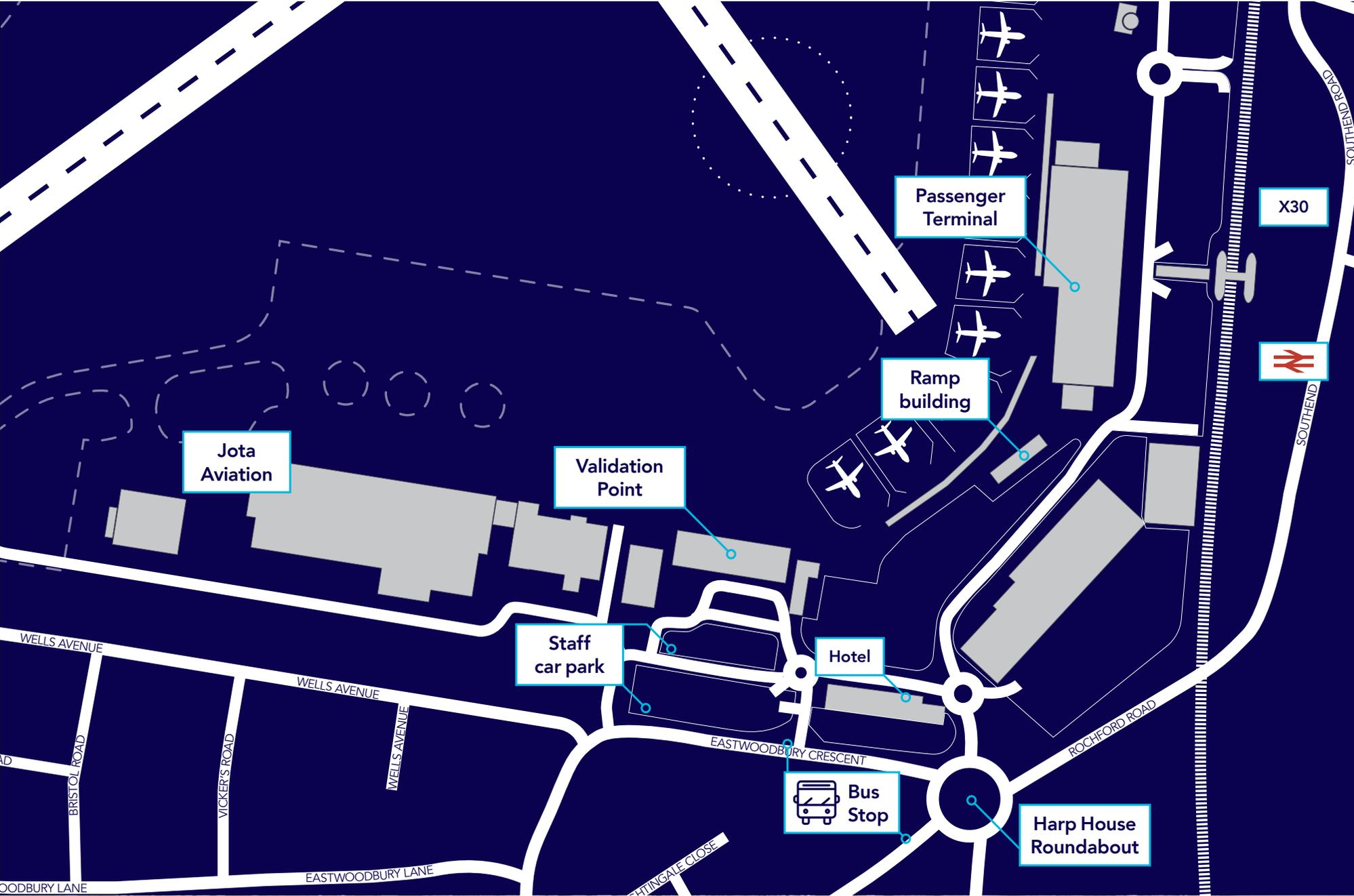
Postcode	Number	%
SS	190	85%
Essex	19	8%
Other	15	7%

+ Staff journey times



Other travel which could come under the staff heading includes visitors to the airport or deliveries. These may not be significant in numbers of movements, but should be monitored to ensure that any particular issues associated with them are identified. This can be covered by the Transport Liaison Group.

The highest percentage of single occupancy car mode is from staff living in the CM postcode, who do not have good links to public transport modes.



5. Sustainable transport modes



5.1 Walking

Good pedestrian facilities are provided at the new terminal, railway station and hotel that opened in 2011 and 2012 and the terminal extension that opened in April 2014. Plans to improve the layout of the terminal forecourt area and drop off/pick up points have considered improvements to pedestrian access and to be accessible to people with reduced mobility. A Passengers with Reduce Mobility (PRM) shelter was installed June 2017. The taxi rank and bus stop has been relocated to the approach road layby. An additional shelter has been provided for the taxi rank.



5.2 Cycling

Secure cycle racks are located in Long Stay 1 car park, behind the hotel and in front of the staff validation point. Showers and lockers are provided in staff facilities. Cycle promotions are coordinated by the Travel Plan Coordinator and HR Manager and include campaigns at certain times of year promoting cycling and designed to raise awareness of benefits. Demand for cycle storage is monitored. The number of cycles stored in the staff cycle rack is steadily increasing with approx. 80% capacity on dry weather days.



5.3 Rail

Greater Anglia are three and a half years into the rail franchise which will run through to 2025, with £1.4 billion of investment promised. New trains are currently undergoing tests, to be rolled out on the network from 2020. These new trains will include additional seating, air conditioning, plug points, and USB ports. Several existing trains have been refurbished to include new seats, air conditioning and better lighting and all trains on the line are now fitted with Wi-Fi.

Additional early and late trains have been introduced as part of the agreed improvements and LSA will continue to pursue this matter with Abellio Greater Anglia to extend these services further. Network Rail issued an updated list of the improvement projects they plan to undertake over Control Period six, three of which would affect services to and from Liverpool Street on the lines via Shenfield:

- **Crossrail**
- **Anglia Traction Power Supply Upgrade**
- **Great Eastern Main Line Capacity Improvement**

New ticket vending machines and Gateline barriers have been installed at the rail station and in the arrivals area of the terminal building. London Southend Airport will continue to explore contactless options with DfT, TFL and GA.



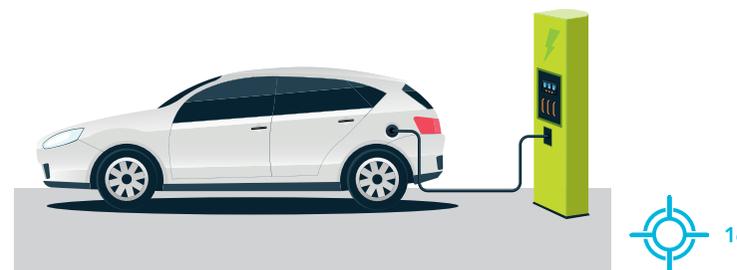
5.4 Car sharing

The number of staff that car share is decreasing. Shift patterns limit the potential for car sharing. Car share promotions in place, designated car parking spaces for car sharers. System in place to facilitate contact between those interested in car sharing. The results of the 2019 staff travel survey will be used to develop new initiatives. SEAT (South Essex Active Travel) have also offered to support LSA by sharing membership costs for Liftshare.



5.5 Electric car sharing points

The latest electric vehicle usage figures in Southend show a small but significant increase in the use of electric charging points locally. Therefore, it is recommended that the case for electric charging points be kept under review by the Transport Liaison Group and that investigations take place into the possible use of electric charging points. The Airport will actively engage with EV partners and other airports for best practice in pursuit of this target.



5.6 Bus and coach

First Essex Buses continue to provide a link to Chelmsford and Rayleigh with service X30 which operates between Southend and Stansted Airport. The service serves the airport forecourt from 0511 until 0010 hours daily. The service was upgraded in November 2016 with a fleet of new buses to an enhanced specification with easier access and including Wi-Fi and charging points. A new fleet of double decker buses entered service in early 2020. A designated X30 waiting shelter was installed in 2017 in order to encourage increased use of the service.

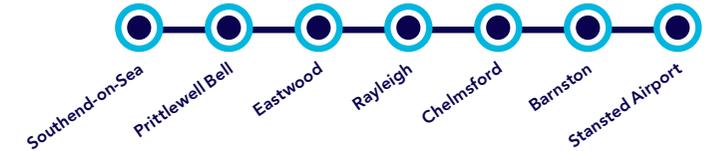
Arriva operate services 7, 8 and 9 from Rochford Road close to the entrance to the airport. These services provide up to 18 buses an hour and offer direct links to Ashingdon, Eastwood, Hawkwell, Hockley, Rayleigh, Rochford, Shoeburyness, and Thorpe Bay. Buses operate Monday to Friday from 5:25am until just after midnight.

From October 2019, an agreement between London Southend Airport and Ensign Bus saw a daily bus service from London Victoria, arriving at 04:30 and departing at 23:40 from London Southend Airport to London Victoria, where customers can make onward connections. The Airport will continue to work with its local bus providers via the TLG, ATF and its commercial team.



5, 10, 13, and 23

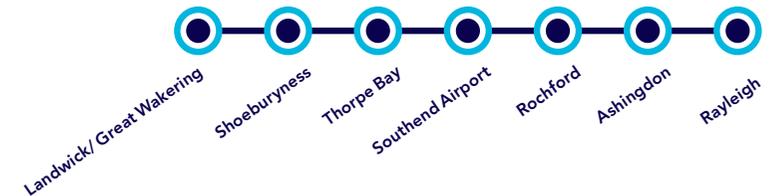
X30



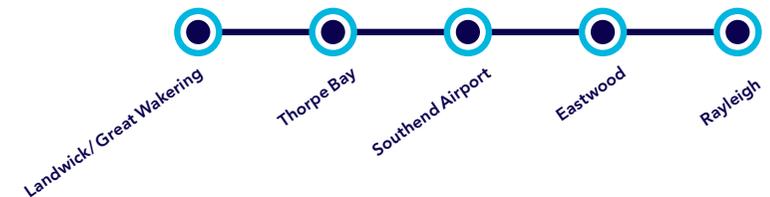
Southend JetLink



Local bus service operated by Arriva (Route 7 and 8)



Local bus service operated by Arriva (Route 9)



6. Road network and car parking



6.1 Highway access

Following concerns about the flow of traffic into the retail park adjacent to the airport, which shares an entrance via Harp House Roundabout, Southend-on-Sea Borough Council (SBC) completed works to widen the entrance to the airport in November 2016, this included installation of an additional entrance lane for traffic flow to the airport as well as a pedestrian crossing. Crossing works on Eastwoodbury Crescent and Rochford Road were also completed in 2016 which have improved pedestrian safety as well as provided for improved bus interchanges at Rochford Road and travel information for bus passengers.



6.2 Air passenger set down, pick up and car parking

London Southend Airport is committed to providing sufficient, reasonably priced, secure and safe car parking for both air passengers and staff. Pre-booked parking during the busier summer months remains at around 85% of capacity. (Pre-bookings for the summer peaked at 93% in August). To ensure that capacity continues to exceed demand, the Airport is looking at ways to grow its car parking offering ahead of next summer.

An area of particular concern has been congestion and safety immediately outside the passenger terminal and available space within the short stay car park. To reduce blockage and increase availability in the short stay car park a number of new measures were introduced; the layout of the Short Stay car park was adapted to help ensure a smooth, safe and hassle-free passenger experience. An additional entrance and exit barrier were added to the Short Stay car park in order to ensure vehicles can enter and exit as efficiently as possible. The 0-5-minute free period was removed and pricing in this car park will begin from £3 for up to 10 minutes for picking up and dropping off. Passengers that still wish to be picked up and dropped off for free can use the 15 minutes free drop off / pick up option in the Long Stay 3 car park, which is just a short walk from the terminal front door.



7. Travel planning and information

7.1 Travel planning

The Corporate & Social Responsibility Manager is the designated Travel Planning Coordinator. The HR Manager undertakes responsibility for staff travel planning. Travel options and information, including sustainable modes, is sent with new joiner pack and to all staff as part of induction presentations. (See Appendix A).



7.2 Travel information

Within the airside, baggage reclaim area, real time train information is provided on three separate screens. A travel kiosk has been installed in the landside arrivals area which provides live bus information and access to internet travel information and planning tools. Maps and bus information is displayed next to the kiosk.



7.3 Smart ticketing facilities

London Southend Airport welcomed the announcement made by the DfT in March 2015 about the introduction of smart tickets on the Liverpool Street to Southend Victoria line as part of the franchise. Gateline hardware was installed and became operational throughout Summer 2018. The Airport will continue to explore contactless options with DfT, TFL and GA. Contactless payment and smart ticketing is currently only available within the Oyster Zone i.e. up to Shenfield.

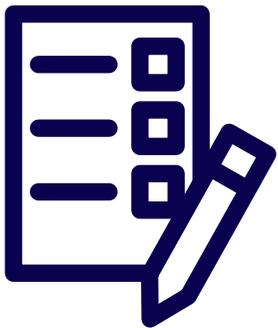


8. Surveys, monitoring and review

8.1 Surveys

The Airport is committed to continuing to fund the CAA passenger surveys to understand the changing passenger travel profile and help to inform subsequent targets and actions.

Staff Travel Surveys will be undertaken at least every three years, or more frequently if required by the Transport Liaison Group.



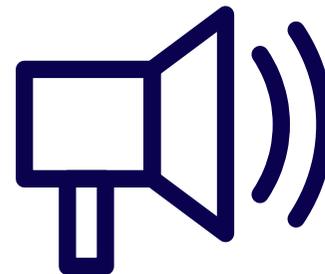
8.2 Airport transport forum and Liaison Group

Airport Transport Forum meetings are held annually and are attended by local authorities, local community representatives, transport operators and other stakeholders. Presentations typically include updates on activity at London Southend Airport, the Joint Area Action Plan, data from surveys, and discussions on topical and current matters regarding the airport and the wider transport network within the local area. In addition, quarterly Transport Liaison Group meetings are held to discuss any ongoing transport matters and to move the ASAS targets forward.



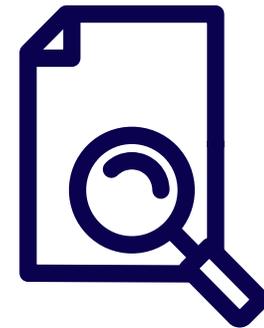
8.3 Local stakeholder engagement

The Airport Consultative Committee will be updated on progress with the Airport Surface Access Strategy.



8.4 Airport Surface Access Strategy

This Airport Surface Access Strategy will be continued to be reviewed in line with the Section 106 agreement, at each additional 500,000ppa reached.



Appendix A: Staff sustainable travel options

At London Southend Airport we promote Sustainable Travel to encourage airport staff to use healthier and low carbon ways of travelling to work. This document provides advice for all Airport staff regarding sustainable travel and healthy options. It may be difficult to use public transport for some shifts, but just travelling occasionally by bus or train or, if you live closer, walking or cycling when the weather is good is worthwhile. Why not even give these options a try and see if it can become part of your getting to work routine?

The information below provides a brief summary of what the individual travel options are (train, bus, car share and cycling).

Train travel

There are up to 11 trains an hour at peak times, into and out of Southend Airport Railway Station.

The railway line is run by Greater Anglia (Abellio) with the railway station being operated by the Stobart team.

The train timetables to and from Southend Airport Railway Station are located on the Greater Anglia website:

 [greateranglia.co.uk/travel-information/timetables](https://www.greateranglia.co.uk/travel-information/timetables)

You can also download the National Rail mobile app which gives train times, live train updates and journey planners.



Bus

The local bus service is operated by Arriva. Timetables can be found on the Arriva website:

 [arrivabus.co.uk/herts-and-essex/journey-planner/](https://www.arrivabus.co.uk/herts-and-essex/journey-planner/)

If you don't already have the Arriva Bus App on your iPhone or Android smart phone, download it now from your usual app store. It's completely free!

 [arrivabus.co.uk/travel-help-and-accessibility/arriva-bus-app/](https://www.arrivabus.co.uk/travel-help-and-accessibility/arriva-bus-app/)

Route 7

Landwick / Great Wakering to Rayleigh station via Shoeburyness, Thorpe Bay, Southend Airport, Rochford, Ashingdon.

The bus stop is located on Rochford Road near Warners Bridge.

Route 8

Landwick / Great Wakering to Rayleigh station via Shoeburyness, Thorpe Bay, Southend Airport, Rochford, Hawkwell.

The section of route from Landwick and Great Wakering runs on a Monday to Saturday only. The Sunday service starts and terminates at Shoeburyness.

The bus stop is located on Rochford Road near Warners Bridge.

Route 9

Shoeburyness to Rayleigh via Thorpe Bay, Southend Airport, Eastwood.

The well-lit bus stop is located on Eastwoodbury Crescent outside the new Holiday Inn.



First – X30

First operate the X30 route between Southend – Chelmsford – Stansted Airport, calling at Prittlewell, Eastwood and Rayleigh.

 firstgroup.com/essex/airport-services/x30

The X30 stop is located outside the terminal by the taxi rank.

Car share

Where possible we encourage staff to car share when appropriate. By car sharing you are helping reduce daily travel costs and reduce CO₂ emissions.

Car sharing is an excellent way to get to know all types of employees across the LSA site from different departments.

You don't have to do this every day, but just when it's convenient for you and your sharer.

 essex.liftshare.com/

Please consider the benefits to both your health, budget and the environment when deciding on your travel options.

Walking

By choosing to walk to work you can start the day with a refreshing boost.

There are showers provided for airport staff who have cycled to work within a number of locations including; fire station, Air Traffic Control Tower and Ramp building.

You can also download the National Rail mobile app which gives train times, live train updates and journey planners.

Cycling

Cycling to work is becoming increasingly popular as Southend has lots of cycle routes around the town. There are a number of cycle storage shelters around the airport site.

- **Secure cycle is provided outside the Validation Point in the old terminal building**
- **Covered bicycle shelters are provided within the short stay car park where employees can leave bicycles safely and securely. This area is covered by CCTV**
- **Cycle racks are provided by the Holiday Inn – by the entrance to the staff car park**
- **Cycles may be stored inside in some areas of the airport site**

There are showers provided for airport staff who have cycled to work within a number of locations including; fire station, Air Traffic Control Tower and Ramp building.

Cycle Southend – For information on cycling in and around Southend.

 cyclesouthend.co.uk/

For more information about cycling routes around Southend please visit the Southend Borough Council website:

 southend.gov.uk/info/200340/travel_information/38/cycling



Appendix B: The Southend Airport Transport Forum

Membership

London Southend Airport
Essex County Council
Rochford District Council
Southend-on-Sea Borough Council
Stobart Rail
Greater Anglia
c2c
Arriva Southern Counties
First Buses
easyJet
Ryanair
Stobart Air
Andrews Taxis
Resident's Representative
Southend Area Bus User Group
SEAT (South Essex Active Travel)
Forward Motion
Essex Area Ramblers
Essex Ramblers Footpaths
Airport Consultative Committee
Holiday Inn
Airport Business Park – Henry Boot
Highways England
DIAL Southend

Transport Focus
Southend Pensioners
Blind Welfare
Simply Stride
Vantage Planning
Stansted Airport





London Southend Airport

Southend-on-Sea

Essex

SS2 6YF

southendairport.com



London Southend Airport Company Limited registered in England, number 2881745
Registered address: 3rd Floor, 15 Stratford Place, London, W1C 1BE
London Southend Airport is part of Stobart Group