Reducing traffic: a new plan for public transport

Our five point plan to improve Heathrow’s public transport in 2015/16

1. Make public transport more attractive for passengers
2. Ensure major rail projects are prioritised and delivered
3. Welcome more public transport services that support our business
4. Make it easier for colleagues to choose public transport
5. Help local authorities deliver their local transport priorities

July 2015
Heathrow is one of the UK’s best-connected transport hubs. It has the UK’s only dedicated non-stop express airport rail-link, free travel zone, it contains the UK’s busiest bus and coach station, and it’s the only airport with London Underground stations. That’s because we continually invest in public transport to make it the preferred choice for passengers and colleagues.

Over the last 25 years, passenger numbers have risen by almost 80% but airport related road traffic has remained broadly static. The number of passengers using public transport every year has nearly doubled from 10 million to 19 million and the proportion of our colleagues driving to work alone has fallen from 8 in 10 to just 5 in 10.

We want to be more ambitious and local people want that too, and we want to start this journey now. With a new set of targets and a clear plan, we will improve public transport and get more passengers and colleagues using these services. This document sets out our plan for the next 18 months.

**New targets for 2019**

**Raise our public transport share above 45%**

Raising the proportion of our passengers choosing public transport from 40% to above 45% means getting nearly three million more people onto public transport. By developing new and existing rail, underground and bus and coach services we’ll give passengers more reasons to choose public transport.

To achieve our vision of giving passengers the best airport service in the world, we have to keep improving the quality of journeys to and from the airport.

By giving passengers reliable and speedy information, clear wayfinding and integrated facilities we can provide a world-class welcome that Britain can be proud of. We are therefore increasing our independent passenger experience target for ground transport from 3.99 to 4.15 out of 5.

**Persuade 3,800 more of our colleagues to choose more sustainable commuting**

In the last five years, we have reduced single occupancy car journeys by airport colleagues to 50.9%, a drop of over 10%. A further reduction of 5% is a big challenge. We will develop a range of commuter initiatives to help us hit this target.
Better onward travel information
Our passengers say they want accurate, reliable and dynamic transport information. They want it wherever they are: online when they book their travel, at any time on the web or an app, and in the onward travel zones within our terminals.
We will:
• roll out the successful Onward Travel Zones we’ve built in Terminals 2 and 5 to all terminals and other locations such as the Central Bus Station
• work with transport operators to provide arriving passengers with the most up-to-date information for public transport and roads.

A more attractive Heathrow Express
Heathrow Express provides a fast and reliable connection to central London. The 15-minute, four-times an-hour service is a sustainable, award-winning alternative to driving in and out of the city.
We will:
• introduce a range of new products that will improve the service, such as onward travel from Paddington, making it more competitive and attractive to our passengers
• review our ticket purchasing options to make it easier for our passengers to pay
• continue to make the service more appealing to families by allowing children to travel for free
• work with our airlines to develop through ticketing for passengers at the time they purchase their airline ticket.

Grow the coach network serving the airport
The coach network connects hundreds of destinations outside London to the airport with over 220,000 coaches leaving Heathrow every year.
Our coach station doesn’t just serve Heathrow; it’s a transport hub in its own right. More than 25% of our coach passengers are using the great connections available at Heathrow.
We will:
• work with coach operators to identify new markets and destinations that can be served by coaches
• support coach companies to bring new services into operation with at least three new destinations being developed in the next 18 months.
• continue to improve existing services to make them more attractive to passengers.

Responsible Heathrow 2020 is our plan to support the UK and local economies, reduce Heathrow’s environmental impacts and look after passengers and people. It’s a step towards achieving our ambition to be one of the most responsible airports in the world.

We have recently published separate noise and air quality blueprints and this document is complimentary to these.
Support Network Rail to gain approval for Western Rail Link to Heathrow

National and regional transport policy recognises the social and economic value of better rail connections to airports. A rail connection from the west has overwhelming local support from Heathrow’s neighbouring local authorities, Slough and Reading as well as local MPs. We will continue to help make this happen. A direct rail connection from the west would give 1 million passengers in the Reading and Slough area a quick, reliable connection to Heathrow.

We will:
- support Network Rail in refreshing its business case for the Western Rail Link to Heathrow
- provide data, design expertise and construction advice to Network Rail on Heathrow specific matters
- continue to campaign with others for the direct connection to the west to ensure that positive momentum is maintained.

Campaign for a direct rail link to the airport from the south

It has long been recognised that there is a need for a direct rail connection to the south. It would provide easy access to Heathrow from the south, and south-west London, Surrey and the south coast.

Following the interim findings of the Airports Commission, the Department for Transport (DfT) asked Network Rail to explore the feasibility of the link.

We will:
- work with Network Rail to complete the Southern Rail Access study for the DfT
- work with partners to launch a stakeholder group that will promote the case for Southern Rail Access.

24 hour tube services to the airport

For many people, currently the only way to get to and from Heathrow late at night or early morning is by road. Our colleagues arrive for early shifts and passengers for the first flights out in the mornings. TfL will begin its first Night Tube services in September that initially will run on Fridays and Saturdays.

We will:
- work with TfL to make the transition seamless and to promote the Night Tube to airport colleagues and passengers
- ensure that airport facilities are complementary to the Night Tube and that we are on hand to support our passengers whatever time they arrive at Heathrow.

New 24-hour bus services from the west

For colleagues working on shifts, travelling to and from the airport has always been a challenge. By working with bus operators, we’ve already improved many services. Thirteen out of our 31 bus routes now bring colleagues to Heathrow for a 04:00 start. To get more shift-working colleagues onto buses we have to convert more services to 24-hour running. Extending existing services to 24-hour cover gives local people access to more jobs, and helps develop the night-time economy between London and the west. With over 5,000 airport colleagues living in the Slough area, it is a priority for us to increase services to the west, to provide an opportunity for early shift workers to be able to use public transport.

We will:
- work with the bus operator and local authorities to secure new 24-hour bus services from the west
- support the new night services with travel discounts that make them an attractive proposition for our airport colleagues.
Boost our Heathrow Commuter offering

Our award-winning Heathrow Commuter team provides airport colleagues with travel information, products and incentives such as car-sharing, public transport discounts and the Cycle Hub. Our aim is to cut the number of commuter cars with a single occupant which will result in less traffic. The first step is to make individuals aware of all the travel choices that are available to them that meet their work pattern setting out their options for a more sustainable commute.

We will:
• provide the opportunity for all 76,000 of our airport colleagues to have an individually tailored commuting plan
• support our colleagues wherever they work on the airport via a mobile Heathrow Commuter team
• develop and launch a new employee car share app.

Support cycling in West London

We know cycling is important to London and our neighbours and it is to us too. As the biggest employment site in the area, Heathrow is uniquely placed to deliver a change in the number of people that cycle to work in west London. Over 16,500 airport employees live within five kilometres of the airport and could potentially cycle to work. We will work with local authorities and stakeholders to create the right environment for cyclists on the journey to and from the airport as well as delivering a great cycling experience once our colleagues get to Heathrow.

We will:
• work with the local boroughs to implement the wider West London Cycling Strategy
• develop a plan to transform the experience for cyclists at Heathrow.

New £1m Local Transport Development Fund

Over the past ten years, Heathrow has spent over £25 million on projects to increase public transport use and reduce traffic levels. Our funds have paid for bus routes, for early and 24-hour buses, car sharing, cycling and discounted public transport for airport colleagues. This investment has benefited local communities too as many of these improvements are used by them every day.

Neighbouring local authorities have great ideas but sometimes lack the money to make them happen. This new fund will help them unlock potential schemes to reduce emissions and congestion as well as helping us to meet our new targets.

We will:
• make available £1 million of funding and invite local authorities, transport operators and other organisations to bid for support
• support local authorities with our technical expertise and knowledge to make funded projects happen.

A new plan for minicabs in partnership with local authorities

Each year more than 12 million passenger journeys involve minicabs. Our aim is to reduce this level of use by improving public transport choices for passengers. We also want to make sure that waiting minicabs do not create local problems such as littering, parking and anti-social behaviour.

We will:
• work with local authorities, stakeholders, regulators and the private-hire industry to address the local problems and develop a better way for minicabs to serve our passengers at Heathrow
• draft and pilot a ‘Drivers Charter’ for minicabs and actively encourage drivers and operators to sign up to the scheme.
Changing the way people travel to and from Heathrow

Baseline 2013

<table>
<thead>
<tr>
<th>Mode</th>
<th>% Baseline 2013</th>
<th>% 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private car</td>
<td>26.4</td>
<td>23.8</td>
</tr>
<tr>
<td>Hire car</td>
<td>2.8</td>
<td>2.8</td>
</tr>
<tr>
<td>Taxi / minicab</td>
<td>29.4</td>
<td>28.1</td>
</tr>
<tr>
<td>Bus / coach</td>
<td>12.7</td>
<td>13.2</td>
</tr>
<tr>
<td>Tube</td>
<td>18.3</td>
<td>16.9*</td>
</tr>
<tr>
<td>Rail</td>
<td>10.1</td>
<td>14.9</td>
</tr>
<tr>
<td>Other</td>
<td>0.3</td>
<td>0.3</td>
</tr>
</tbody>
</table>

Baseline 2013: 18.4 million people on public transport in 2013

2019: 21.3 million people on public transport by 2019

18.4 million people on public transport in 2013

21.3 million people on public transport by 2019

2.9 million more public-transport journeys by 2019

Already exceeds our 40% target (41.1%)
From this today

<table>
<thead>
<tr>
<th>Mode</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car share</td>
<td>760</td>
</tr>
<tr>
<td>Underground</td>
<td>760</td>
</tr>
<tr>
<td>Bus and coach</td>
<td>1,900</td>
</tr>
<tr>
<td>Rail</td>
<td>230</td>
</tr>
<tr>
<td>Cycle</td>
<td>150</td>
</tr>
<tr>
<td>Total</td>
<td>3,800</td>
</tr>
</tbody>
</table>

3,800 lone drivers

To this by 2019

<table>
<thead>
<tr>
<th>Mode</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car share</td>
<td>760</td>
</tr>
<tr>
<td>Underground</td>
<td>760</td>
</tr>
<tr>
<td>Bus and coach</td>
<td>1,900</td>
</tr>
<tr>
<td>Rail</td>
<td>230</td>
</tr>
<tr>
<td>Cycle</td>
<td>150</td>
</tr>
<tr>
<td>Total</td>
<td>3,800</td>
</tr>
</tbody>
</table>
Heathrow Public Transport: Today and tomorrow

The UK needs growth at Heathrow, but we also want it to be sustainable. To do this we have to limit road traffic to and from the airport. By improving public transport and encouraging more efficient use of cars, minicabs and taxis, we can continue to grow Heathrow without increasing airport-related road traffic.

At Heathrow we have been working to improve public transport for over 20 years. Since 1991, the number of passengers using public transport has nearly doubled from 10 million to 19 million. In 1991, eight out of ten airport colleagues drove to work alone and now it’s just five out of ten.

As a result, airport related traffic movements have remained roughly static while passenger numbers have risen.

Our past success makes us confident that we can continue to grow our business without adding traffic to the road network. Future rail projects to which the government has already committed – such as Crossrail and HS2 – will further transform public transport to Heathrow, providing fast and reliable rail connections to the whole of the UK.

Working together to improve surface access

We continue to be ambitious in our desire to improve the public transport network serving Heathrow and the surrounding area, but we now we cannot do it on our own.

To bring about change, we will need to continue to work with the Department for Transport, Transport for London, the Greater London Authority, Local Enterprise Partnerships, regional and local authorities, Network Rail, Highways England, transport operators and providers; and the local community. Through the Heathrow Area Consultative Committee (HACC) and other local forums, we listen to what local people have to say and work to improve their daily lives.

The Transport Forum lets us work with the airport community and other stakeholders to develop schemes that will help us achieve the targets set out in this document, and our Sustainable Transport Plan.

By working in partnership, we can achieve more. We can pool resources, expertise and knowledge and present a united front to decision-makers. It’s the most efficient way to make Heathrow and its surroundings a better place to live, work and fly.

w: heathrow.com
t: twitter.com/heathrowairport
a: heathrow.com/apps
e: hatf@heathrow.com

Produced on paper obtained from a sustainable source
© Heathrow Airport Limited 2015
TRI v1 July 2015

Heathrow
Making every journey better