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Foreword by Tony Caccavone

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Uxbridge
(Terminals 1, 2 & 3)

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INTRODUCTION

SURFACE ACCESS AT HEATHROW TODAY

OUR SURFACE ACCESS



Introduction

The way that people travel to and from Heathrow has a huge effect on the way the airport operates, on the quality of life of our neighbours, on traffic flows in surrounding roads and on the amount of carbon the airport emits. To influence passenger and colleague choices we have to widen the range of travel options and improve the quality of the travel modes that generate the best outcomes.

Covid-19 has seen crisis in its history. resources on the is and on the areas i We're launching th numbers are rising higher fuel costs, r for key markets ar concern – create u decarbonisation re the way forward. colleagues, partne transform travel to

Introduction – *continued*

What is surface access?

Surface access refers to all the ways in which passengers, communities, colleagues and goods travel to and from Heathrow. This includes travelling by train, tube, coach, bus, taxi, private hire vehicle (PHV), car, motorbike, lorry, bicycle and on foot. It does not include trips by aircraft (e.g. transfer passengers).

The surface access network connects people and freight to Heathrow, supporting its role as the UK's only hub airport. Heathrow is also an integrated transport hub, bringing together road, rail and air transport for both airport, and non-airport users. Fast and frequent rail services connect Heathrow to

Why does it matter?

Our SAS will deliver the Heathrow 2.0: Connected Ground strategy, a consumer outcome for the airport'.⁴ Surface access will help us recover and grow our local community. It plays a fundamental role in improving air quality and lowering carbon emissions, this by encouraging walking, cycling, and electric vehicles. Electric vehicles are conducted

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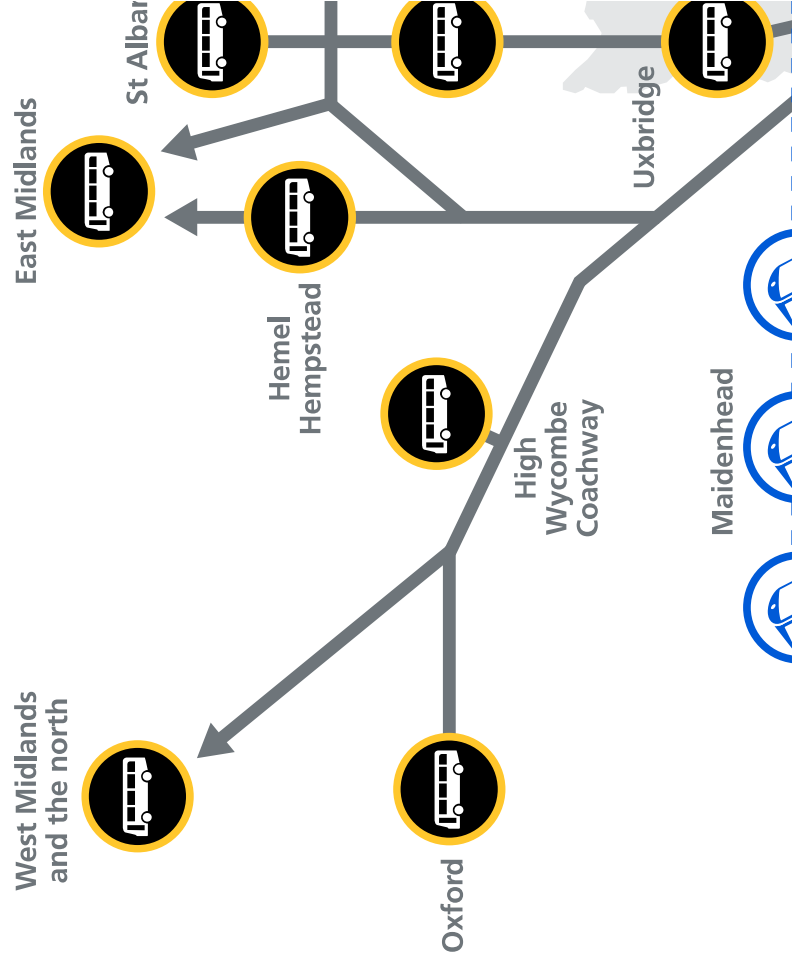


Surface access at Heathrow to

Surface access networks

Fast and frequent rail services connect Heathrow to London, and an extensive bus and coach network provides connections locally and to the rest of the country (see Figure 1). Heathrow has direct road access from the M25 and M4 and is within easy reach of the M1, M3 and M40. Further details on our surface access networks can be found in Chapter 6 of our 2019 Heathrow Airport Travel Report.⁵

Figure 1: Heathrow direct public tran



Surface access at Heathrow today – *continued*

How passengers, colleagues and freight move to and from the airport today

This section describes how passengers, colleagues and freight move to and from the airport, and the impact Covid-19 has had on these journeys. To achieve our surface access aspirations, we must increase our passenger public transport mode share, and reduce the mode share for private vehicle trips. For colleagues, we are focused on reducing our single-occupancy-vehicle mode share for private vehicle trips. For colleagues, we are focussed on reducing our single occupancy vehicle mode share for commuting by increasing public transport,

Passengers

The proportion of the airport is a key to reduce our environmental impact by reducing the amount of private vehicle trips. Heathrow's monthly passenger mode share was at a relatively low level at Heathrow Airport in 2019. This shows that, pre-pandemic, the mode share was at a relatively low level at Heathrow Airport in 2019. This shows that, pre-pandemic, the mode share was at a relatively low level at Heathrow Airport in 2019.

Surface access at Heathrow today – *continued*

The impact of Covid-19 on the demand for air travel and how people will use surface access to travel to and from the airport in the coming years remain unpredictable. We expect personal safety and cleanliness to remain a higher priority for passengers.⁷ Our Profiler Survey data suggests there is less trust in public transport because of concerns over Covid-19, but trust seems to be returning with time.

Our research with Transport Focus has identified the dominant factors affecting air passengers' choice of travel mode to and from Heathrow. The biggest factor, at 55%, is ease of travel with luggage, followed by quick journey time (47%), value for money (44%) and flexibility (41%). Our insights show that consumers value speed, ease and trust⁸ when

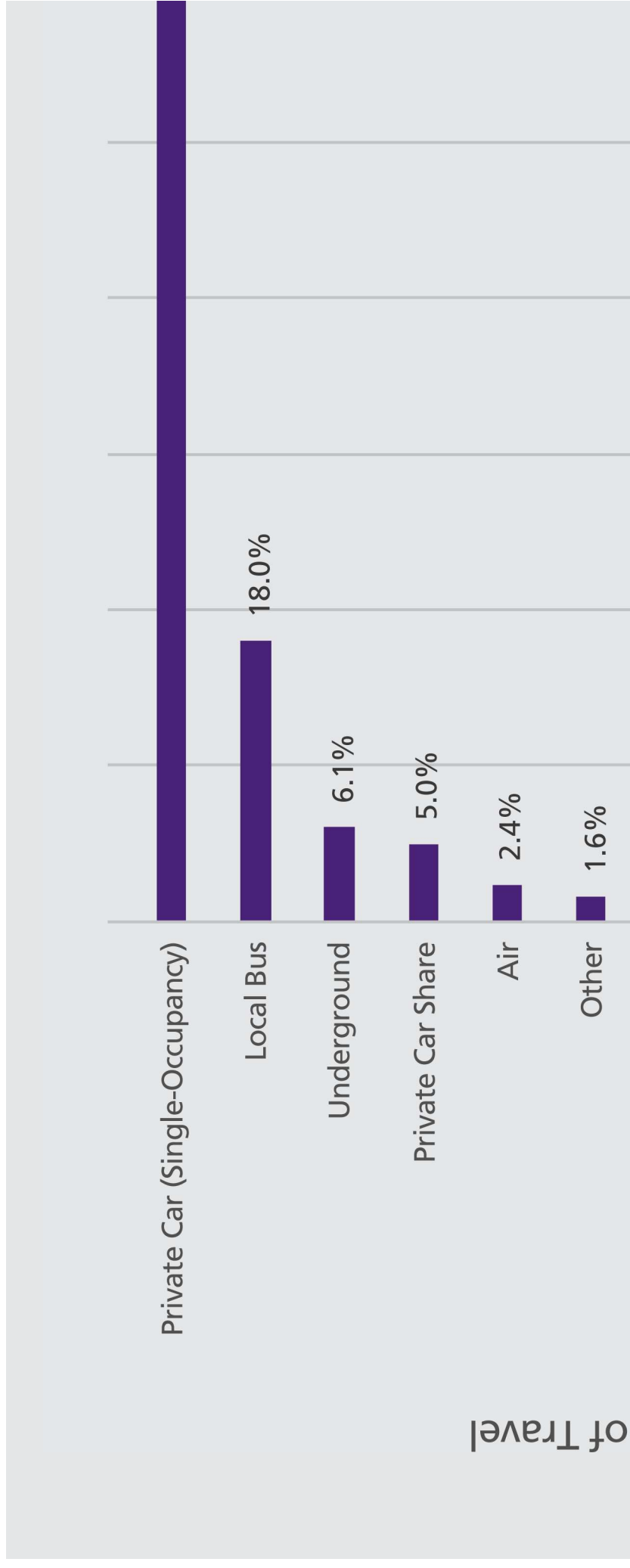
Colleagues

Heathrow is one of the largest employers in the UK. In 2019 it employed over 100,000 colleagues from over 150 different countries today as a result of the high demand for passenger demand. This will likely mean continued high levels, but the airport is not immune to the challenges. As a result, travel to and from the airport is a significant proportion of the total number of people who use the airport on any given day.

A significant proportion of the total number of people who use the airport on any given day are

Surface access at Heathrow today – continued

Figure 3: *Team Heathrow Colleague Commute Mode Share*



Surface access at Heathrow today – *continued*

Freight

Heathrow is the UK's largest port by value for trade, handling £164 billion in goods in 2021.¹⁰ This is more than the top three seaports combined. Heathrow cargo moves to and from the airport by road.

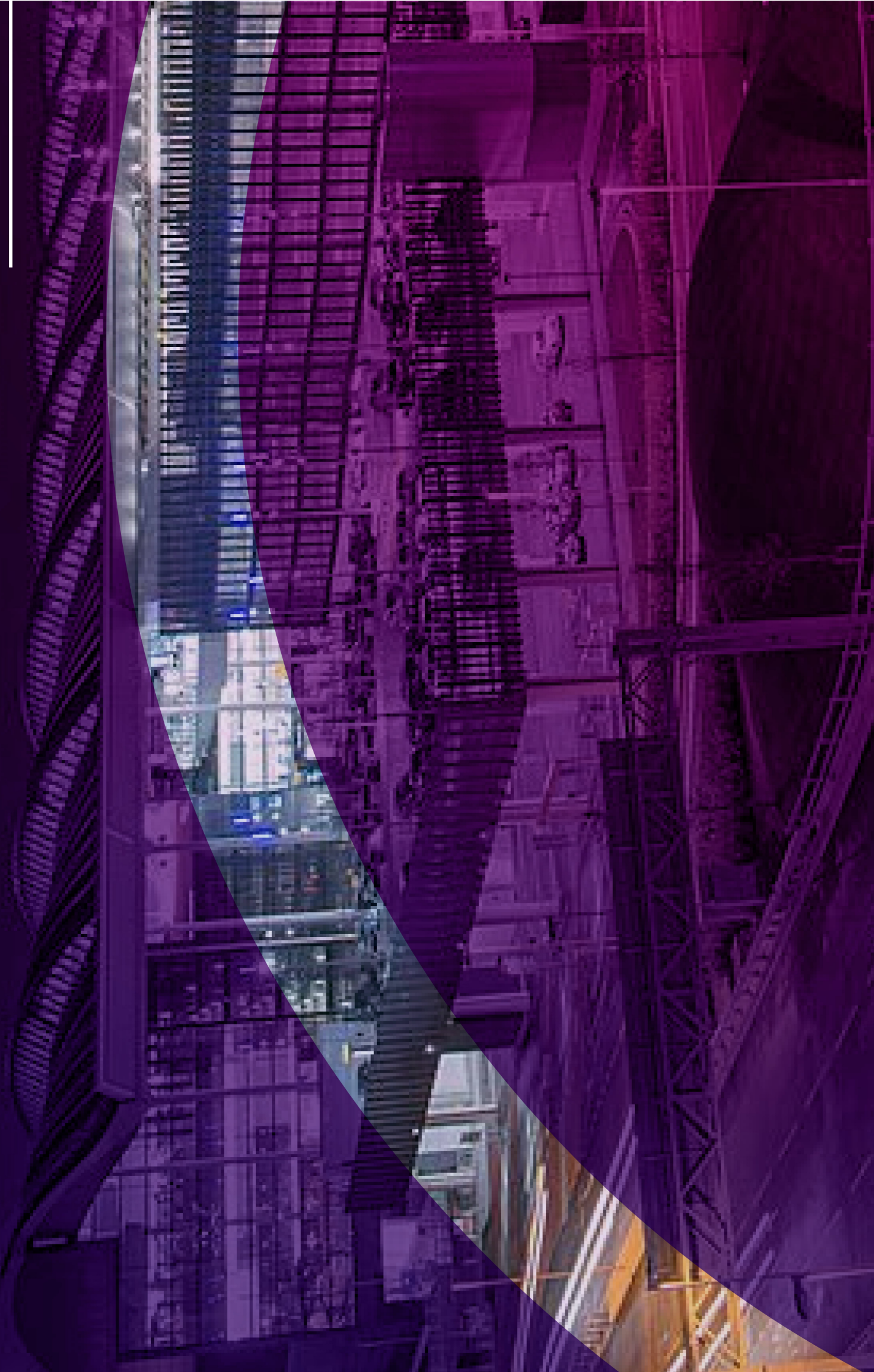
Freight vehicle activity takes place 24 hours a day, 365 days a year, with vehicles approaching the airport from all directions. In 2019, freight vehicle trips accounted for about 6% of all Heathrow-related vehicle trips, but were estimated to generate around 36% of vehicle-related emissions. That's why understanding how freight moves in and out of the airport is vital to ensure we can manage our impacts on local



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Targets

In line with the Government's Aviation Policy Framework (March 2013)¹¹ we have an Area Transport Forum. The Policy Framework says that one of the primary roles of the Area Transport Forum is to:

“set out targets for increasing the proportion of journeys made to the airport by public transport for both airport workers and passengers”¹².

As well as working towards a set of targets for

1

Achieve a **passenger** target of 45% by 2025



The Heathrow Area Transport Forum (HATF) robustly challenges

Key surface access strategy aspects

This SAS sets out our plans to achieve these targets, meet Heathrow 2.0 obligations and deliver our consumer outcome of 'I am confident I can get to and from the airport'.¹⁵ This includes a range of interventions to influence passengers and colleagues, decarbonise vehicle trips and reduce impacts on local communities. Below, we highlight five key aspirations for 2022 to 2026 which will contribute significantly to the achievement or monitoring of our targets. Further details about these interventions and our other proposals can be found on pages 16 to 38.

1 Launch our Sustainable Travel Zone (STZ).

2 Enable cycling to and from the Central Terminal Area (CTA)

Increasing passenger public transport

Our plans for surface access enable passengers to travel with a choice of safe, fast, easy, reliable and sustainable transport options that meet their needs as consumers. Interventions have been developed which provide improved connections and facilities, increase awareness of options and manage demand for less sustainable modes. Interventions aim to move passengers along the surface access spectrum (see figure 4) towards modes which involve fewer car journeys and have lower carbon emissions.

Increasing passenger public transport mode share – *continued*

Providing improved connections and facilities

Improving surface transport options.

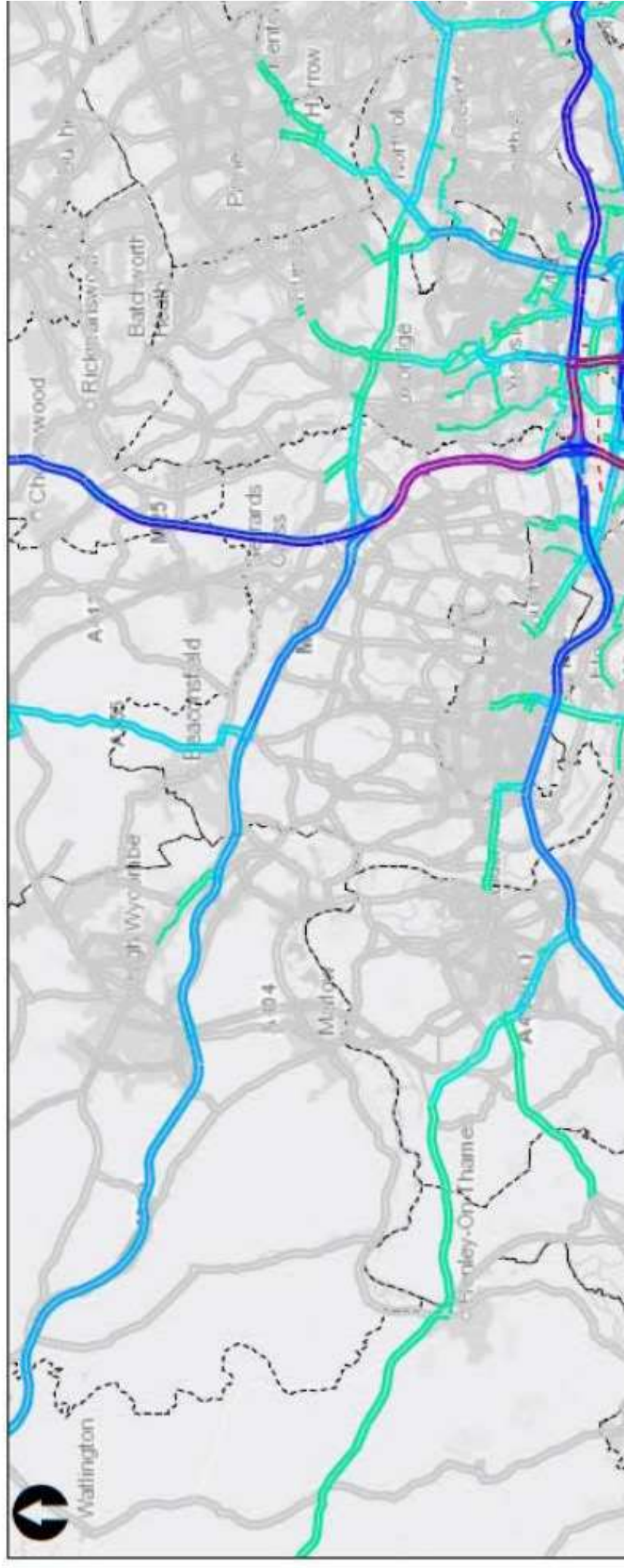
Elizabeth line integration

The Elizabeth line will deliver a significant improvement to public transport connectivity to Heathrow, initially via the opening of the central section in May 2022, and even more so when direct, through-running services begin later in 2022. It will provide a direct rail connection from Heathrow across central London to the West End, the City of London and Canary Wharf, with up

New trains on the ample standing room rail infrastructure have been completed. The Elizabeth line through the airport terminal

Increasing passenger public transport mode share – *continued*

Figure 5: 2015 baseline total airport-related Annual Average Daily Traffic (AADT) flow



Increasing passenger public transport mode share – *continued*

Introduce new park and ride options

In the absence of any major new rail links in the time period of this SAS (2022 to 2026), we will investigate new park and ride (P&R) opportunities for passengers to transfer from private vehicles onto public transport to travel to Heathrow. Most private-vehicle traffic approaches Heathrow via strategic road network corridors (M3, M4, M25 and M40). Identifying opportunities for park and ride at strategic locations along these routes will enable passengers to transfer onto high frequency, fast and reliable bus or coach routes for the last leg of their journey to the airport. Figure 5 shows routes with high daily flows of airport-related traffic which could be targeted for park and ride.

We have already visited several sites which could serve High Wycombe and Heathrow Terminus Bus Station. The route has been identified and has since seen a significant increase in data (June 2022) showing that High Wycombe Park & Ride is a popular mode of vehicle trips to Heathrow. The benefits on the motorway network: less congestion and improved air quality.

Increasing passenger public transport mode share – *continued*

Building awareness of other options

Heathrow is already leading the sustainable travel agenda, including when building on the awareness of sustainable travel options.

Increase awareness of public transport connections

The most significant opportunity over the period of this SAS is the launch of the Elizabeth line. Promotion of the Elizabeth line will ensure passengers know that they now have much faster, direct travel between Heathrow and the places where they live, work and visit. We will work with Transport for London, as well as

Making it easier

Passengers use a variety of routes from the airport. New touch points with passengers, which can make it

Increasing passenger public transport mode share – *continued*

Managing demand for other modes

Investing in sustainable modes
We need to manage the demand
of our passengers

Terminal Drop-Off Charge (TDOC)

On 1 November 2021 we implemented our TDOC, a £5 charge for all private vehicles (including PHVs and taxis) dropping off at terminal forecourts. The scheme aims to prevent a car-led recovery from Covid-19 and reduce airport-related traffic.

Income from this charge goes into the single till and will

We will monitor and adjust the charge as demand is altered to achieve our objectives. For example, to assist with the recovery of vehicles and improve the differential charging of different modes.

The TDOC is expected to generate income of approximately £1.5 million per annum.

Increasing passenger public transport mode share – *continued*



Implement taxi

Taxi (also referred to as a taxi) are an important mode of transport for accessing the airport. The number of taxis is relatively consistent over time, but has grown steadily since 2010 with the introduction of the new taxi to Heathrow.

We are aware that the presence of residential areas bordering the airport can be negatively impacted by our

Reducing colleague single-occu

Our vision for colleague travel at Heathrow is to transform how colleagues get to, from and around the airport. We want public transport, car sharing, walking and cycling to be the default choices for colleague travel, supported by new and improved services, better infrastructure and improved travel information. To achieve this, we will also need to manage car parking differently and create a step-change in the current culture of car use as the main mode of travel to work.

Reducing colleague single occupancy vehicle mode share – *continued*

Providing improved connections and facilities

Improving surface
This will help reduce

Sustainable Travel Zone (STZ)

Our top priority was to launch our new STZ, which we did in January 2022. The STZ will deliver multi-modal improvements covering rail, tube, bus and coach services and active travel. The STZ aims to:

- Reduce colleague single-occupancy-vehicle trips to, from and

The STZ has been



Data Led: projects where colleagues have seen a reduction in past usage of the Heathrow operator plan

Reducing colleague single occupancy vehicle mode share – *continued*

We will initially focus on a range of initiatives serving the areas where most colleagues live. **T**

PRIORITY 1

Ensure existing public transport operates at the times required by all colleagues. Many colleagues work early or late shifts which start or end at times when public transport is not always an option.

PRIORITY 2

Improve active travel options for those living close enough to walk or cycle. Further details on our plans for active travel

PRIORITY 4

Discounted travel. Operating from our to provide discount This also includes s within easy comm

PRIORITY 5

New or significant

Reducing colleague single occupancy vehicle mode share – *continued*

Heathrow Express

Heathrow Airport Limited and Heathrow Express colleagues can travel on Heathrow Express for free whilst Team Heathrow colleagues receive a 75% discount. This discounted travel is in place to incentivise travel by public transport which will contribute towards the achievement of our colleague mode share and decarbonisation targets, as well as reducing congestion, improving air quality and improving colleague wellbeing.

Elizabeth line

The Elizabeth line will provide significant benefits to both

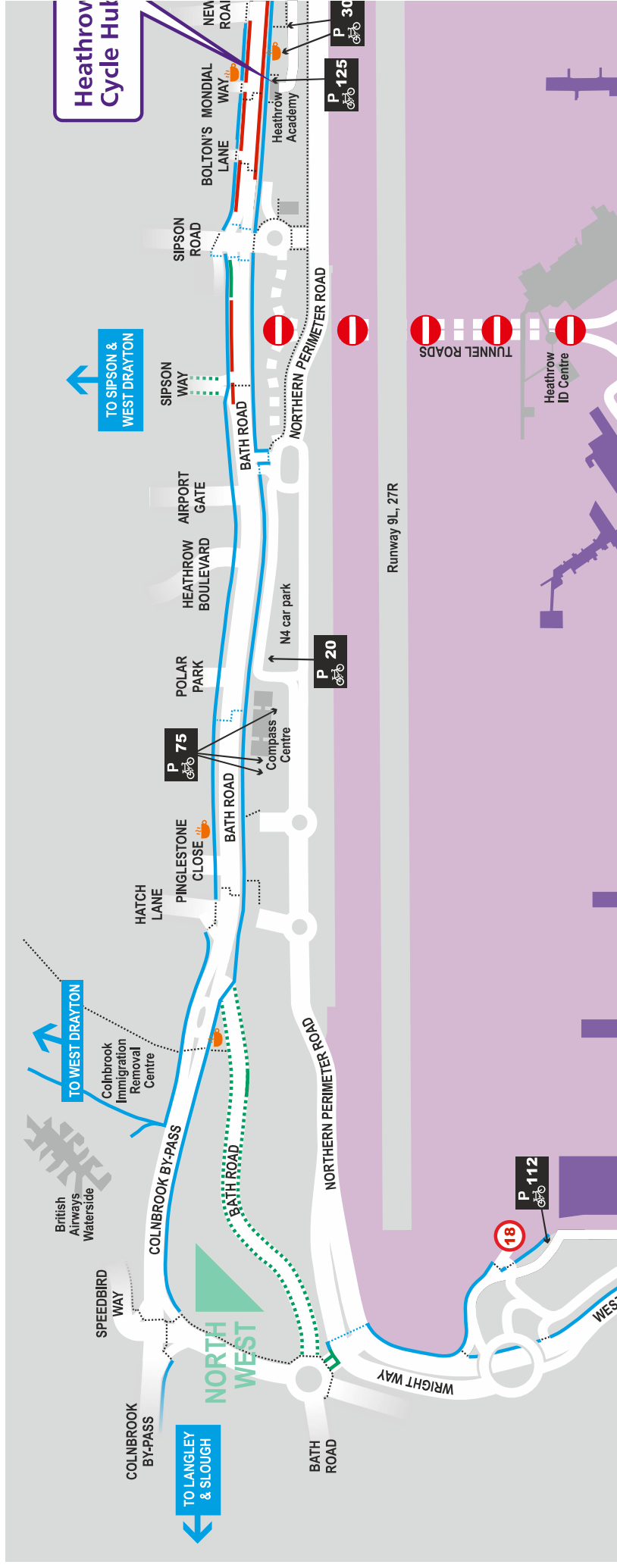
Improve bus an

We will enhance bus to improve the customer and colleagues feedback journey. This includes and the provision of information more

Making bus and cycle real-time information waiting environment will commute by public

Reducing colleague single occupancy vehicle mode share – *cont*

Figure 7: Heathrow Airport Cycle Map



Reducing colleague single occupancy vehicle mode share – *continued*

We are planning active travel improvements over the next five years to contribute to the achievement of our colleague mode share and decarbonisation targets, including:

CTA Cycle Routes/Cycle Parking

Colleagues commuting to and from the CTA cannot currently cycle directly to their place of employment. Instead, they must park their bicycle at the airport perimeter and transfer to the CTA on a bus. This has been the case since 2014 while maintenance of the CTA northern tunnel takes place.

The CTA northern tunnel side bores will be available for use by cyclists and pedestrians (subject to a fire risk

Implement safe routes on campus

To encourage more improve cycle and These changes will local authority and This will encourage journey to work and for work.

We are planning for wherever possible, We will also improve and cyclists to make

Reducing colleague single occupancy vehicle mode share – *continued*

Secure cycle parking

We will ensure there is secure cycle parking at key employment locations at the airport, supported by appropriate welfare including changing facilities, showers and lockers.

Cycle hire

We will explore the possibility of integrating local authority cycle hire schemes into the airport through implementing docking stations at key terminal locations. This will encourage some colleagues to try cycling if they do not currently have a bike. It will also be a good option for colleagues working shifts who want to take public transport for the leg of their commute they make when it is dark, and use a hire bike for



Reducing colleague single occupancy vehicle mode share – *continued*

Building awareness of other options

There is significant travel. A 2021 collection of the Heathrow of support for sus

Communications and Way2Go campaign

We already have a Heathrow Commuter website, monthly email newsletter and colleague travel information on our airport app, available to all Team Heathrow colleagues. We know we need to increase the number of colleagues this information reaches and to raise awareness of sustainable travel options and

Incentivisation

We will also be trialling to encourage colleagues to allocate points to (walking, cycling, public

Reducing colleague single occupancy vehicle mode share – *continued*

Managing demand for other modes

As with passenger Management will

Car parking strategy

We will influence demand through the way we manage colleague car parking. We are reviewing the potential to move from the current annual colleague car parking permits to a more flexible 'pay as you go' approach. Most employers pay for car parking permits for their employees. Regardless of who pays, a more flexible permit system would encourage some

HR policies

We will support the modes for travel to practices and policies of initiatives, from employee benefits to job applications in

Supporting the uptake of zero

For those vehicle trips that are still made to, from and around Heathrow, we will support the uptake of ZEVs to reduce carbon output and improve air quality near Heathrow.

We will need to balance the provision of ZEV infrastructure with the need to reduce congestion through delivering modal shift.

Making it too attractive to drive a ZEV to or from the airport, or attracting non-airport users who want to charge, will result in congestion issues. They will impact our operational resilience

We want to play a role in making sure the right infrastructure is likely some large scale will also be considered.

HAL will be developed to support the uptake of ZEVs. These user groups

Passengers – including Terminal Drop-Off

Colleagues – including

Taxis

Reducing the negative impacts

Improving public transport and active travel will not only benefit passengers and colleagues, but our local communities as well. In November 2020, Heathrow published a local economic recovery plan to combat the impacts on local communities of the pandemic-driven aviation downturn. The plan was developed in conjunction local councils, enterprise partnerships, education providers, business groups and chambers of commerce

Working with o

We will continue to work with our neighbours, w and local authorities taken to minimise the promotion of on-site Vehicle Area for Planning or licensing author

We have dedicated resources to the issues that residents together to resolve through engagement forums

Planning for delivery post-2026

Not all our plans can be delivered by the end of 2026. We will therefore continue working on interventions to be implemented as part of future Surface Access Strategies.

Figure 8: *Origins from He*

Western Rail Link to Heathrow (WRLtH)

The West of England is Heathrow's second largest catchment area (see Figure 8) but is currently underserved by direct transport links. We have identified the WRLtH as the optimum solution having considered alternatives such as increased bus and coach services.



Planning for delivery post-2026 – *continued*

Previous discussions regarding the delivery of WRLtH and the associated Heathrow contribution have centred around the benefits it could provide as part of Heathrow's expansion programme. It was seen as a project which could 'support the obtaining of planning permission for expansion' under the CAA's surface access policy.²⁰

Following the delay to the expansion programme as a result of the (since overturned) judgment of the Court of Appeal setting aside the ANPS, the CAA has confirmed through its H7 consultation documents, that while the expansion programme continues to be paused, it will set Heathrow's regulatory framework on the basis of a two-runway airport.²¹

Given the financial and operational challenges facing the community are faced, it will be a priority through the 2026. Circumstances may change with the delayed [unclear] service date. This risk of loss of benefits to airports Heathrow would [unclear] (2027 to 2031), rather than Heathrow remains a priority to continue to work on the delivery of the scheme given the significant

Planning for delivery post-2026 – *continued*

High-Speed 2

The introduction of high-speed rail services linking London to the north will transform Heathrow's connectivity and catchment. Although HS2 will not provide a direct link to Heathrow, the airport will now be just one change away from Birmingham via the new Old Oak Common station, and subsequently from Manchester, Liverpool and Glasgow as part of later phases.

Phase 1 of HS2 is due to launch between 2029 and 2033. It will provide a link from central London to Birmingham in under an hour via a new station at Old Oak Common. Elizabeth line trains will stop at Old Oak Common, and Heathrow Express trains may also stop, providing up to

We are working with Heathrow Development Corporation on the design of the station and airport passenger



Ensuring the station is conveniently accessible for passengers, improving wayfinding at Heathrow Express and configuration for passenger

Delivery, monitoring and report

Delivery

To implement our strategy and achieve the objectives set out in our strategy, we need to engage and consult with a range of stakeholders including HATF, National Highways, local authorities, and bus and rail operators. This engagement underpins our success, and we will continue to require us to coordinate our efforts to ensure successful delivery.



Delivery, monitoring and reporting – *continued*

Colleague mode share

For colleague travel, Heathrow undertakes its own colleague surveys roughly once every four to five years. The most recent survey took place in 2016/17. The survey is used to estimate the number and type of jobs at the airport, and includes questions about travel to work.

The surveys consist of two parts: an employer survey and an employee survey. The employer surveys are intended to determine the employment characteristics of companies that have a presence at the airport, and include questions on the number of people employed by each company. These surveys help determine the total colleague population

Decarbonisation

The Passenger Pro interviews of a sample of passenger mode share used to calculate the number of departures by mode. These data are used to calculate carbon emissions. The data are used to monitor trajectory of 49% reduction

A similar process is

