



Heathrow Area Transport Forum (HATF) Board Meeting

Monday 27th November 2023

Working together for better surface
transport access to Heathrow



Welcome and Introductions

Anthony Smith, HATF Chair

Working together for better surface transport access to Heathrow

Agenda

	Item	Owner
1	Welcome and introductions	<i>Anthony Smith, HATF Chair</i>
2	Minutes and actions from previous meeting	<i>Anthony Smith, HATF Chair</i>
3	Heathrow update SAS monitoring and mode share	<i>Tim Leech, Heathrow Airport Limited</i>
4	HATF Parking Special Interest Group (SIG) feedback Feedback on second HATF Parking SIG	<i>Anthony Smith, HATF Chair</i>
5	2024 HATF Board work programme initial thinking	<i>All</i>
6	A.O.B.	<i>All</i>



Minutes and actions from previous meeting

Anthony Smith, HATF Chair

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Actions

No.	Action	Update	Owner	Date Opened	Target Completion Date
1	Investigate including passenger satisfaction data in dashboard	Complete. Included in HAL update agenda item.	SK, HAL	27/09/2023	27/11/2023
2	Provide update on catchment analysis target	Include in work programme for March 2024 Board when 2023 analysis will be available	TW, HAL	27/09/2023	March 2024
3	Share draft colleague surveys for input	Will be shared when available, likely November/December 2023	TW, HAL	27/09/2023	December 2023
4	Airport Operators Committee (AOC) to pushing sustainable travel comms through their channels	Ongoing – action to be closed.	NW, AOC	27/09/2023	Ongoing
5	Look at type of taxis arriving at airport e.g. electric/fossil fuel split	Data to be identified	TW, HAL	27/09/2023	Q1 2024
6	Confirm if any other TfL ULEZ-related improvements which benefit the airport, aside from Superloop		SR, TfL	27/09/2023	27/11/2023
7	Provide TfL ULEZ update with data when available	London-wide Ultra Low Emission Zone First Month Report	SR, TfL	27/09/2023	Complete
8	Consider priority topics to be included in work programme for 2024	Covered by agenda item	All	27/09/2023	27/11/2023



Heathrow Update

Tim Leech, Heathrow Airport Limited

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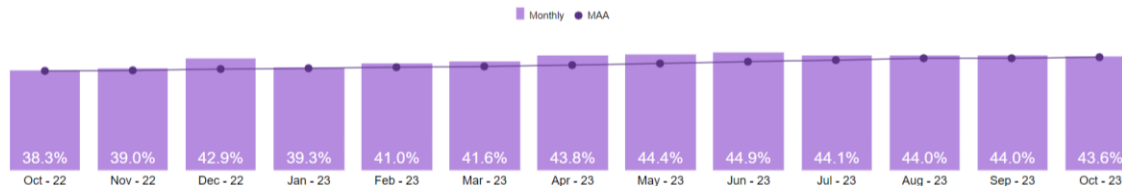


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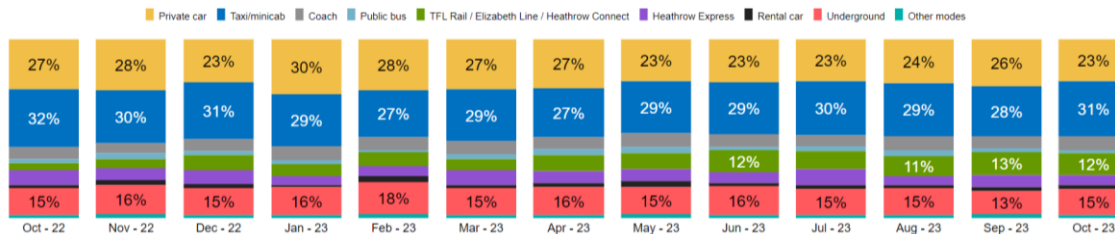
Target Monitoring

Passenger Public Transport Mode Share: Achieve a passenger public transport mode share of 45% by 2026 (compared to a 2019 baseline of 40%).

Net Public Transport



Mode Share by Month



Passenger Profiler (survey of departing passengers)

Colleague Single Occupancy Vehicle Mode Share: Monitoring metrics being developed. Colleague survey to take place in early 2024.

Passenger Public Transport Catchment: 2019: population within 1.5hr – 6.6m; 3hr – 18.6m. 2022: 1.5hr – 8.4m (+27%); 3hr – 21.1m (+13%).

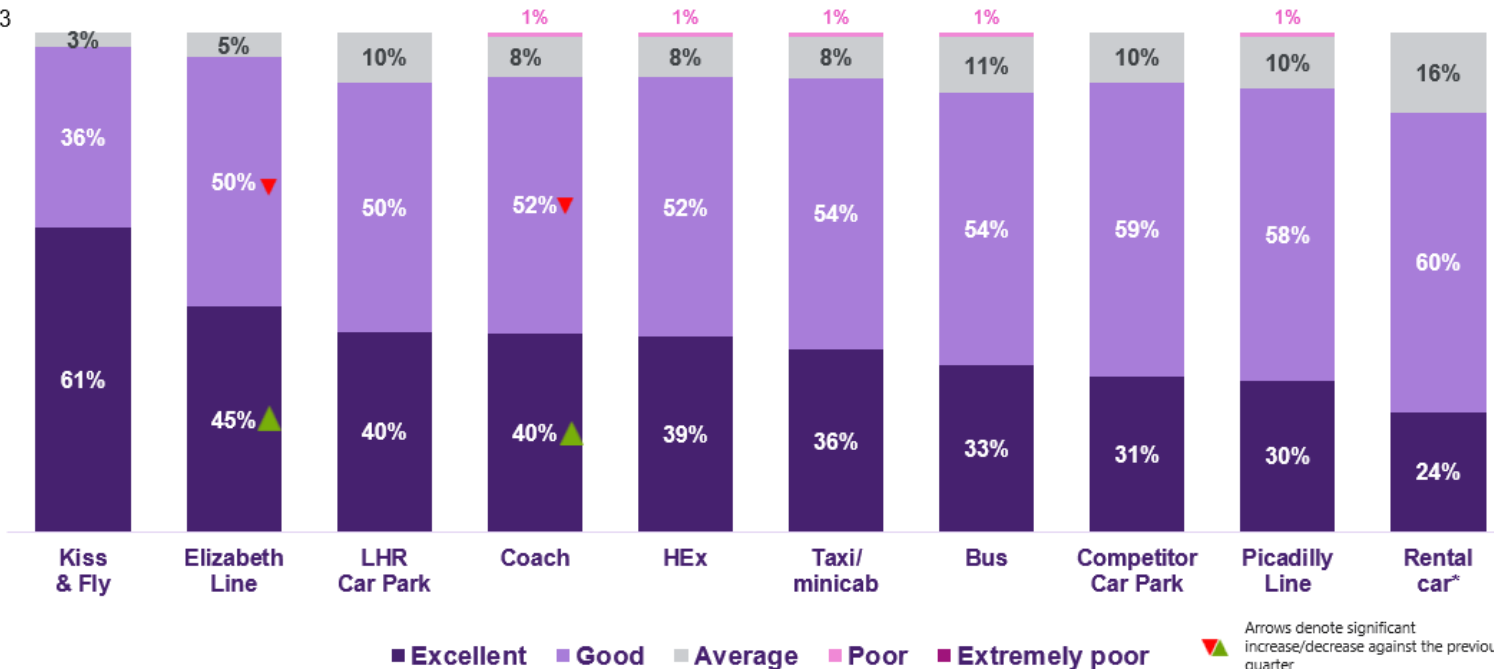
Surface Access Carbon Emissions: Analysis of progress in 2022 underway.

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Q3 Passenger Satisfaction

Overall experience: final transport mode

Q3 2023



* = low base (<50)

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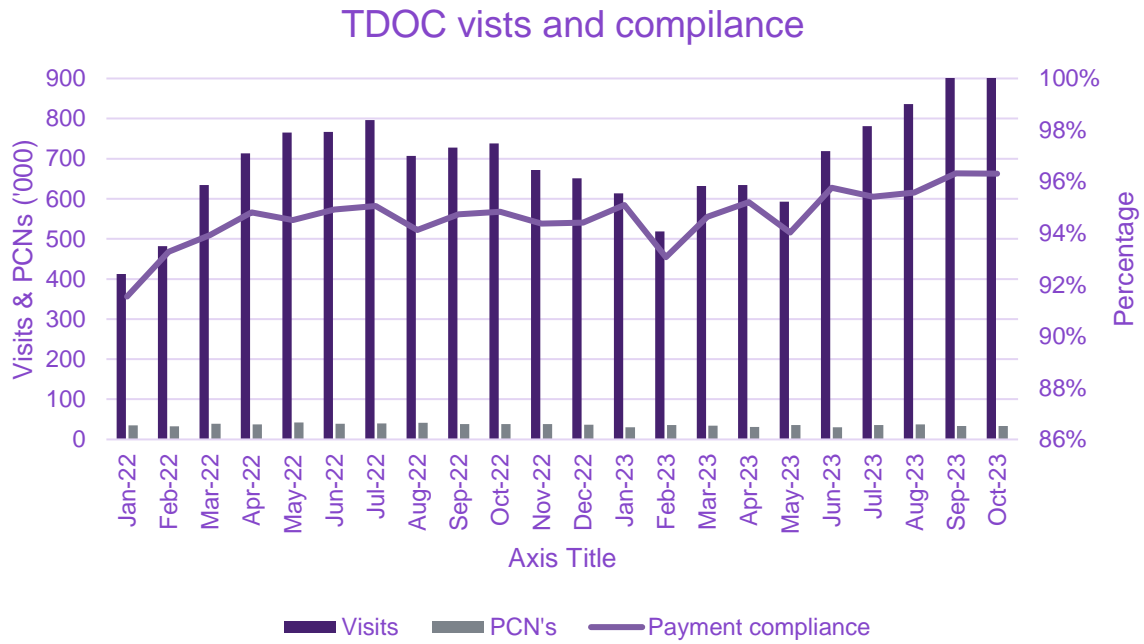
Surface Access Strategy, Sustainable Travel Zone (STZ) and Project Progress								
Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Status
Strategy								
Taxi and Private Hire Vehicle Strategy								Green
Colleague Car Parking Strategy								Yellow
Local Cycling Walking Infrastructure Plan								Green
ULEZ Mitigations (commenced 29th Aug)								Green
Bus Service Improvement Plan								Green
Sustainable Travel Zone								
Hours of Operation: Earlier / Later journeys / Improved Frequency								Green
New Services								Green
Campus Connectivity								Green
Colleague Discounts (Ongoing)								Green
Projects								
Central Terminal Area Cycling								Yellow
Southern Perimeter Road Cycling / Walking Link								Green
Active Travel Singage and Wayfinding								Green
Landside Zero Emission Vehicle Projects (E-Gap charging, Authorised Vehicle Area, Taxi Feeder Park, Central Bus Station Pantograph)								Green

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Terminal Drop off Charge (TDOC) – 2-year update

Overall performance:

- 6.52m TDOC trips (Jan 23 –Nov 23)
- Payment compliance has remained constant at 95% since launch in Nov-21
- PCN % of visits between 3-6%



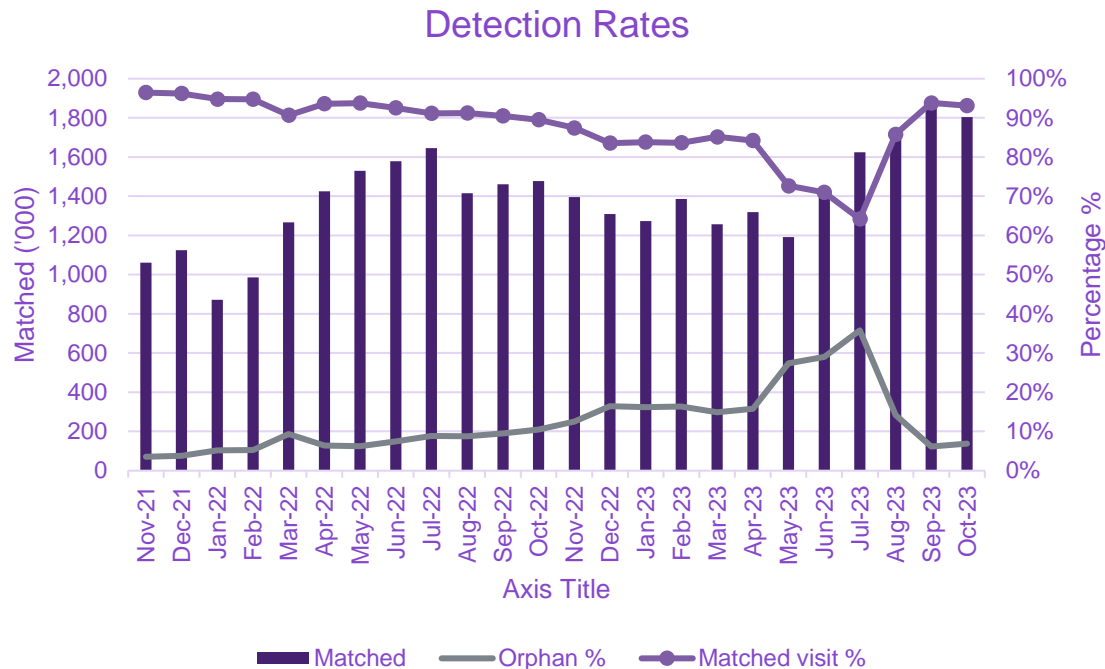
* = low base (<50)
10 28/11/2023

SURFACE ACCESS DASHBOARD: NOVEMBER 2023

Terminal Drop off Charge (TDOC) – 2-year update

Detection rates:

- Matched rates deteriorated from 94% in May-22 to under 80% in Q1-23, This was primarily due to alternative style number plates being used to avoid detection (both legally and illegally).
- New cameras were installed in the summer which led to an improvement in matched rates to 86%
- Back of house improvements have led to further increases in matched rates, now back up to 94%.



* = low base (<50)



HATF Parking SIG Feedback

Anthony Smith, HATF Chair

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HATF Parking SIG Feedback

Attendees: HATF, Local Community Forum, HAL, local authorities, British Parking Association (BPA), Aviation Police, Transport for London

Key points discussed

- BPA provided an update. Developed a new Parking Code of Practice which is currently voluntary (initial meeting held with DfT to make it mandatory). National press campaign to take place.
- Aviation Police provided an update. Agree legislation is long-term solution to rogue meet & greet operators. Crimes related to meet & greet have fallen significantly in the last year. Police monitor vehicle storage locations around Heathrow.
- A draft 'Action Plan' was shared – please see Parking SIG slides for full details. Includes communications and awareness, infrastructure, AVA pricing, operational and regulatory/enforcement initiatives. A collaborative, co-ordinated approach is required as multiple organisations have a role to play in reducing the issue.

Next steps

- HAL engaging bilaterally with local authorities to discuss initiatives under their control.
- Short term initiatives underway – e.g. comms, enforcement trial – and others in development.
- Next meeting to be scheduled for before Christmas.

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2024 HATF Board work programme initial thinking

All

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2023 Activity

- **ULEZ extension mitigation:** HATF supported the work of Heathrow's surface access team to implement a wide range of interventions intended to mitigate the impact from this policy on employees.
- **EV charging:** HATF reviewed the emerging EV charging strategy for the airport. With HATF input, the final strategy strikes the right balance between enabling uptake of EVs, without attracting additional private vehicle demand.
- **Freight strategy:** HATF reviewed and commented on the airport's emerging freight strategy, particularly in respect to opportunities to improve environmental outcomes and reducing negative impacts on local communities.
- **Regulation:** An ongoing theme for the forum is that we are concerned about the weighting given by the Civil Aviation Authority (as economic regulator of the airport) to environmental considerations.
- **Southern Rail:** Worked collaboratively with forum member HSPG) and colleagues at Heathrow to co-commission a review of the Heathrow Southern Rail Limited (HSRL) proposal. Results to be presented at the Wider Forum.
- **Special Interest Groups**
 - **Active Travel:** Delivered a [Heathrow Local Cycling and Walking Infrastructure Plan](#)
 - **Anti-social parking:** Worked with the Local Community Forum, local and other stakeholders to develop an action plan to tackle the issues related to rogue meet and greet operators, private hire and freight vehicles.
 - **Bus:** Working with HSPG and HAL, co-commissioned Arup to develop a Heathrow-specific Bus Service Improvement Plan (BSIP).

2024 Priorities

Bus service improvements – continue to support HAL with development of a Bus Service Improvement Plan (BSIP).

Southern Rail – identify HATF role in progressing.

Special Interest Groups:

Parking – continue to support reduction in negative Surface Access impacts on local community.

Bus – finalise the development of the Heathrow BSIP.

Metrics – scrutinise HAL’s progress towards targets and ensure suitable data is being used to monitor.

What are the priorities of HATF Board Members?



AOB

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