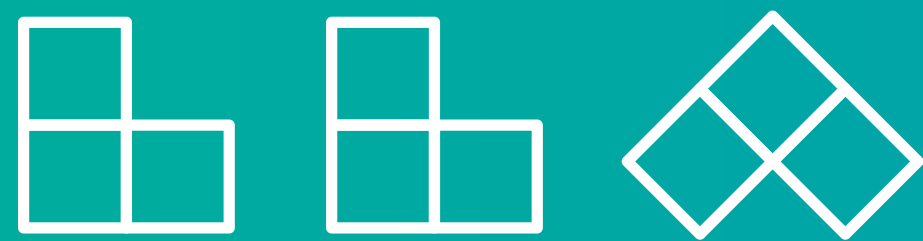


Surface Access Strategy

2024 – 2028



London Luton Airport

Contents

03 Introduction to London Luton Airport

Background
The Vision
The Mission

06 Airport Surface Access Strategy

07 Policy context

08 Surface Access Modes at London Luton Airport

10 Rail

DART
National Rail Service
Thameslink services/Onward travel in London
East West Rail

15 Bus and Coach

Coach services
Local services
Airport Campus Shuttle Bus

19 Taxis and Private Cars

Overview
Private car

20 Active Travel

Walking and cycling

21 Current Travel Patterns

Staff and passenger mode share

22 ASAS Targets

Overview
Staff Targets 2028
Engagement Targets 2028

25 Action and Monitoring Plan

Monitoring actions

36 Appendix

Local Rail Services from Luton Airport Parkway
London and South-East Rail Services from Luton Airport Parkway
National Rail Services from Luton Airport Parkway

Introduction to London Luton Airport

London Luton Airport is one of the UK’s busiest airports and plays a vital role in connecting people and places across the world.

London Luton Airport (LLA) is the UK’s fifth-biggest airport in terms of both total passengers and aircraft movements, with an extensive route network serving more than 130 destinations across Europe, Africa and Asia. In 2023, the airport carried 16.2 million passengers, up from 13.1 million in 2022. Passenger numbers continue to recover post-COVID-19 with the expectation to reach 18 million in the near future.

LLA is wholly-owned by Luton Borough Council (LBC) through its subsidiary company, Luton Rising, and operated on a concession basis by London Luton Airport Operations Limited (LLAOL). LLAOL is owned by Aena, the world’s largest airport operator, and Infrabridge, a global investment manager.

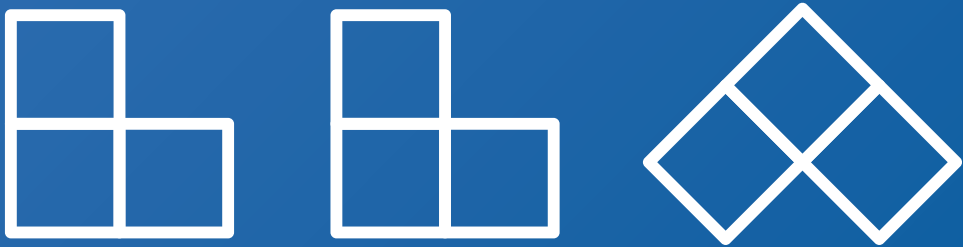
As the operator, we work in collaboration with our partners at Luton Rising and Luton Council and engage closely with members of our community, local residents and regional policymakers.

At LLA, we are committed to delivering an exceptional travel experience for all of our guests while also driving sustainability and responsibility across our operations.

*1 With the exception of disruption caused by COVID-19 travel restrictions
*2 DfT, UK Aviation Forecasts, October 2017

Our unique ownership model

LLA has a unique ownership model, being wholly-owned by the local authority, but operated by a private operator under a concession arrangement. This public-private model enables us to drive the adoption of global best practices in airport operations, while focusing on the benefits for the local community.



London Luton Airport

Luton
Rising

Luton

Luton Council

Introduction from our CEO



Enhancing connectivity and promoting sustainable travel is key to London Luton Airport’s plans for long-term responsible growth.

With passenger surface access accounting for over 45% of the airport’s total carbon footprint, a continued modal shift to more sustainable transport choices for our passengers and our employees is essential.

LLA’s Airport Surface Access Strategy (ASAS) details the many ways in which we are working with partners and stakeholders to make travel to and from the airport easier, simpler and more sustainable than ever.

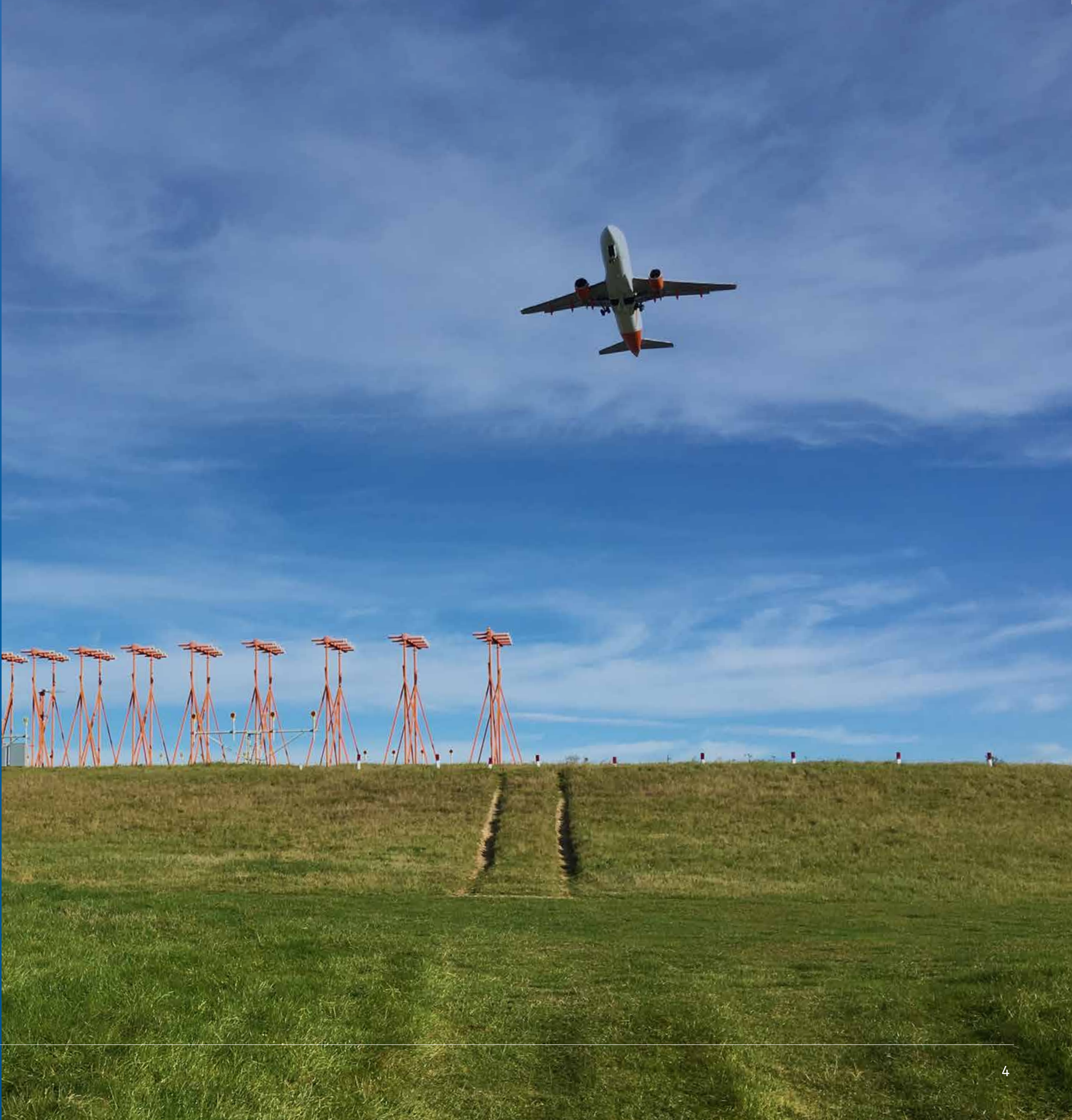
As we look to build on our successes and continue to grow the airport sustainably and responsibly, we will continue to place the passenger at the heart of our decision making. However, our focus on delivering a simple and friendly passenger experience doesn’t simply begin at the airport terminal doors. It starts from the moment a passenger leaves home.

A perfect example of this is the Luton Airport Express which, along with the Luton DART people carrier, has brought LLA even closer to central London, transforming the appeal of rail as a sustainable travel option for passengers heading to and from the airport.

This ASAS highlights the many other exciting initiatives that are supporting our focus in this hugely important area. From our work with local authorities, rail operators and bus and coach companies, through to employee car sharing schemes and the transition to more sustainable operational fleet choices.

London Luton Airport’s Surface Access Strategy is a crucial component of our blueprint for the future. It will play a vital role in ensuring that we will make the airport more accessible and more sustainable. It will also help to ensure that we are able to deliver maximum benefit to our passengers, our people and our local communities.

Alberto Martin
CEO, London Luton Airport



Background

Air travel in the UK has increased steadily over the past 40 years and is expected to continue to increase each year until at least 2050. By 2030 the Department for Transport (DfT) forecasts that demand for air travel through London's airports will have risen to 180 million passengers per year.

In 2023, LLA carried 16.2 million passengers, moved over 26,000 tonnes of cargo, and had nearly 10,000 people employed on the airport campus. In November 2023, LLA was granted approval to increase passenger numbers to 19 million passengers per year.

As LLA continues to grow, it is important to continue to do so in a sustainable way that helps support LLA's Net Zero commitment and the decarbonisation of the wider airport industry. Growth in passenger volume results in growth in surface access journeys made by passengers, as well as the additional staff required at the airport from the new jobs it creates. Sustainable Surface Access forms a key component of the airport's wider sustainability ambitions.

16.2m

passengers in 2023
(↑ 19% since 2022)

5th

Busiest airport
in the UK

32mins

by train from
central London

26,000

tonnes of cargo
(↑ 23% since 2021)



The purpose

Sustainable and reliable Surface Access is at the heart of the continued growth of LLA.

This document sets out the LLA ASAS for 2024 – 2028. It considers how surface transport for both staff and passengers can be made more attractive and sustainable, and the most efficient and convenient choice for people travelling to and from the airport. By delivering these objectives, the ASAS also supports the continued decarbonisation of the airport. In November 2023, the airport gained approval to increase the passenger limit to 19 million passengers per annum (mppa). The ASAS sets out our roadmap for achieving this objective and ensuring that increased Surface Access to the airport is as sustainable as possible.

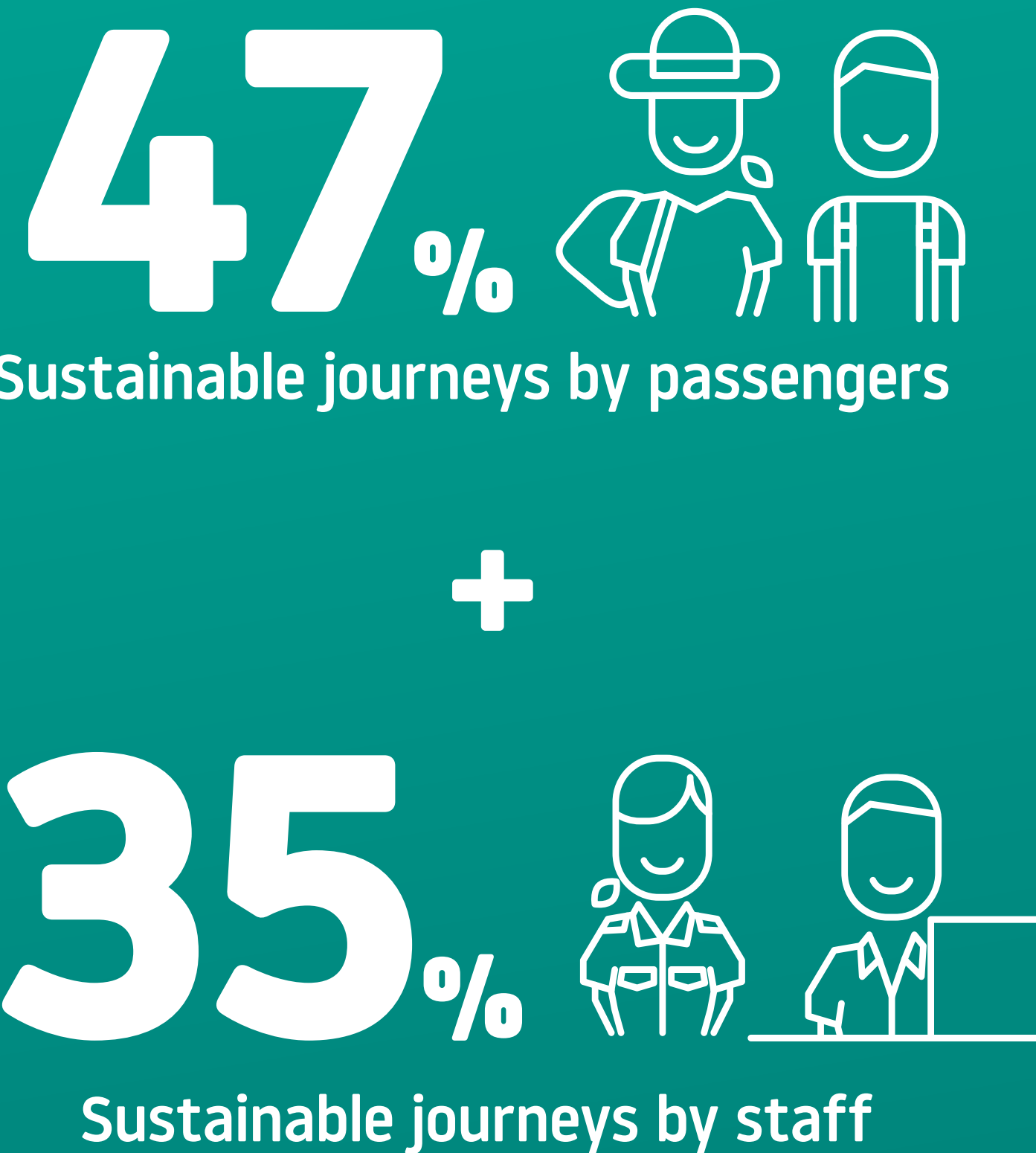
As LLA continues to grow, sustainable transport modes will be increasingly important for both our passengers and our staff.

The targets identified in this ASAS focus on three key areas that support the ambitions of LLA:

- 1 Passenger travel
- 2 Staff travel
- 3 Engagement with users and operators

The targets outlined in this ASAS are also intended to continue to support LLA’s commitments outlined in the airport’s Responsible Business Strategy in achieving airport-wide decarbonisation outcomes, including reiterating our commitment to achieving sustainable mode share targets.

The two primary mode share targets* to be achieved by 2028 are:



*Defined as public transport, walking, cycling, and car sharing

Policy context

LLA’s ASAS is aligned with national, regional, and local transport and aviation policies, supporting sustainable development and improving accessibility to the airport.

At a national level, the ASAS is informed by the UK’s Aviation Strategy, which emphasises reducing environmental impact, enhancing connectivity, and promoting sustainable growth in the aviation sector. Regionally, the strategy aligns with the South East and East of England’s transport priorities, focusing on optimising connectivity to major hubs and improving public transport infrastructure.

Locally, the ASAS supports Luton Council’s transport policies, prioritising lower-carbon transport options, reducing congestion, and enhancing access for neighboring communities. The ASAS aims to contribute to a cohesive and integrated transport network that supports economic growth, environmental targets, and accessibility across all levels.



LLA’s Surface Access Strategy

Surface Access Modes at LLA

LLA is exceptionally well-connected by public transport, making travel easy from across the UK. With close links to major rail and road networks, passengers have plenty of fast and convenient options to reach the airport.

The Luton DART provides quick and easy rail access from the airport to the Midland Main Line, connecting passengers to over 50 destinations, including 21 stations across London.

Our 24/7 coach services offer comfortable, direct connections to cities nationwide, while local buses provide frequent links from nearby towns and villages, making it simple for everyone to reach the airport.



“We are delivering step-changes across all modes to make Surface Access efficient and seamless for all of our passengers and staff, providing improved choice of how they to travel to LLA.”

Jonny Rayner
Chief Commercial Officer, LLA



Private car, Taxis & PHVs



Well-connected to major motorways including the M1 and M25



Rail

From 32 minutes from central London direct to the terminal, served by Govia Thameslink Railway and East Midlands Railway



Coach & Bus

National, regional and local bus routes



Walking & Cycling

Easily accessed by foot for passengers coming from the local area

LLA Surface Transport Mode Hierarchy

Our Surface Transport Mode Hierarchy outlines a clear vision for making sustainable travel the first choice at LLA. We’re committed to making public transport an attractive go-to option for passengers coming to the airport. For our staff, we’re equally focused on supporting cycling and walking as convenient, healthy, and sustainable ways to commute.

This strategy plays a pivotal role in delivering LLA’s Responsible Business Strategy, aligning Surface Access plans with the airport’s Net Zero targets and the UK’s Climate Change Act goals.



“Our goal is to enable greener, healthier, and more accessible journeys to LLA, supporting sustainable growth for the future. By prioritising sustainable travel modes, we can drive significant reductions in emissions and contribute to a more responsible, forward-thinking transport network.”

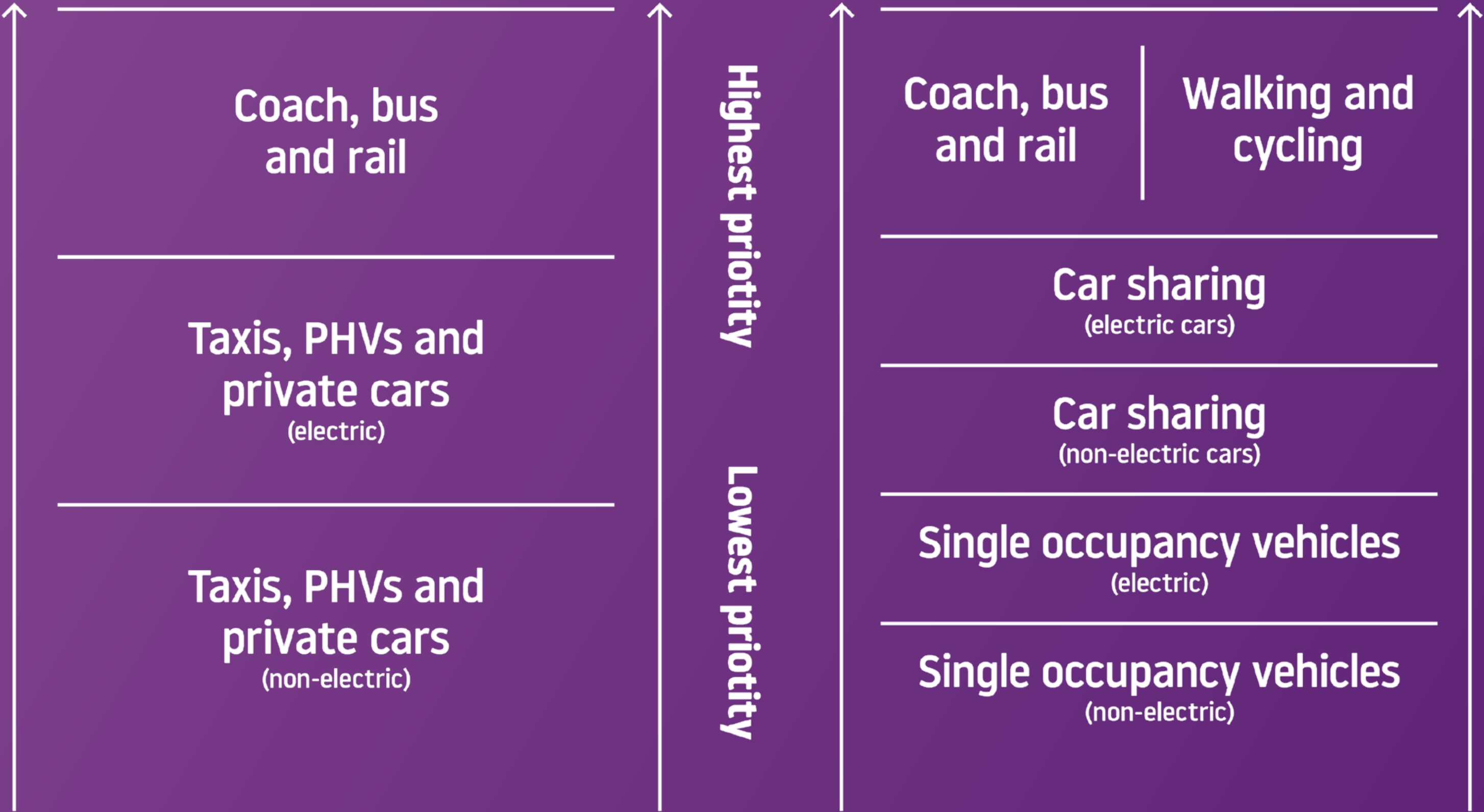
David Vazquez
Head of Sustainability, LLA



Passengers



Staff



Rail

LLA is well-served by rail connections, providing fast and convenient access for travellers to London and beyond.

From Luton Airport Parkway station, frequent train services, operated by Thameslink and East Midlands Railway (EMR), connect the airport to five central London stations. Regular trains connect the airport to major cities and towns across the UK, making rail a convenient and efficient choice for many of our passengers and staff.

21
London stations

served directly from Luton Airport Parkway



* Except on early Sunday mornings



Thameslink trains operate*

24/7

54
destinations
served directly from
Luton Airport Parkway



Fully electric

All rail services to/from Luton Airport Parkway are fully electric



Direct connections to 8 tube lines, plus the London Overground



Rail

DART (Direct Air Rail Transit)

The launch of the Luton DART (Direct Air Rail Transit) in 2023 has transformed access by rail to LLA.

This state-of-the-art, fully automated electric shuttle connects Luton Airport Parkway station to the terminal in under four minutes. Operating 24/7 with departures every five minutes, the DART offers a quick, reliable transfer to frequent rail services into central London and beyond.

Passengers can bring cycles on board, supporting flexible and sustainable travel options, while airport staff enjoy free access to the service. Replacing the previous shuttle bus, the DART has greatly enhanced the passenger experience and promoted greener travel choices. Since its opening in March 2023, it has already served over 2 million passengers and staff.

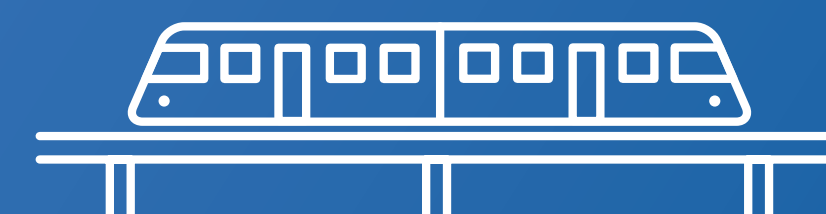


“Luton Rising, owners of the airport and DART, are delighted to collaborate with LLA to improve passenger access. The DART provides a seamless train-to-plane link, transforming travel efficiency to and from the airport.”

Linsey Sweet
Head of Commercial, Luton Rising

Luton
DART

Luton Airport
Parkway to Central
Terminal in under



4 mins



£300m

Public sector funded investment

24/7

24 hours
a day and
7 days a week



170

Passengers per shuttle



Cycles can be brought onboard

Electric

Automated

Fast

Convenient

Sustainable



2.1km

Cable-Hauled Track

Capacity to carry up to
2,720
passengers per hour

Rail

East Midlands Railway

Luton Airport Express

Launched in 2023, the Luton Airport Express (operated by EMR) is LLA's award winning rail express service. Trains take just 22 minutes to travel directly between Luton Airport Parkway station and London St Pancras International.

Many customers have taken advantage of the £10 advance fares, as well as the fast direct service getting from Central London to the Luton Airport terminal in as little as 32 minutes when seamlessly connecting via the Luton DART. Trains run every half-hour from Platform 1 at St Pancras station.

A multi-million pound refurbishment will deliver an even better passenger experience for customers using the service.



“The Luton Airport Express has seen journeys grow by 50% since linking up with the DART, as customers discover the convenience of the service and take advantage of our £10 fares.”

Simon Pready
Commercial Director, East Midlands Railway



£27.6m

investment in refurbished trains by EMR



Reducing environmental impact

of journeys to/from the airport and congestion on surrounding roads



£10

One way

Advance fares to/from London St Pancras start from as little as £10 one way



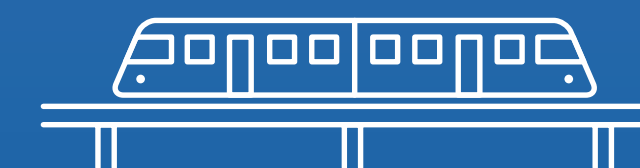
Every 30 mins

The Luton Airport Express leaves every 30 minutes from early morning til late from Monday to Saturday, with regular services on Sundays



Connect seamlessly to the DART

Luton Airport Express whisks you direct to Luton Airport Parkway station for the four minute hop to the airport on the Luton DART



22 mins

Central London to Luton Airport Parkway in 22 minutes



Rail

Thameslink

Thameslink provides convenient and frequent rail connections between LLA, London and the South East.

In total Luton Airport Parkway has direct services to over 50 stations in the Thameslink network, including over 20 stations in London. Hertfordshire, Bedfordshire, Kent and the South coast are also well-connected by rail to LLA including destinations such as Brighton, St Albans, and Rochester.

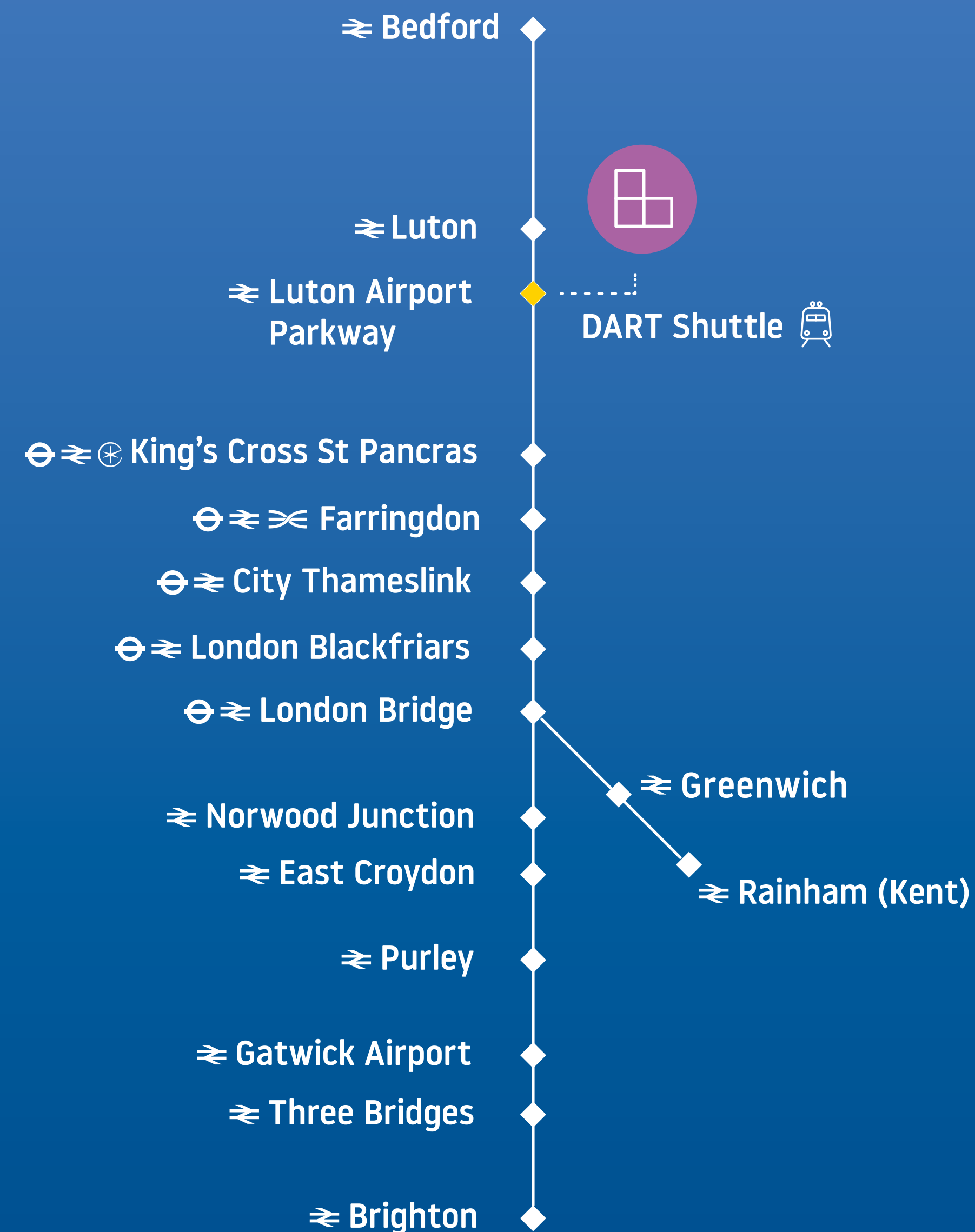
In London, Thameslink offers eight trains per hour to St Pancras International and regular connections to key stations like West Hampstead, Farringdon, Blackfriars, and London Bridge. From there, passengers can easily access London's comprehensive transport network, including National Rail, London Underground, Docklands Light Railway, the Elizabeth Line, and London Overground, for smooth onward travel across the city. A 24/7 direct service also links Luton Airport Parkway with Gatwick Airport, allowing for seamless airport transfers.



“The Luton DART revolutionises travel to London Luton Airport with a direct, fast, and eco-friendly link from the rail station, transforming connections, cutting transfer times to under four minutes, and promoting smarter, greener transit solutions.”

Louis Rambaud
Chief Customer Officer,
Govia Thameslink Railway

ThamesLink/



East West Rail

East West Rail (EWR) is a key railway upgrade plan which will improve rail connections in England by re-establishing a rail link between Cambridge and Oxford.

East West Rail

Once complete, the EWR project will link Oxford to Cambridge via Bedford, providing additional rail connectivity to LLA.

Improving rail connections between Bedford and other major towns and cities on the route could unlock thousands more passenger rail journeys to and from the airport via rail, significantly reducing journey times, reducing numbers of interchanges required, and removing the need to travel via Central London.

Additional benefits to LLA could be realised if further improvements to rail connections are made beyond the plans of the EWR project to improve connections directly to Luton Airport Parkway from mainline stations.

Consideration of connectivity to local stations on the route, first-mile and last-mile transport provision, and collaboration with local transport providers will help extend the reach of the EWR and will bring benefits to LLA by improving the provision of sustainable transport options for staff and passengers to reach the airport. It is hoped that the scheme will invest further in improving local connectivity to fully achieve its potential for improving transport in the region.

**east
west
RAIL**



“East West Rail offers a major opportunity to further enhance sustainable access to LLA. The project will unlock quicker and easier journeys between LLA and the Oxford-Cambridge Arc, benefitting passengers, staff, and the wider region.”

Oli Jaycock
Director of Corporate Affairs, LLA

Bus and coach

LLA’s bus and coach network connects the airport to towns and cities across the country, so it’s easy for passengers from far and wide to reach the airport by coach.

LLA’s bus and coach hub offers even more convenience for passengers arriving by bus or coach. Its close proximity to the terminal makes access easy, while a newly installed canopy provides a comfortable, sheltered waiting area.

Recently installed digital displays with clear wayfinding and schedule information are on hand to help passengers navigate their journeys quickly and smoothly. With 18 bays, the hub serves a variety of routes, from on-site car park shuttles and local buses to long-distance services operated by Arriva, Stagecoach, and National Express.



“By working closely with coach operators, we ensure seamless, reliable services for passengers. Our modern hub, clear wayfinding, and convenient connections make reaching LLA by bus or coach a top-class experience.”

Mark Jennings
Head of Retail & Surface Access, LLA



Strategic Coach and Bus routes to/from LLA



Bus and Coach

Coach services to LLA

Traveling to London Luton Airport by coach offers a convenient and cost-effective option, with direct services available from dozens of locations across UK.

National Express and Greenline run frequent services from the airport to numerous stops in central London including Golders Green, Finchley Road, Baker Street, Paddington and Victoria.

Beyond London, our coach services reach far and wide across the UK including key towns and cities such as Birmingham, Cambridge and Sheffield.

All our coach services drop passengers directly at the terminal, ensuring easy access to check-in and departure areas, making it an ideal choice for travellers of all ages.



“We greatly value our partnership with London Luton Airport, working together to deliver reliable, convenient and great value coach services that ensure seamless travel experiences for passengers across the UK.”

Helen Smyth
Director of Commercial – Airports,
National Express

45mins

from LLA to Golders Green (London) by coach

10

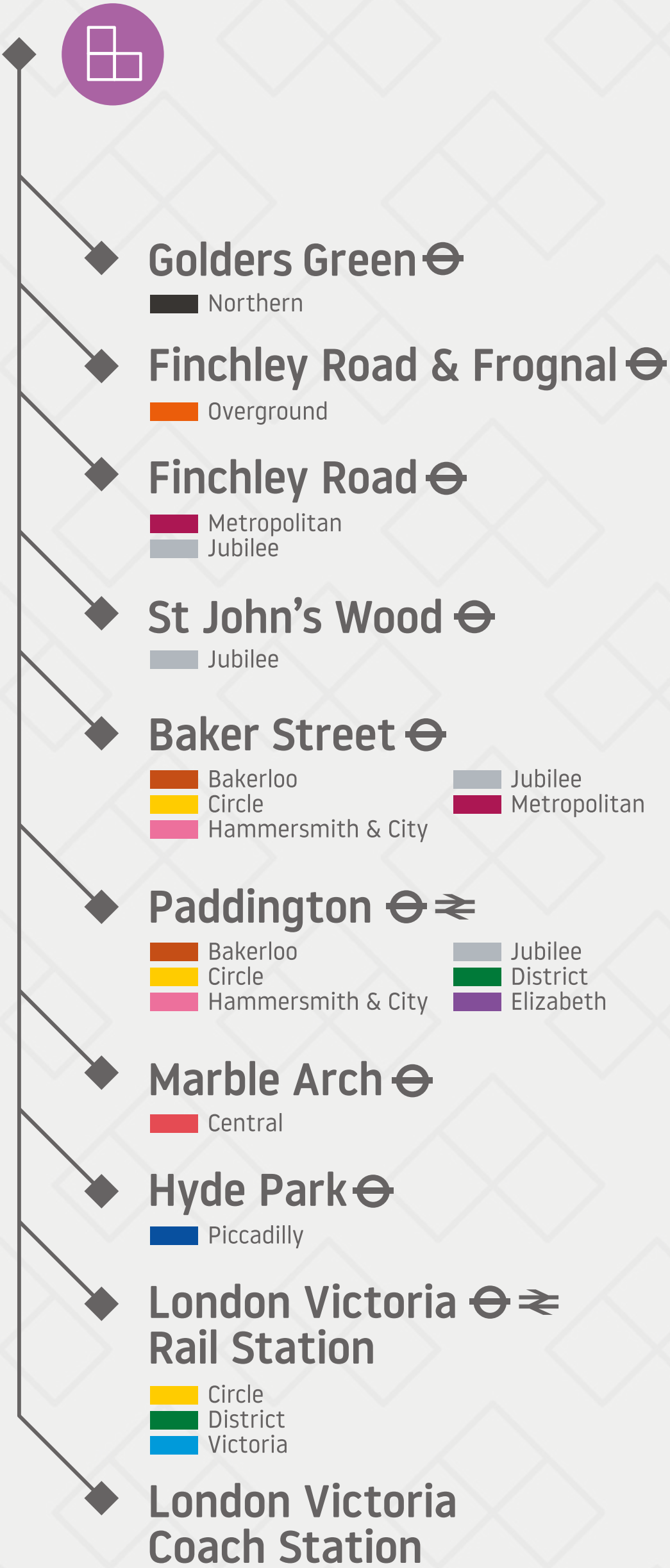
London destinations served by Coach

24/7

Coach services operate 24/7, 365 days a year

1hr

from LLA to Cambridge by coach



Bus and Coach

Local Bus Services

LLA has excellent local bus provision, including the Luton Dunstable Busway which provides dedicated bus provision between Luton, Dunstable, and Houghton Regis.

In addition to dedicated airport routes along the Busway, both passengers and staff can travel to/ from LLA from as far as Bedford, Milton Keynes, and Hitchin.

LLA continues to work with local bus companies to identify new destinations and services which can be opened up to LLA.



“Our local bus network caters for over 750,000 staff and passenger movements around the airport every year. We’ve invested over £6m in new, ultra-low emission vehicles to increase capacity and support further growth in airport passenger volumes.”

Toby France,
Head of Commercial – East & South Midlands, Arriva UK Bus

- Busway service A route

■ Busway service B route

■ Busway service D route

■ Busway service E route
- Route F70 & F77

■ Route MK1

■ Route 100

— Core busway route
- Key local stop

Railway station

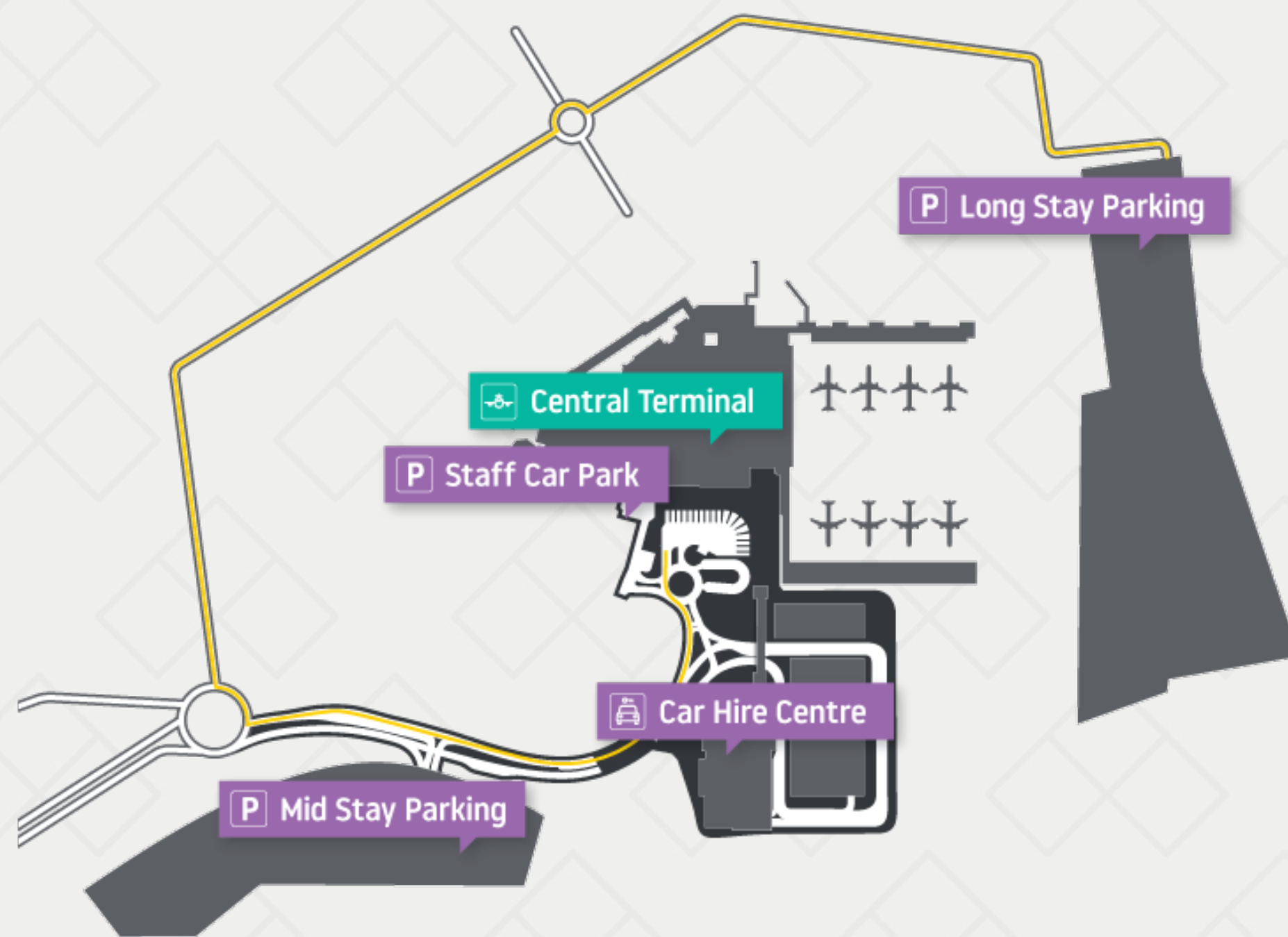


Airport Campus Shuttle Bus

In addition to the main commercial bus services, LLA also provides a free shuttle bus between the Long Stay Parking, Staff Car Park, Car Hire Centre, and the Central Terminal building.

This is available for staff and passengers and runs approximately every 20 minutes with a journey time of 10 minutes or less.

The buses are powered by hydrotreated vegetable oil (HVO), a lower-carbon alternative to diesel that can save up to 90% of carbon emissions across the fuel's lifecycle, another key step in supporting our ambition to achieve Net Zero.



“This year we procured six new shuttle buses, serving car parks, the terminal, and car hire centre. Powered by HVO fuel, they provide efficient, lower-carbon connections, supporting smooth operations and our Net Zero goals.”

Graham Sweedy
Operations Manager, Surface Access, LLA



Taxis and private cars

Car-Sharing and Car Clubs

The airport’s previous car-sharing scheme was paused due to the COVID-19 pandemic, but plans are in place to relaunch it with dedicated parking for car-sharing and car clubs.

The reintroduced program will encourage ride-sharing to and from the airport, aiming to reduce single-occupancy vehicle trips, lower-carbon emissions, and help staff save on fuel and parking. Additional benefits include reducing traffic congestion, easing parking demand, and fostering new social connections among colleagues.

Car Hire

Passengers can access a range of car hire options at LLA’s Car Hire Centre, connected by a free shuttle bus service to the main terminal. LLA has three official onsite car hire providers; Avis, Enterprise, and Europcar. Our car hire partners are constantly maximising the efficiency of their operations to provide a seamless experience for our guests, and reducing their impact on emissions.

Taxis and Private Hire Vehicles

The taxi pick-up and drop-off area is conveniently located next to the bus and coach hub, just outside the terminal. Accessible hackney carriages are available for wheelchair users and guide dog

owners. Local taxis, PHVs, and ride-share services can be pre-booked or requested on demand, with designated pick-up and drop-off zones. Electric vehicles (EVs) also receive a discount when using the drop-off area.

For staff, LLA has introduced an EV salary sacrifice scheme, giving staff access to sustainable commuting options.

Passenger Car Parking

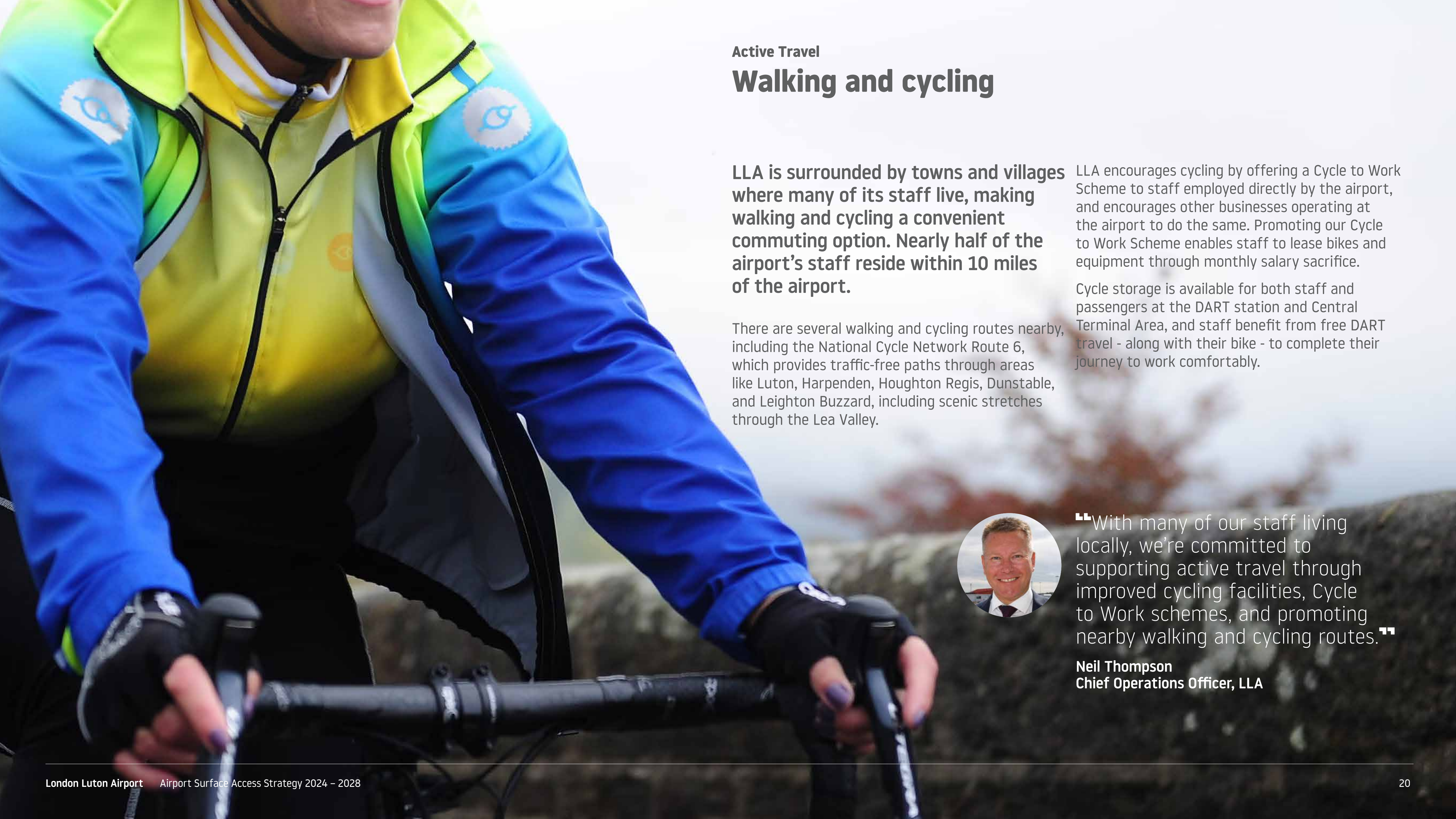
LLA offers three main parking options for passengers:

- **Terminal Car Park 1** – A multi-storey car park just a 4-minute walk from the terminal, with a dedicated drop-off and pick-up area. The second floor offers EV charging, including six Tesla chargers and four type-2 chargers for public use.
- **Mid Stay Car Park** – A surface-level car park, located an 8-minute walk from the terminal.
- **Long Stay Car Park** – A surface-level car park with a free shuttle service, providing a 10-minute transfer to the terminal.

Motorcycle Parking

Motorcycles can park free of charge in the Mid Stay Car Park for up to 14 days, with standard daily rates applying after that period.





Active Travel

Walking and cycling

LLA is surrounded by towns and villages where many of its staff live, making walking and cycling a convenient commuting option. Nearly half of the airport's staff reside within 10 miles of the airport.

There are several walking and cycling routes nearby, including the National Cycle Network Route 6, which provides traffic-free paths through areas like Luton, Harpenden, Houghton Regis, Dunstable, and Leighton Buzzard, including scenic stretches through the Lea Valley.

LLA encourages cycling by offering a Cycle to Work Scheme to staff employed directly by the airport, and encourages other businesses operating at the airport to do the same. Promoting our Cycle to Work Scheme enables staff to lease bikes and equipment through monthly salary sacrifice.

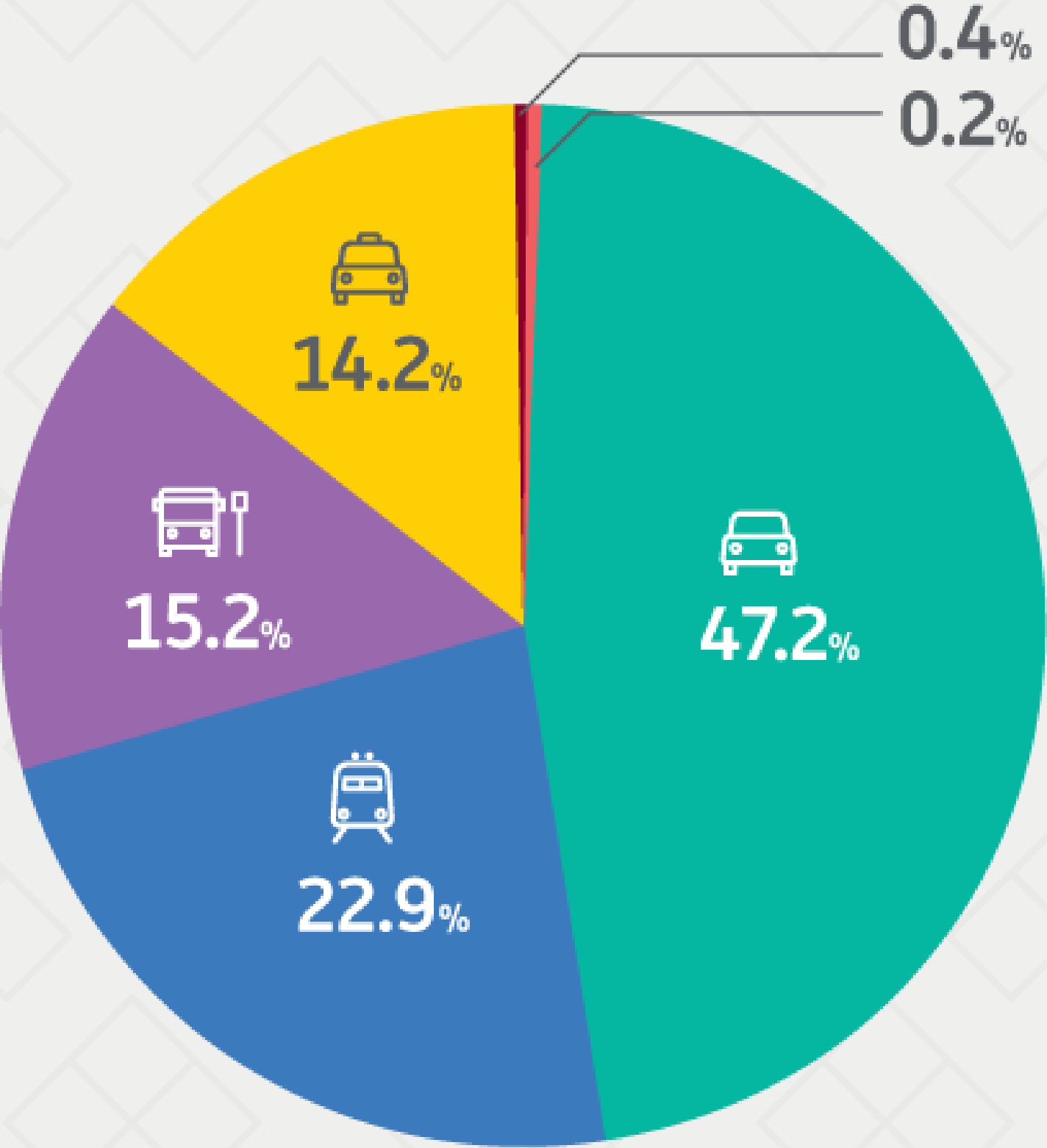
Cycle storage is available for both staff and passengers at the DART station and Central Terminal Area, and staff benefit from free DART travel - along with their bike - to complete their journey to work comfortably.



“With many of our staff living locally, we’re committed to supporting active travel through improved cycling facilities, Cycle to Work schemes, and promoting nearby walking and cycling routes.”

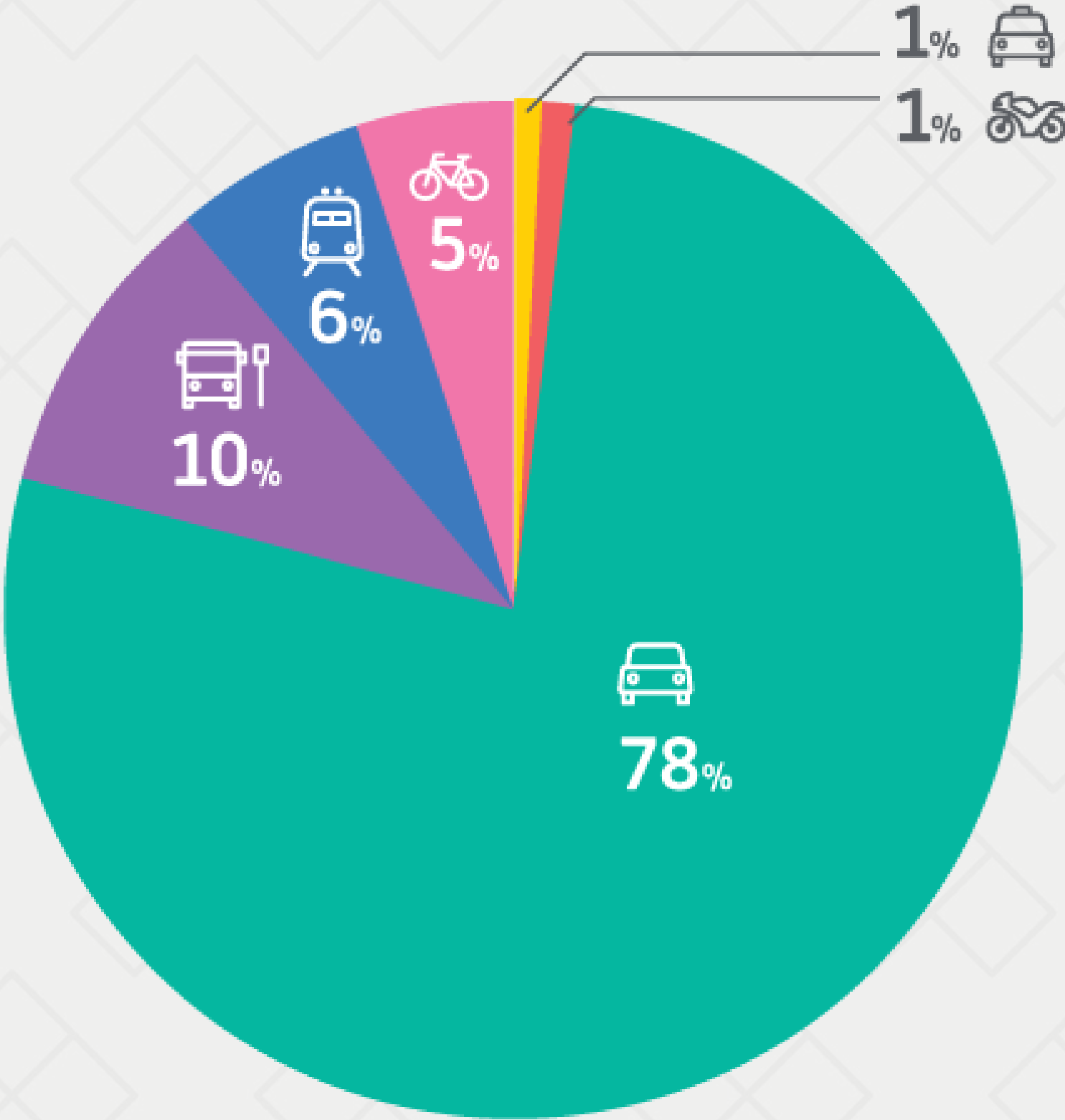
Neil Thompson
Chief Operations Officer, LLA

Staff and passenger mode share




How do passengers currently travel to LLA?

2022



How do staff currently travel to LLA?

2022

-  Taxis & PHVs
-  Walking & Cycling
-  Cars
-  Coaches & Buses
-  Rail

Passenger and Staff Targets: 2028

LLA has ambitious targets to increase the number of journeys made to the airport by sustainable modes. Reporting on surface mode share over the period 2020-2022 is not included here as COVID-19 disrupted airport travel.

LLA's Sustainability Report 2023 sets out how the airport will ensure environmental responsibility and efficiency across its wider operations.

The ASAS targets for 2028 focus on three key areas: **passenger travel, staff travel, and engagement.**

NB – some of the targets presented here are stretch targets which go beyond LLA's targets under its P19 planning application.

Passenger and Staff Targets: 2028

Passenger targets 2028



47%

of journeys are by sustainable modes

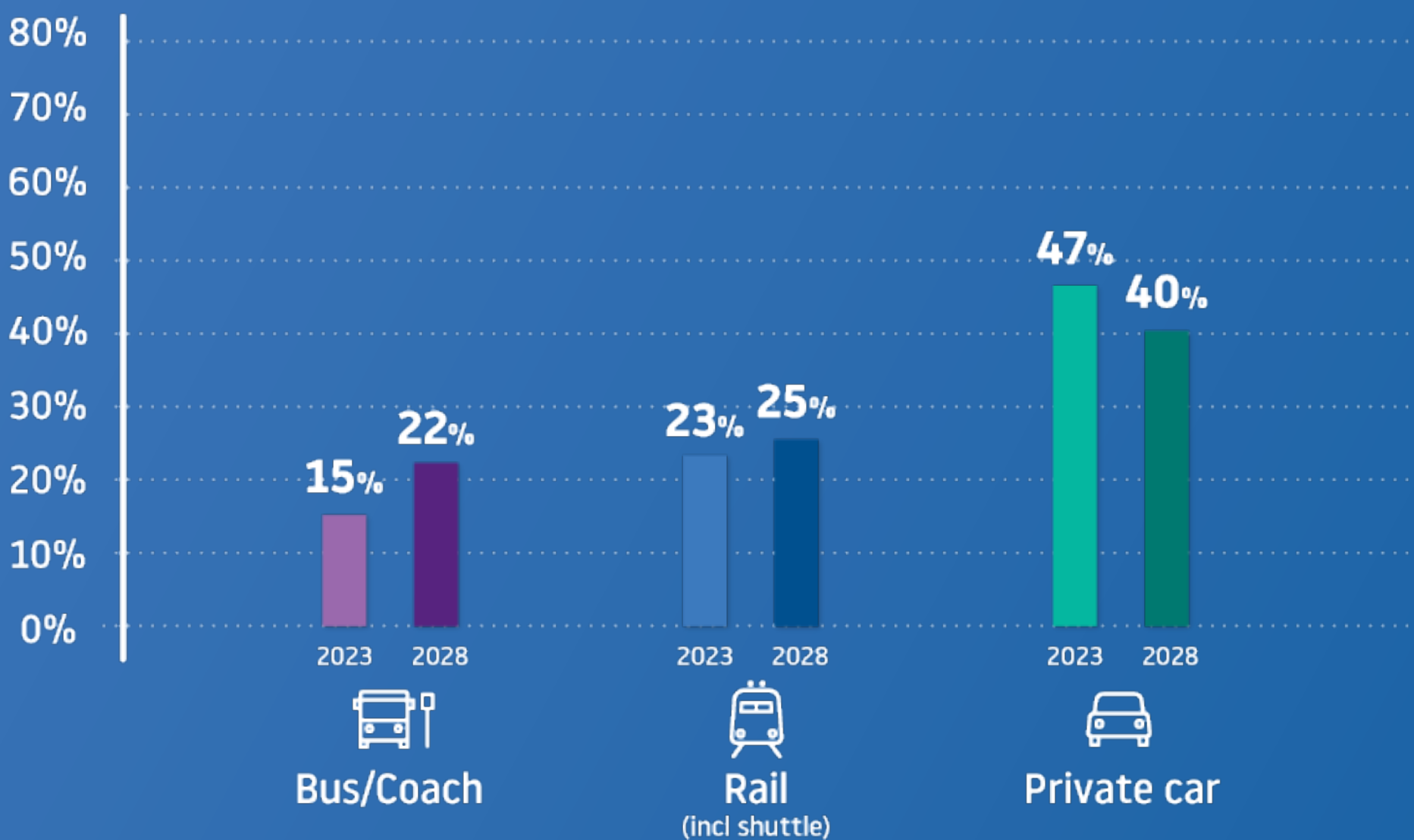
22%

of journeys are by bus/coach

25%

of journeys by rail

Outcomes for 2023 V's targets for 2028



Staff targets 2028



37%

of journeys are by sustainable modes

18%

of journeys are by bus/coach

10%

of journeys by rail

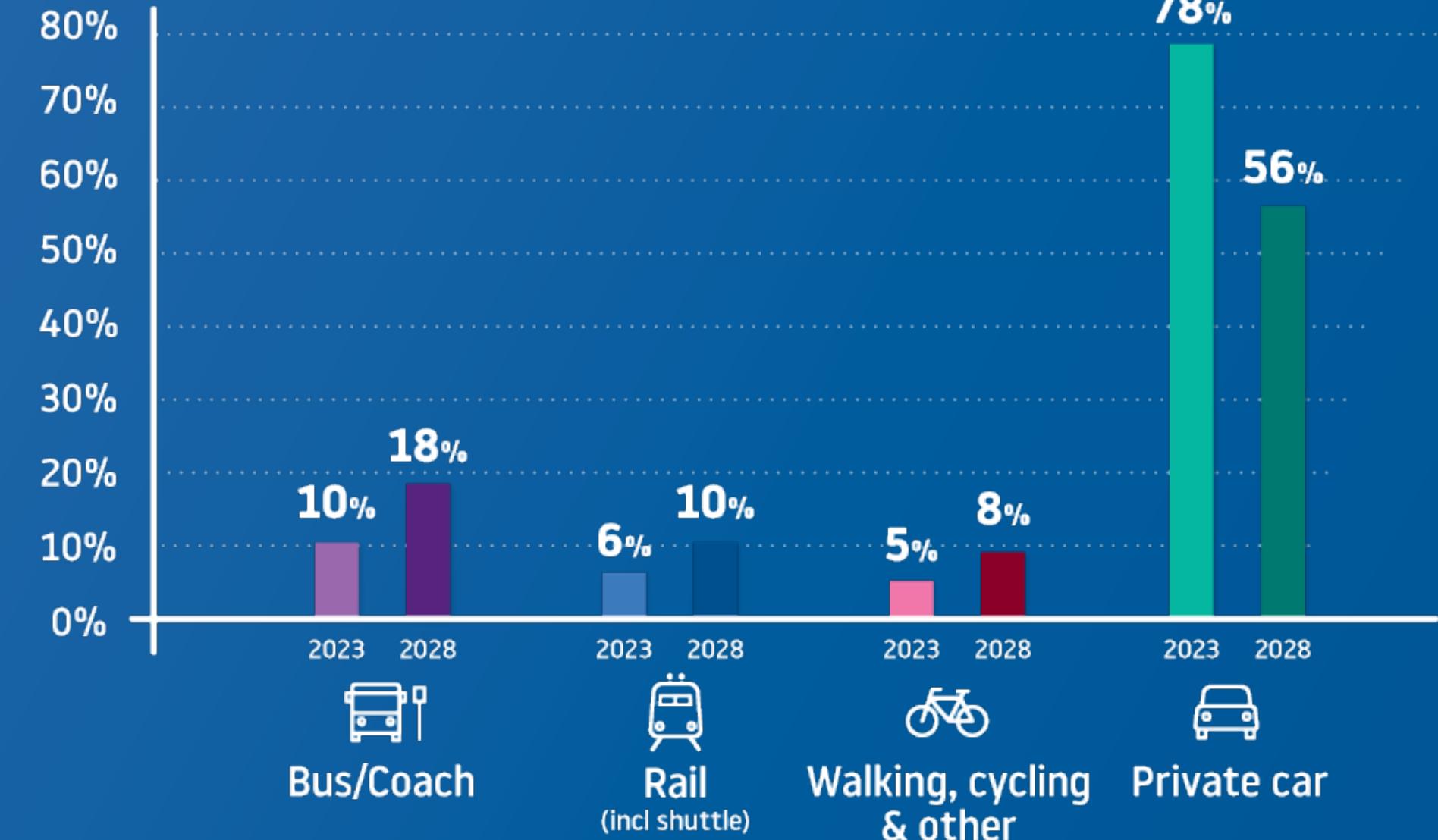
4%

of journeys are by cycle, e-cycle or e-scooter*

4%

of journeys are by walking

Outcomes for 2023 V's targets for 2028



Engagement Targets 2028

LLA has direct control over certain measures to help achieve its targets, and will work collaboratively with its partners to influence all areas of Surface Access.

The LLA Travel Plan (2024) outlines which measures will be managed by LLA and which will require collaboration with other stakeholders. These measures form a core part of our ASAS action plan, helping to drive progress toward shared goals for 2028.



“Through collaboration with our key partners including operators, innovators, and local authorities, we can unlock exciting new Surface Access opportunities for LLA.”

Andy Martin
Surface Access Development Manager, LLA



Increase
engagement with
Airport Transport
Forum and working
groups

Minimum

12%

participation in
the Staff Survey

Engage with
transport operators
on funding
available for fleet
transition



Action and Monitoring Plan

Monitoring actions

LLA has a plan to monitor and evaluate progress against the targets set out in the ASAS. The monitoring plan sets out the indicators relating to each target, and how often LLA will review progress against each target.

Partner and stakeholder collaboration will be important to complete actions and help achieve targets.

The monitoring methodology is informed by the different sources of information available to LLA, which are:

- Quarterly and annual Civil Aviation Authority (CAA) passenger survey datasets.
- Annual staff travel survey.
- Information internal to LLA, which may require engagement with specific teams or roles and/or review of LLA’s own activities.
- Information gathered from partners and stakeholders, through the Airport Transport Forum or at ad-hoc meetings.
- Information gathered from staff, through the Staff Forum or ad-hoc meetings and engagement.

| Targets by 2028 | Area | Monitoring Output and Data Source | Monitoring Frequency |
|---|------------|--|----------------------|
| 47% of journeys are by sustainable modes | Passenger | % journeys by sustainable modes through CAA data | Quarterly |
| 22% of journeys are by bus/coach | Passenger | % journeys by bus/coach through CAA data | Quarterly |
| 25% of journeys are by rail | Passenger | % journeys by rail through CAA data | Quarterly |
| Reduce car journeys to 40% | Passenger | % journeys by car through CAA data | Quarterly |
| 38% of journeys are by sustainable modes | Staff | % journeys by sustainable modes through staff survey | Annually |
| 17% of journeys are by bus/coach | Staff | % journeys by bus/coach through staff survey | Annually |
| 10% of journeys are by rail | Staff | % journeys by rail through staff survey | Annually |
| 4% of journeys are by cycle, e-cycle or e-scooter | Staff | % journeys by bike through staff survey | Annually |
| 5% of journeys are by walking | Staff | % journeys by walking through staff survey | Annually |
| Reduce car journeys to 53% | Staff | % journeys by car through staff survey | Annually |
| 12% participation in the staff survey | Engagement | % staff completing the survey through staff survey | Annually |

Action and Monitoring Plan

Monitoring actions

LLA has identified performance indicators for 2024 – 2025 to understand what can reasonably be achieved within the period while considering these as the building blocks for enhancements to the actions and indicators for the following years of the ASAS.

Central to the actions and indicators is the ability to monitor and evaluate the impact on achieving the targets. The actions have been developed in tandem with an understanding of monitoring best practice and data availability.

The table shows a snapshot example of what the detailed action and monitoring plan involves. One example has been taken from the passenger action plan, showcasing the process that has been undertaken for all targets, across all types (passenger, staff, engagement).

| Target | Actions | Performance Indicators | Monitoring Methodology & Output | Data Source | Monitoring Frequency |
|--|---|------------------------------------|---|--|----------------------|
| Passenger | | | | | |
| 47% of journeys are by sustainable modes | Sustainable travel options prioritised on website/recommended in directions | Updates to website made in Q1 2024 | Check for updates to website | LLA website | Once |
| | LLA led sustainable travel campaign | Annual campaign | Measure campaign completion The campaign will have individual measures and will feed into the overall target | LLA and information gathered from engagement with partners (at Airport Transport Forum or ad-hoc meetings) | Annually |
| | Work with retail and transport partners and operators at the airport to offer incentives to those who use sustainable options | Incentives agreed with partners | Incentives in place going through meeting minutes/ notes | LLA + information gathered from engagement with partners (at Airport Transport Forum or ad-hoc meetings) | Annually |

Passenger Action and Monitoring Plan (1/3)

| Target to be aimed for by 2028 | Proposed Action | Performance Indicator 2024 | Monitoring Methodology & Output | Data Source | Monitoring Frequency |
|--|---|---|---|---|----------------------|
| 47% of journeys are by sustainable modes | Sustainable travel options prioritised on website/recommended in directions | Updates to websites made in Q2 2024 | Check for updates to website | LLAOL website | Once |
| | Encourage retail and transport operators at the airport to offer incentives to those who use sustainable options | Incentives being in place or to be implemented by retail and/or transport operators (if agreed by the relevant third parties) | Incentives in place/going through (if agreed by the relevant third parties) Meeting minutes/notes | LLAOL and information gathered from engagement with transport operators (at Airport Transport Forum or ad-hoc meetings) | Annually |
| | Seek to engage with travel operators on journey planning options for passengers | Engage with travel operators on potential improvements for journey planning | Through meeting minutes/notes | LLAOL and confirmation from travel operators (at Airport Transport Forum or ad-hoc meetings) | Annually |
| 22% journeys are by bus/coach | Seek to engage with Local Authority and transport operators on route enhancements | Specific engagements with third parties | Through meeting minutes/notes | Meeting minutes/notes of engagement with third parties (at Airport Transport Forum or ad-hoc meetings) | |
| | Prioritise bus/coach journeys in passenger travel hierarchy on LLA's website | Updates to website in Q2 2024 | Check for updates to website | LLAOL website | Once |
| | Seek to engage with transport operators to create a campaign for passengers in the most relevant geographical areas | Initial engagement with transport operator in Q2 2024, Campaign completed in Q4 2024, Campaign round-up session Q1 2025 | Measure campaign completion. The campaign will have individual measures and will feed into the overall target | LLAOL and information gathered from the bus working group | Quarterly |

Passenger Action and Monitoring Plan (2/3)

| Target to be aimed for by 2028 | Proposed Action | Performance Indicator 2024 | Monitoring Methodology & Output | Data Source | Monitoring Frequency |
|--|---|--|---|--|----------------------|
| 25% of journeys are by rail | Prioritise rail journeys in passenger travel hierarchy on LLA’s website | Updates to website in Q2 2024 | Check for updates to website | LLAOL website | Once |
| | Seek to engage with Local Authority and transport operators on route enhancements | Specific engagements with third parties | Through meeting minutes/notes | Meeting minutes/notes of engagement with third parties (at Airport Transport Forum or ad-hoc meetings) | Annually |
| | Seek to engage with transport operators to create a campaign for passengers in the most relevant geographical areas | Initial engagement in Q2 2024, Campaign completed in Q4 2024, Campaign round-up session in Q1 2025 | Measure Campaign completion The campaign will have individual measures and will feed into the overall target | LLAOL and information gathered from the rail working group | Quarterly |
| Encourage reduction in proportion of private car journeys by non-electric vehicles | Review charging infrastructure provided by LLAOL Car Parks | Summary of charging infrastructure and suggested next steps on requirements (focusing on passenger EV use and increasing demand) | Check for the dissemination of the summary and suggested next steps on requirements | LLAOL Car Park team | Annually |
| | Seek to engage with chargepoint operators (CPOs) on model for increasing charging infrastructure | Engagements with CPOs | Through meeting minutes/notes | Meeting minutes/notes of engagement with CPOs | Annually |
| | Support utilisation of existing charging infrastructure | Number of new chargepoints installed based on review findings Chargepoint utilisation | Measure number of new chargepoints installed and utilisation | LLAOL/ LLAOL Car Park team and information gathered from engagement with CPOs | Annually |

Passenger Action and Monitoring Plan (3/3)

| Target to be aimed for by 2028 | Proposed Action | Performance Indicator 2024 | Monitoring Methodology & Output | Data Source | Monitoring Frequency |
|---|--|---|--|---|----------------------|
| Reduce non-electric private car journeys to 39% | Consider options for de-incentivising car journeys | Review existing and identify future options for de-incentivising car journeys and prepare a summary paper | Check for the dissemination of summary paper | LLAOL/LLAOL Car Park team | Annually |
| | Seek to engage with Local Authority, transport operators and other stakeholders on de-incentivising car journeys | Engage with relevant stakeholders and third parties on how to de-incentivise car journeys | Through meeting minutes/notes | LLAOL and information gathered from engagement with third parties (at Airport Transport Forum or ad-hoc meetings) | Annually |
| | Assess potential of Demand Responsive Transport (DRT) services to add additional service option to car users | Engagements with DRT operators | Through meeting minutes/notes | Meeting minutes/notes of engagement with DRT operators | |

Staff Action and Monitoring Plan (1/5)

| Target to be aimed for by 2028 | Proposed Action | Performance Indicator 2024 | Monitoring Methodology & Output | Data Source | Monitoring Frequency |
|---------------------------------------|--|--|---|---|----------------------|
| 37% journeys are by sustainable modes | Sustainable travel options prioritised on intranet | Updates to intranet made in Q2 2024 | Check for updates to intranet | LLAOL intranet | Once |
| | Create a staff travel working group | Staff working group in place in Q3 2024 | Check for staff forum in place through engagement and minutes of staff forum | Terms of reference/meeting minutes/ notes of the staff forum | Once |
| | LLAOL led sustainable travel campaign | Annual campaign | Measure campaign completion The campaign will have individual measures and will feed into the overall target | LLAOL and information gathered from engagement with third parties (at Airport Transport Forum or ad-hoc meetings) | Annually |
| | Implement staff travel champions | Staff champions in place by Q4 2024 | Check that staff champions have been established by Q4 2024 | Meeting minutes/notes of staff engagement meetings and staff forum and intranet and staff email | Once |
| | Consider implementing incentives for staff who use sustainable options | Incentives in place for staff using sustainable travel (if implemented following consideration) | Check incentives in place (if implemented following consideration) | LLAOL and confirmation from third parties (at Airport Transport Forum or ad-hoc meetings) | Annually |
| | Encourage increased use of staff travel card | Review of travel card scheme including current numbers by Q2 engagements with staff on types of incentives and travel card | Assessment of any increase in numbers of staff travel card uses | LLAOL database | Annually |
| | Engagements with staff on types of incentives and travel card | Engage with travel operators on potential improvements for journey planning | Through meeting minutes/notes | LLAOL and confirmation from third parties (at Airport Transport Forum or ad-hoc meetings) | Annually |

Staff Action and Monitoring Plan (2/5)

| Target to be aimed for by 2028 | Proposed Action | Performance Indicator 2024 | Monitoring Methodology & Output | Data Source | Monitoring Frequency |
|--------------------------------|--|---|---|--|----------------------|
| 18% journeys are by bus/coach | Seek to engage with Local Authority and transport operators on route enhancements | Engagements with third parties | Through meeting minutes/notes | Meeting minutes/notes of engagement with third parties (at Airport Transport Forum or ad-hoc meetings) | Annually |
| | Prioritise bus/coach journeys in staff travel hierarchy on LLA intranet | Updates to website and intranet in Q2 2024 | Check for updates to website and intranet | LLAOL website and intranet | |
| | Seek to engage with transport operators to create a campaign for staff in the most relevant geographical areas | Initial engagement in Q2 2024 Campaign completed in Q4 2024 Campaign round-up session Q1 2025 | Measure engagements with operators Campaign completion | LLAOL and information gathered | Quarterly |
| | Seek to engage with staff and transport operators on barriers faced | Staff survey | Check Staff travel survey for results relating to barriers for bus/coach travel | Staff travel survey | Annually |
| | | Workshop with staff forum and transport operators by Q4 2024 | Check for workshop through meeting minutes/notes | Minutes/notes of workshop | Once |
| | Encourage transport operators to offer staff discounts | Liaise with transport operators on discounts | Encourage transport operators to offer staff discounts | Meeting minutes/notes of engagement with third parties (at Airport Transport Forum or ad-hoc meetings) | Annually |
| | | Promotion of staff discounts | | LLAOL, including review of website/ intranet and meeting minutes/notes of staff forum | Annually |

Staff Action and Monitoring Plan (3/5)

| Target to be aimed for by 2028 | Proposed Action | Performance Indicator 2024 | Monitoring Methodology & Output | Data Source | Monitoring Frequency |
|--------------------------------|---|---|--|---|----------------------|
| 10% journeys are by rail | Prioritise rail journeys in staff travel hierarchy | Updates to website and intranet in Q2 2024 | Check for updates to website and intranet | LLAOL website and intranet | Annually |
| | Seek to engage with Local Authority and transport operators on route enhancements | Initial engagement in Q2 2024 Campaign completed in Q4 2024 Campaign round-up session Q1 2025 | Measure campaign completion The campaign will have individual measures and will feed into the overall target | LLAOL and information gathered from the rail working group | Quarterly |
| | Seek to engage with staff and transport operators on barriers faced | Staff survey | Check Staff travel survey for results relating to barriers for bus/coach travel | Staff travel survey | Annually |
| | | Workshop with staff forum and transport operators by Q3 2024 | Check for workshop through meeting minutes/notes | Minutes/notes of workshop | Once |
| | Encourage transport operators to offer staff discounts | Liaise with transport operators on discounts | Check operators have been engaged with and that staff discounts have been promoted (website, intranet, working group etc.) | Meeting minutes/notes of engagement with third parties (at Airport) | Annually |
| | | Promotion of staff discounts | | LLAOL, including review of website/ intranet and meeting minutes/notes of staff forum | Annually |
| | | | | | |

Staff Action and Monitoring Plan (4/5)

| Target to be aimed for by 2028 | Proposed Action | Performance Indicator 2024 | Monitoring Methodology & Output | Data Source | Monitoring Frequency |
|---|---|---|---|--|----------------------|
| 4% journeys are by cycle, e-cycle and e-scooter | Seek to engage with LBC and relevant stakeholders and third parties on active travel route enhancements | Specific engagements with third parties | Through meeting minutes/notes | Meeting minutes/notes of engagement with third parties (at Airport Transport Forum or ad-hoc meetings) | Annually |
| | Seek to engage with LBC to create a campaign for current or potential active travel users in the most relevant geographical areas | Initial engagement in Q2 2024 Campaign completed in Q4 2024 Campaign round-up session Q1 2025 | Measure campaign completion The campaign will have individual measures and will feed into the overall target | LLAOL and information gathered from engagement with Local Authority | Quarterly |
| | Seek to engage with staff on barriers faced | Staff survey | Workshop with staff forum by Q3 2024 | Staff travel survey | Annually |
| | | Workshop with staff forum by Q3 2024 | Check for workshop through meeting minutes/notes | Minutes/notes of workshop | Once |
| 4% journeys are by walking | Seek to engage with LBC and relevant stakeholders and third parties on active travel route enhancements | Engagements with third parties | Through meeting minutes/notes | Meeting minutes/notes of engagement with third parties (at Airport Transport Forum or ad-hoc meetings) | Annually |
| | Seek to engage with LBC to create a campaign for current or potential active travel users in the most relevant geographical areas | Initial engagement in Q2 2024 Campaign completed in Q4 2024 Campaign round-up session Q1 2025 | Measure campaign completion The campaign will have individual easures and will feed into the overall target | LLAOL and information gathered from engagement with Local Authority | Quarterly |
| | Seek to engage with staff on barriers faced | Staff survey | Check Staff travel survey for results relating to barriers for bus/coach travel | Staff travel survey | Annually |
| | | Workshop with staff working group by Q4 2024 | Check for workshop through meeting minutes/notes | Minutes/notes of workshop | Once |

Staff Action and Monitoring Plan (5/5)

| Target to be aimed for by 2028 | Proposed Action | Performance Indicator 2024 | Monitoring Methodology & Output | Data Source | Monitoring Frequency |
|---|--|---|--|---|----------------------|
| Seek to increase proportion of private car journeys by EV or hybrid | Review charging infrastructure provided by LLA Car Parks | Summary of charging infrastructure and paper on requirements (focusing on staff EV use and increasing demand) | Check for the dissemination of the summary and the paper on requirements | LLAOL/LLAOL Car Park team | Annually |
| | Seek to engage with CPOs on model for increasing charging infrastructure | Engagements with CPOs | Engagements on model for increasing charging infrastructure | Meeting minutes/notes of engagement with CPOs | Annually |
| | Review the prioritisation/inclusion of EVs as part of salary sacrifice scheme | Updates to intranet/scheme | Review vehicles selected through salary sacrifice | LLAOL, including information gathered through engagement with staff (staff engagement meetings and forum) | Annually |
| | Disseminate information for EV purchase | Updates to intranet | Staff emails and posts on intranet | LLAOL intranet | Annually |
| | Support utilisation of charging infrastructure | Number of new chargepoints installed based on requirement review Chargepoint utilisation | Measure number of new chargepoints installed and utilisation | LLAOL/LLAOL Car Park team and information gathered from engagement with CPOs | Annually |
| Reduce car journeys to 53% | Seek to engage with Local Authority, transport operators and other stakeholders on de-incentivising car journeys | Create working group with third parties to meet quarterly | Check for quarterly meetings of the car travel reduction working group | Car travel reduction working group meeting minutes taken by the chair | Quarterly |
| | | Specific engagement with staff forum on de-incentivising car journeys | Summary of discussion topics/ideas shared by chair | Meeting minutes/notes of staff engagement meetings and staff forum | Annually |

Engagement Action and Monitoring Plan

| Target to be aimed for by 2028 | Proposed Action | Performance Indicator 2024 | Monitoring Methodology & Output | Data Source | Monitoring Frequency |
|--|--|---|---|--|----------------------|
| 12% participation in staff survey | Promotion of staff survey | Staff emails and posts on intranet | Staff emails and posts on intranet | Emails sent to staff and intranet | Annually |
| | Encourage retail and transport operators to offer incentive for completion of staff travel survey | Engagement with third parties to seek to agree on incentives by Q2 2024 | Check any agreed incentive is in place when issuing survey | LLAOL and information gathered from engagement with third parties | Annually |
| Increased Airport Transport Forum engagement | Develop an annual work programme for the Airport Transport Forum in collaboration with its members | Review and seek to agree with forum members the focus and actions to be taken | Check for any agreed work programme through meeting minutes/notes | Meeting minutes/notes of staff forum | Annually |
| | Seek to increase engagement with the Airport Transport Forum from a wider audience | Seek targeted engagement with new or lapsed forum members | Seek 3 new targeted members | Meeting minutes/notes of engagement with new/lapsed forum members | Annually |
| Continued transport operator engagement | Engage with transport operators on funding available for fleet transition to lower-carbon options | Engagements with third parties | Through meeting minutes/notes | Meeting minutes/notes of engagement with third parties (at Airport Transport Forum or ad-hoc meetings) | Annually |

Appendix

- Local Rail Services from Luton Airport Parkway
- London and South-East Rail Services from Luton Airport Parkway
- National Rail Services from Luton Airport Parkway

Appendix

Local Rail Services from Luton Airport Parkway (weekdays)

| Destination | Typical Trains per Hour (one way on and off peak) | Typical Journey Time | First Arriving/Last Departing |
|-----------------------|---|----------------------|-------------------------------|
| Bedford | 6 | 25 minutes | 24 hours |
| Flitwick | 4 | 17 minutes | 24 hours |
| Harlington | 4 | 13 minutes | 24 hours |
| Leagrave | 4 | 8 minutes | 24 hours |
| Luton | 8 | 3 minutes | 24 hours |
| Harpenden | 6 | 5 minutes | 24 hours |
| St Albans | 6 | 10 minutes | 24 hours |
| Radlett | 4 | 16 minutes | 24 hours |
| Elstree & Borehamwood | 4 | 19 minutes | 24 hours |



London and South-East Rail Services from Luton Airport Parkway (weekdays)

| Destination | Typical Trains per Hour (one way on and off peak) | Typical Journey Time | First Arriving/Last Departing |
|--------------------------------|---|----------------------|--|
| Mill Hill B'way (North London) | 4 | 25 minutes | 24 hours |
| West Hampstead | 4 | 27 minutes | 24 hours |
| St Pancras International | 8 | 33 minutes | 24 hours |
| Abbey Wood | 2 | 1 hour 26 minutes | First Arriving: 07:46 Last Departing: 19:20 |
| Slade Green | 2 | 1 hour 34 minutes | First Arriving: 07:52 Last Departing: 19:20 |
| Norwood Junction | 2 | 1 hour | First Arriving: 08:32 Last Departing: 22:02 |
| East Croydon | 4 | 1 hour 4 minutes | 24 hours |
| South Croydon | 2 | 1 hour 26 minutes | First Arriving: 08:39 Last Departing: 22:02 |
| Purley | 2 | 1 hour 26 minutes | 24 hours (no trains between 03:43-07:30) |

| Destination | Typical Trains per Hour (one way on and off peak) | Typical Journey Time | First Arriving/Last Departing |
|-----------------------------|---|----------------------|---|
| Three Bridges | 4 | 1 hour 30 minutes | 24 hours |
| Gatwick Airport | 4 | 1 hour 36 minutes | 24 hours |
| Sutton | Only 4 direct trains per day (04:23-05:39) | 1 hour 40 minutes | First Arriving: 06:14 Last Departing: 05:39 (trains only go direct between 04:23-05:39) |
| Brighton | 2 | 8 minutes | First Arriving: 06:10 Last Departing: 22:16 |
| Rainham (Kent) | 2 | 3 minutes | First Arriving: 08:47 Last Departing: 19:20 |
| Indirect (1 interchange) | | | |
| Sevenoaks (i/c Blackfriars) | 4 | 1 hour 50 minutes | First Arriving: 06:25 Last Departing: 22:44 |

Appendix

London and South-East Rail Services from Luton Airport Parkway (weekdays)

| Destination | Typical Trains per Hour (one way on and off peak) | Typical Journey Time | First Arriving/Last Departing |
|--|---|----------------------|--|
| Leicester | 4 | 1 hour 41 minutes | 1 train per day (23:46) |
| Derby | 4 | 2 hours 19 minutes | 1 train per day (23:46) |
| Indirect (1 interchange) | | | |
| Leicester (i/c Ilingborough, Bedford or Kettering) | 2 | 1 hour 6 minutes | First Arriving: 07:05 Last Departing: 22:38 |
| Sheffield (i/c London St Pancras) | 2 | 3 hours 10 minutes | First Arriving: 07:43 Last Departing: 21:32 |



Appendix

National Rail Services from Luton Airport Parkway (weekdays)

| Service | Operator | Calling Points | Approx Frequency (one way) (weekday) |
|-----------------|------------------|--|---|
| 100 | Arriva | Luton, LLA, Stevenage | 24 hours |
| 757 (Greenline) | Arriva | Luton, LLA, London | 24 hours |
| A1 | National Express | LLA, London Victoria Coach Station | 24 hours |
| A2 | National Express | LLA, London Victoria Coach Station | First Arriving: 07:46 Last Departing: 19:20 |
| A31 | National Express | LLA, London, Guildford, Portsmouth, Fareham | First Arriving: 07:52 Last Departing: 19:20 |
| 737 | National Express | Oxford, Milton Keynes, Luton, LLA, Stansted Airport | First Arriving: 08:32 Last Departing: 22:02 |
| MK1 | Stagecoach | Bedford, LLA, Milton Keynes | 24 hours |
| 707 | National Express | Heathrow Airport, LLA, Luton, Milton Keynes, Northampton, Coventry, Birmingham | First Arriving: 08:39 Last Departing: 22:02 |
| 777 | National Express | Stansted Airport, LLA, Luton, Milton Keynes, Northampton, Coventry, Birmingham | 24 hours (no trains between 03:43-07:30) |
| 240 | National Express | Heathrow Airport, LLA, Milton Keynes, Leicester, Nottingham, Chesterfield, Sheffield, Leeds/Bradford | 2 per day (1 service to/from Leeds, 1 service to/from Bradford) |
| 422 | National Express | London Victoria Coach Station, LLA, Milton Keynes, Coventry, Birmingham, Wolverhampton, Manchester Airport, Manchester | 1 per day |
| 230 | National Express | Gatwick Airport, Heathrow Airport, LLA, Luton, Milton Keynes, Leicester, Loughborough, Nottingham, Derby | Every 2 hours |
| 788 | National Express | Heathrow Airport, LLA, Cambridge, Peterborough | 6 per day |

Bus and Coach

Coach services

Travelling to the airport by coach is convenient, with direct services spanning across the country.

There are direct coaches for passengers in London, the South East, Milton Keynes, Birmingham, Derby, Manchester, Leeds, Peterborough and Cambridge, meaning travelling by coach is an easy option for many of our passengers.

LLA is also well connected by coach to other airports. There are several services a day to Heathrow Airport, London Stansted Airport, London Gatwick Airport, and Birmingham Airport, plus a direct service to Manchester Airport.

| Service Provider | Route | |
|------------------|-------------------------------|-------------------------------|
| Arriva | London Victoria Coach Station | Luton Town |
| National Express | Bedford | London Stansted Airport |
| | Birmingham | London Victoria Coach Station |
| | Bradford | Manchester |
| | Cambridge | Manchester Airport |
| | Coventry | Milton Keynes |
| | Derby | Northampton |
| | Fareham | Nottingham |
| | Guildford | Oxford |
| | Heathrow Airport | Peterborough |
| | Leeds | Portsmouth |
| | Leicester | Sheffield |
| | London Gatwick Airport | |

Private Car

Capacity of airport parking for passenger and staff

| | Terminal Car Park 1 | Terminal Car Park 2 | Mid Stay Car Park | Long Stay Car Park | Car Park B | Navigation House Car Park |
|----------------------|---|---------------------|---|--|----------------------|---------------------------|
| | Passenger Parking | | | | Staff Parking | |
| Status | Operational | TBC | Operational | Operational | Operational | Operational |
| Type | Pre-book and on the day tariffs available | TBC | Free 15-min drop-off, pre-book and on the day tariffs available | Free 1-hour drop-off From 2 hours to any length of stay | Staff Permit Parking | Staff Permit Parking |
| Number of car spaces | 1,699 | 1,924 | 1,281-car 120-motorbike | 4,151 | 555 20-car share | 94 10-motorbike |

The figures listed above are subject to change