

London Stansted Airport Consultative Committee

Wednesday 21 October 2015

Airport Management Report

Management update

Board members of the Stansted management team include: Managing Director, Andrew Harrison; Customer Service and Security Director, Karen Smart, Operations Director, John Farrow; Interim HR Director, Issy Homan; Interim Finance Director, Adam Hall; Assets Director, Martin Lyall; Commercial Director, Mats Sigurdson and Head of External Affairs, Chris Wiggan.

Mat Garner, Head of Passenger Services left the business in August and that role will now be merged into the Customer Service and Security Directorate.

Airports Commission – Final Report

On 1 July, the Airports Commission published its final report on the location of a new runway in the South East. The report favoured the Heathrow North West runway option over Gatwick and the Heathrow Hub proposals. The Department for Transport are currently considering the evidence set out in the report, and engaging with promoters to understand their views on the final report. The Government has committed to providing a response to the Commission's recommendations by the end of 2015.

For MAG and Stansted, our priority remains on making full use of our available capacity and campaigning for improvements to rail access on the West Anglia Mainline. A new runway in the South East is likely to take 15 years to build and making full use of Stansted and Manchester's facilities should be a key priority for Government in the intervening period. Over the past three months we have raised this opportunity with Government officials, MPs and decision makers.

Passenger numbers update

In September, Stansted reached 22 million passengers a year for the first time in over six years. The total number of passengers passing through the terminal has increased by 15.8% in the last 12 months and by 9% compared to the same month last year. Last month also saw the highest ever average load factor at Stansted with 87.8% of all seats occupied on each flight. The top five busiest routes during the month were Dublin, Edinburgh and Glasgow followed by Barcelona and Rome.

Cargo tonnage at Stansted during September increased by 7.3% over the same month last year to lift the annual total to over 235,000 tonnes in the past 12 months, up 9.5% on the previous year.

Sep-15	Monthly			Moving annual total		
	2015	2014	Diff	2015	2014	Diff
Total passengers	2,042,903	1,873,870	9.0%	22,150,362	19,135,550	15.8%
Air transport movements	13,998	13,295	5.3%	155,391	138,441	12.2%
Cargo tonnage	20,462	19,068	7.3%	235,123	214,768	9.5%

James Brokenshire MP and Border Force

As part of the airport's on-going dialogue with the Border Force to improve the immigration experience at the border, the Managing Director met with the Immigration Minister, James Brokenshire MP and Philip Duffy, Operations Director at Border Force on two separate occasions over the summer to voice our concerns over resourcing levels at Stansted. Both meetings were constructive and at the last meeting on 19 August, the Minister agreed that Border Force resource at Stansted was a priority and agreed to look at all options for improved service levels. In the meantime, additional resource has been drafted in over the summer and further discussions are on-going with Border Force officials around resource levels in the winter peak.

West Anglia Task Force

The inaugural West Anglia Taskforce meeting took place on 9 September in the House of Commons. The taskforce is chaired by Sir Alan Haselhurst MP and Andrew Harrison is a member. Key issues on the agenda included setting the remit of the group and developing a business case to deliver infrastructure improvements for the line. In both the Taskforce and its working group, MAG is pushing for a sustained programme of investment in the rail line, starting with the line speed improvements now, four-tracking in the mid-2020s and full integration with Crossrail 2 services in the 2030s. The Taskforce will report in June 2016.

East Anglia Rail Franchise Invitation to Tender (ITT)

The Government released an invitation to tender for the East Anglia rail franchise in September. The document includes a number of MAG's proposals for the new franchise, in particular more early morning rail services to Stansted and the introduction of direct services between Norwich and the airport. The airport will work with the bidders to ensure they deliver Stansted Airport's aspirations for a more frequent and reliable train service for airport passengers and commuters alike.

Performance Based Navigation public consultation and local community outreach events

Following a presentation at the last STACC meeting on 1 September, the airport launched its public consultation on the new Performance Based Navigation RNP(1) procedures, as trialled in partnership with the committee along with airport partners including easyJet, FedEx and NATS.

The airport also held three outreach events in the local community in September and October for members of the public to discuss the trial in further detail or to ask other questions relating to the airport including employment, doing business with the airport, public transport and more. These events took place in Great Dunmow, Bishop's Stortford and Hatfield Heath, with the latter being the busiest event, visited by over 30 local residents - the majority of visitors to the events had come specifically to discuss the trial in further detail.

The consultation will close for comments on 27 November 2015, before submitting the results which will shape the airport's final proposal to then be submitted to the CAA for approval. Further information is available at www.stanstedairport.com/consultation

Meet the Buyers 2015 programme

This year's event will be held on 15 October at Inflight Hangar. In addition to the main event, the airport has held three pre-events with the aim to promote the event to local businesses and to support suppliers and buyers. Pre-events included; 'Understanding Airport Procurement', 'Understanding Public Procurement' (in partnership with Essex County Council) and a 'Pitching, Presenting and Closing Skills' Workshop.

Terminal Transformation - final new retailers announced

The final collection of retailers to join the airport's new departure lounge has now been announced. (see appendix). The first of the new retail units have already opened and the remaining units will be installed across the autumn.

Capital projects

The following capital projects have been completed or are under construction:

Project	Timescale
Immigration Hall	Lift installation works completed. Removal of lift to be complete by the end of October. Second phase of works to relocate desks now complete.
Meet & Greet	M&G storage construction commenced late March, Blue area. M&G storage complete and operational 9 May. M&G Pick Up and Drop Off site and office refurbishment complete.
Asset replacement of items such as chillers, air conditioning, lifts, CEM readers and lighting	Ongoing throughout 2015/16
Car Rental Village (CRV)	Relocation of car rental operation to Coopers End Road and operational from 8 May. Strip out of old car rental concessionaire units completed. Works now completed to convert existing area around the Radisson Hotel to an extension of green car park.
Satellite 1 Refurbishment	Works commenced on site and phase 1 completed. Overall project completion scheduled for the end of the year.
Satellite 2 Domestic Refresh	Works substantially complete.
Tunnels	Refresh works to tunnels 2 & 3 from the Short Stay Car Park complete. Work to tunnels 1 & 4 under preparation.
Fresh Water Pumping Station	Work to install new control system and panels has commenced and is ongoing.
SVP14 (Potable Water Valve Replacement)	Works completed.
TTS (Track Transit System) Refurbishment	Programme has commenced with first refurbished vehicle back in service. Overall programme to complete by January 2017.
APV	Enabling works to commence on site in November. Work scheduled for completion by the end of March 2016.

Airlines and business development

- **Ryanair** - New services to Verona launch on 4 November and Milan Malpensa on 1 December 2015. Ryanair already serves Milan Bergamo and this will continue.
- **easyJet** - New twice weekly service to Reykjavik will launch on the 4 November 2015. This route is not currently served from Stansted.

- **Flybe** - The airline has announced that through its partner airlines Stobart Air and Loganair, it will continue to operate the Isle of Man and Newcastle services throughout the winter.
- **SAS** - The Scandinavian flag carrier will commence its services to Gothenburg on 26 October 2015.
- **Thomas Cook Airlines** - The airline operated its first long haul services from Stansted during the summer to Orlando, Cancun and Las Vegas. After a successful flying programme, the airline has already committed to operating an expanded programme for Summer 2016.
- **TUI** - In addition to Thomas Cook, TUI placed on sale their flights to Orlando and Cancun - also for Summer 2016. These flights will be operated by the latest generation Boeing 787 Dreamliner aircraft.
- **Germanwings** - Services will commence to Vienna via its partner airline Eurowings at the beginning of December. This route is not currently served from Stansted.

Stakeholder and community engagement

Stansted Airport directors and senior managers have met a number of key stakeholders since the last report, attending external meetings to explain and answer questions about the operation, Terminal Transformation Project, rail access and long term vision for the airport.

The management team met with external stakeholders, including meetings with Sir Alan Haselhurst, Will Quince, James Brokenshire and Patrick McLoughlin MPs; London-Stansted-Cambridge Consortium, South East and Hertfordshire LEPs; Uttlesford District Council, Daniel Moylan and Transport for London and the Greater London Assembly

MAG's annual CSR Report was published 7 October, with national coverage in the Times and supporting regional and trade media coverage. The Stansted report was published on the same day and highlights our economic footprint, with data showing that the airport delivers £1bn in economic activity to UK PLC and employs 11,600 on site. A hard copy of the Stansted report will be available at the meeting.

Community Funds

The current status of each of the fund is:

1. Stansted Airport Passengers Community Fund

Funds available expected to be £30,000 for 2015. This fund donates money to local causes within a 20 miles radius of Stansted Airport. The money donated by the committee is raised from passengers' and staff's unwanted foreign currency which is collected in the terminal. Consideration is given to requests from sports clubs, pre-school nurseries, junior sports clubs, brownies, guides, clubs, elderly and animal charities.



Expenditure from January to September 2015 was £20,578.

Stansted Airport Passenger Community Fund has recently supported the following bids:

- £900 – The Stansted Mountfitchet Windmill Trust
- £1,000 – Essex Search & Rescue
- £1,000 – St Cecilia's Church, Little Hadham

Current membership includes:

- Steve Edwards (Chair) - Terminal Facilities Team leader, London Stansted
- Sandra King - Electronic Document Controller, London Stansted
- David Marsh - Electronic Document Controller, London Stansted
- Maria North - Parts & Distribution Controller, London Stansted
- Liz Brassington - Environment Standards Manager, London Stansted
- Kim Ruskin - Photography & Filming Manager, KR Filming & Photography
- Canon Chris Bishop - Airport Chaplain
- Brian Edwards - Compliance and Assurance Manager, London Stansted
- John Farrow – Operations Director, London Stansted
- Marcella M'Rabety - Corporate Social Responsibility Manager, London Stansted

All volunteers

2. Stansted Airport Community Trust



Funds available for 2015 are £100,000 + noise fines. This trust supports projects which protect and enhance the social, economic and environmental well-being of the community within a 10 miles radius of Stansted Airport.

Expenditure from January to September 2015 was £82,531.

Stansted Airport Community Trust has recently supported the following bids:

- £1,000 – Debden Local History Recorders Group
- £2,000 – Hatfield Broad Oak Youth Football Club
- £1,500 – Priors Green Community Hall

Current membership includes:

- Cllr Susan Barker (Chair) - Essex County Council
- Cllr Philip Wilson - Chelmsford City Council
- Cllr John Strachan* - Harlow Council
- Cllr Marie Felton* - Uttlesford District Council
- Cllr Diane Hollebon* - East Herts District Council
- Cllr Richard Morgan - Epping Forest District Council
- Ralph Gilbert - former member of STACC
- Canon Chris Bishop - Airport Chaplain
- Marcella M'Rabety - Corporate Social Responsibility Manager, London Stansted

**New members*

The noise fines payment of £2,750 was made to the Trust in May and the last payment of £109,591 under the current Section 106 agreement was made in July.

Aerozone

Aerozone Stansted, the airport's new education centre, has this month welcomed its 1,000 young visitor. Feedback from both pupils and teachers has been very positive and schools have started to book repeat visits. The centre aims to boost skills in STEM subjects - science, technology, engineering and maths, to inform visitors about the airport's rich history and to show young visitors the range of careers that are available in aviation.

School mentoring programme

The airport will continue with its mentoring programme and is increasing the number of mentors to 27. The programme is run in partnership with Forest Hall School in Stansted Mountfitchet and Stewards Academy in Harlow and the aim is to encourage personal and professional development of Year 10 and 11 students through the sharing of knowledge, expertise and experience.

New Community Newsletter

The airport will from this month begin to publish a community newsletter as part of our Sustainable Development Plan commitments to engage further with the local community. The newsletter will be published quarterly and will include a range of updates from across the airport. The newsletter is an email edition – all STACC members will be included on its mailing list. If you do not wish to be included in the newsletter mailing list please email anna_perkins@stanstedairport.com

Other interested parties who wish to subscribe can also email the same address. The first edition will be published in late October and the airport will be reaching out to interested groups that may wish to be included in its distribution.

Part 1 compensation

The committee are aware of the on-going matter of a number of local residents seeking compensation in relation to various works at Stansted. One resident has now formally referred their claim to the Lands Tribunal for decision. They have also requested that the Tribunal rule on a preliminary issue. This is to determine whether (and if so when), the 'public works' were completed. This has been a major area of uncertainty due to their being two possible interpretations of the facts and the absence of previous cases on this point.

STAL now think it helpful for all concerned for the Tribunal to now provide clear guidance on this point. A decision is expected in the next few weeks. This will inform the next steps for both affected residents and the airport.

Environment and utilities

Heating, cooling and ventilation control systems continue to improve following completion of a programme of upgrades to the plant. Over the last 3 months we have seen a saving of over 20% on these assets.

Works to improve pollution prevention systems at our main fuel farm have recently been completed with some additional detection and automatic shutdown technologies.

The airport's habitat management plans are being updated and feedback from the ecological assessments is that the airport's protected areas are showing rich biodiversity and improving condition.

Surface access and passenger services

Bus and Coach Operations

As from Sunday 11 October, two new coach operators, Stansted Citylink and Airport Bus Express commenced operations to London. Stansted Citylink will be operating to Kings Cross and Airport Bus Express service London Bridge, Stratford and Victoria. The two new operators compliment National Express who continue to operate to Victoria, Stratford and London Liverpool St. They will also shortly introduce new services to Waterloo and Paddington. All three operators will improve the passenger experience through new vehicles, free wi-fi, new ticket desks and coach staff undertaking new customer service training.

The unsuccessful bidders will cease to operate services to the airport shortly.

Rail

Extension of the AGA Cambridge service

Following a campaign by the airport, Abellio Greater Anglia (AGA) has announced that as from 13 December 2015, the AGA Cambridge rail service will operate at weekends, increasing the weekend frequency and earlier trains from Cambridge to Stansted. The service will also call at Whittlesford Parkway and Audley End. With a journey time of just 31 minutes, this will provide our passengers and staff, an alternative in getting to and from the Airport at weekend. The Saturday service starts at 06.10 from Cambridge and last service to the airport is the 21.26. From Stansted the first service is the 06.48 and the last service is the 22.05. The Sunday service starts at 07.39 from Cambridge and the last service arrives at Stansted at 22.00. From Stansted the first service is the 08.40 and the last service is the 22.09.

Passenger experience

New ticket machines have been installed in baggage reclaim to increase the ticket purchase opportunities including a virtual assistant where passengers can speak to a member of the AGA customer service team to assist with the ticket purchase via webcam. A digital info point has also been installed to provide service information and train details.

Andrew Harrison, Managing Director
14 October 2015

GAppendix – new international departure lounge layout

