

London Stansted Airport Consultative Committee

Wednesday 27 January 2016

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 Finance Director, Adam Hall; Assets Director, Martin Lyall; Commercial Director, Mats Sigurdson and Head of External Affairs, Chris Wiggan.

Liz Austin has now taken the role of permanent HR Director, replacing Issy Homan who was an interim placement.

Passenger numbers update

In 2015, Stansted recorded its busiest year since 2007 with 22.56 million passengers travelling through the terminal, an increase of 13% on 2014. Domestic traffic experienced the strongest growth during 2015 with passenger numbers up by 50%, primarily driven by a significant increase in capacity on Scottish routes by Ryanair and easyJet.

Monthly passenger numbers increased by 9.2% on last year, making December the 21st month of continuous growth for the airport. Load factors were consistently high with an average of 83.2% of all available seats occupied on each flight.

Cargo tonnage during December increased by 7.8% year on year over the same month last year to lift the annual total to over 237,000 tonnes in the past 12 months, up 4.7% on the previous year and the highest annual total since 2012. Turkish Airlines has also commenced weekly flights to Istanbul.

Dec 2015	Monthly			Moving annual total		
	2015	2014	Diff	2015	2014	Diff
Total passengers	1,706,606	1,562,167	9.2%	22,566,793	19,978,766	13.0%
Air transport movements	12,529	11,699	7.1%	157,248	143,463	9.6%
Cargo tonnage	21,385	19,839	7.8%	237,029	226,384	4.7%

Performance Based Navigation Trial (RNP1)

The airport held a public consultation on the results of a two year trial of RNP1 procedures from 1 September 2015 to 27 November 2015. Feedback from the consultation was widely in support of adopting trial procedures permanently, with Essex County Council, East Herts District Council and Uttlesford District Council all commenting in support.

The feedback from the consultation has now been collated into a report which has been sent to the CAA for their consideration. We will be submitting an Airspace Change Proposal (ACP) within the next few weeks. On submission of the ACP, this begins the formal regulatory decision making process. Both STACC and EIG will be kept informed of the progress of this process and will be notified when the feedback report is published.

Jobs Fair

A jobs fair, organised by the airport Employment and Skills Academy was held at the Radisson Hotel, Stansted Airport on 19 October 2015. Nearly 50 companies were in attendance, including MAG, Titan Airways, Swissport, Volga-Dnepr. Over 300 airport vacancies were available including security, airlines and ground handling, retail, catering and hotels. Over 700 job seekers attended the event.

London-Stansted-Cambridge Growth Commission

In late October, the London Stansted Cambridge Consortium Growth Commission was officially launched. The independent Commission is chaired by Sir Harvey McGrath, a former chair of Prudential Plc and the London Development Agency and consist of seven commissioners including Alexandra Jones, Centre for Cities and Gerard Lyons, Chief Economic Advisor to the Mayor of London. The Commission will set out the long term growth agenda for the London-Stansted-Cambridge Corridor that significantly raises ambitions with the outcome to be a globally leading ideas economy and a world-class place to do business, work and live by 2050. MAG is a founding sponsor of the Commission and will provide evidence to the inquiry in early 2016. The commission will report in June 2016.

Capital projects

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

Project	Timescale
Terminal Transformation Project	All retail units are open ahead of programme. Snagging estimated to continue through to March 2016.
Satellite 1 Refurbishment	Phases 1 & 2 completed. Overall project completion scheduled for February 2016.
Immigration Hall	Works to relocate desks now complete. Enabling works for the installation of an additional 15 e-gates has commenced. Watch tower relocation to be undertaken in February/March 2016.
Asset replacement of items such as valves, air conditioning, lifts, CEM readers, doors and lighting	On-going throughout 2015/16
APV refurbishment	Enabling works have commenced. Contract has been awarded for main works with work scheduled for completion in April 2016.
Short Stay Car Park (SSCP) Tunnels	Refresh works to tunnels 2 & 3 from the SSCP complete. Work to tunnels 1 & 4 have commenced and will be completed by end of February 2016.
Fresh Water Pumping Station	New control system and panels installed. Remaining works to be completed by April.
Sat 3 Departures Flooring	Carpet being replaced with vinyl from end Jan through to April 2016.
TTS Car Refurbishment	Three refurbished vehicles back in service. Overall programme to complete by January 2017.
TTS Control System	Design work on new system is progressing well. Control system will be replaced by end of 2016.
TTS Structures	Three out of 4 phases have now been completed. Final phase will be completed by the end of February 2016

Airlines and business development

- **Ryanair:** November welcomed a new service to Verona followed by Milan Malpensa in December. The airline has also announced new services to Palanga (Lithuania) commencing March 2016, Sofia (Bulgaria) starting May 2016 as well as Timisoara (Romania) which will commence during Nov 2016.
- **easyJet:** November saw easyJet launch a new twice weekly service to Reykjavik - the route was previously un-served at Stansted.
- **TUI:** The airline has recently announced that in addition to its summer schedule of Orlando and Cancun flights, it will continue to run the Cancun service throughout the winter schedule.
- **Germanwings** (via its partner airline Eurowings): Vienna service launched at the beginning of December. This route was previously un-served at Stansted and will increase to 9 flights per week (previously 6 flights) from late January onwards.

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, rail access and long term vision for the airport.

The management team met with external stakeholders, including meetings with Sir Alan Haselhurst, Hilary Benn MPs; HM Treasury; London-Stansted-Cambridge Consortium, Greater Cambridgeshire and South East Local Enterprise Partnerships; Uttlesford District Council; Crossrail 2 Growth Commission; Transport for London and the Greater London Assembly.

Community Funds

The current status of each of 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 mile 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 December 2015 was £33,190.

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

- £850 – Stansted Abbots Sailing Club
- £1,000 – Bishop's Stortford Minibus Trust
- £459 – Future Living, Hertford

Current membership includes:

- Steve Edwards (Chair) - Terminal Facilities Team leader, London Stansted Airport
- Sandra King - Electronic Document Controller, London Stansted Airport
- David Marsh - Electronic Document Controller, London Stansted Airport

- Maria North - Parts & Distribution Controller, London Stansted Airport
- Liz Brassington - Environment Standards Manager, London Stansted Airport
- Kim Ruskin - Photography & Filming Manager, KR Filming & Photography
- Canon Chris Bishop - Airport Chaplain
- Brian Edwards - Compliance and Assurance Manager, London Stansted Airport
- John Farrow – Operations Director, London Stansted Airport
- Marcella M'Rabety - Corporate Social Responsibility Manager, London Stansted Airport

All volunteers

Stansted Airport Community Trust

Funds available for 2015 were £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 mile radius of Stansted Airport.



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

Stansted Airport Community Trust has recently supported the following bids:

- £1,800 – Little Hallingbury Cricket
- £2,000 – Stebbing Bowling Club
- £1,257 – Volunteer Centre Uttlesford

Current membership includes:

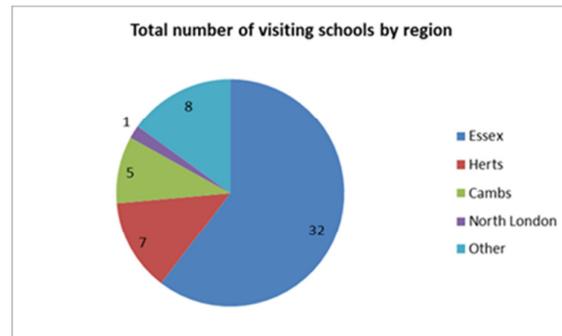
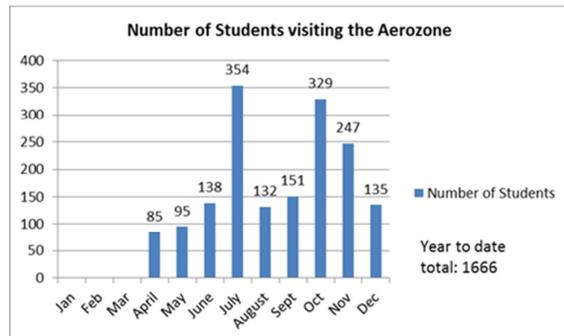
- Cllr Susan Barker (Chair) - Essex County Council
- Cllr Philip Wilson - Chelmsford City Council
- Cllr John Strachan* - Harlow Council
- Cllr Marie Felton* - Uttlesford District Council
- Cllr Diane Hollebon* - East Herts District Council
- Cllr Richard Morgan - Epping Forest District Council
- Ralph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

**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 agreement was made in July.

Aerozone Education Centre

The Aerozone continues to grow from strength to strength with 1,666 students passing through the doors since it first opened in May 2015 including a school from Holland.



In October 2015, the Aerozone also won its first award. The 'YES Partnership' invited the airport to attend the 'Investors in Young People' Awards ceremony in October, where Aerozone received the title of 'New Innovation in Employability'. The award was presented by the Rt. Hon Eleanor Laing MP, Deputy Speaker of the House of Commons and Education Minister, Stephen Metcalfe MP.

New Community Newsletter

As detailed in the previous STACC report, Stansted launched a new quarterly community e-newsletter with articles tailored to community interests. A second edition will arrive into inboxes at the end of January. For any subscribe requests please email Anna_Perkins@stanstedairport.com

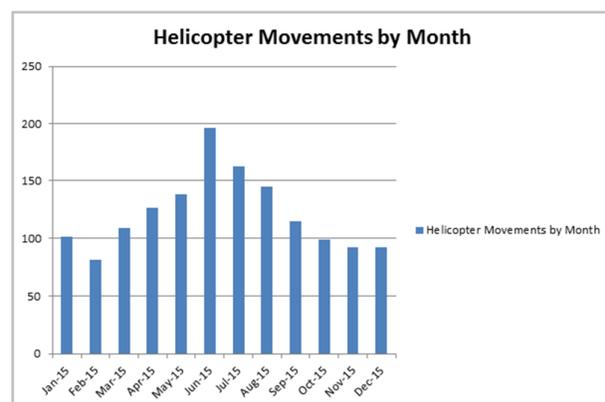
Environment and utilities

Stansted energy consumption (excluding third parties) at the end of 2015 showed a 7% reduction against 2014. This is a result of significant investment on energy efficient lighting and improved control of heating and cooling systems in the main buildings. Current projects include LED replacements in our back of house areas.

We are also on course to deliver our landfill diversion target of 97% by the end of March 2016 and significant work has taken place to engage the retail outlets on waste segregation and recycling.

Helicopter movements

As requested by the Committee the airport will publish annual helicopter movements in the Managing Director's report every January. The movements for 2015 are detailed below:



Surface access and passenger services

Mode Share – Moving Annual Total (MAT) to end of September 2015

MAT to Q3 2015						
Final Mode	Year Qtr	2015-09	2015-06	2015-03	2014-12	Total
Rail		24.89%	22.64%	26.16%	26.19%	24.80%
Bus/Coach		22.05%	26.92%	29.08%	26.14%	25.72%
Kiss & Fly		21.80%	21.22%	24.01%	28.44%	23.51%
Park on Airport		17.90%	16.41%	10.59%	8.04%	13.88%
Taxi/Minicab		12.43%	10.83%	8.39%	10.02%	10.64%
Rental car		0.92%	1.92%	1.76%	1.16%	1.42%
Tube			0.07%	0.01%		0.02%
Total		100.00%	100.00%	100.00%	100.00%	100.00%

Public Transport Mode share continues to be strong with 50.52% of air passengers travelling by bus, coach and train. Over 5.1 million passengers travelled by bus and coach in the last 12 months and with three coach providers providing services to London, customer experience will be enhanced with the new fleet of vehicles as well as high quality of staff on the ground to serve the passengers.

Bus and Coach

Following a competitive tender process, Airport Bus Express, Stansted Citylink and National Express are now fully operating services to London and across the UK. New sales desks have been located in Satellite 3 arrivals to increase the number of opportunities passengers have to purchase their onward travel tickets. Both Terravision and easyBus were unsuccessful in the tender process and have subsequently ceased operations from the airport estate.

National Express is planning the introduction of new London destinations Waterloo and Paddington. Kings Cross-St Pancras has already been added to the Stansted coach network by Stansted City Link which increases the available London destinations for our passengers.

Rail

Rail patronage has grown with over 24% of passengers now travelling by train. Abellio Greater Anglia (AGA) introduced new weekend services to Cambridge in December.

AGA has also increased the number of sales points in the baggage reclaim hall with six ticket machines. This also includes the trial of a virtual customer service system that allows passengers to speak directly to a customer service assistant who is based off-site. Initial feedback has been extremely positive from passengers who can get an array of information and assistance for their onward rail journey.

The airport has continued participate in the work of the West Anglia Taskforce and has had detailed discussions with all the three shortlisted bidders for the East Anglia Franchise. A decision from the Department for Transport on the successful bidder is due in June 2016.

Express Set Down

With significant passenger growth at the airport over the last 12 months and a busy Christmas period, it has become apparent that there is a need to better manage the flow of passengers travelling by private car on the terminal forecourt and airport roads. At busy times, particularly between 04.00-08.00, the forecourt and roads are becoming increasingly congested leading to safety concerns and operational issues on the forecourt, including abandoned cars and long queues at barriers.

The airport has circulated a short paper asking for STACC views on proposed new arrangements to manage traffic on the terminal forecourt and airport roads.

**Andrew Harrison, Managing Director
January 2016**