

London Stansted Airport Consultative Committee

Wednesday 24 January 2018

Airport Management Report

Management update

The airport senior management team are as follows: Ken O'Toole, Chief Executive; Brad Miller, Chief Operating Officer; Commercial Director, Martin Jones; Customer Service and Security Director, John Farrow; Finance Director, James Dix; Operation Director, Nick Millar; Assets Director, Karen Smart; Aviation Director, Mats Sigurdson; HR Director, Liz Austin; Head of External Affairs, Chris Wiggan and Business Change Director, Martin Lyall.

Daniel Gallo left the airport in October 2017 to take up a new role as Group HR Director in Manchester.

Passenger numbers (December 2017)

Dec 2017	Monthly			Moving annual total		
	2017	2016	Diff	2017	2016	Diff
Total passengers	1,830,421	1,852,250	1.2%	25,895,429	24,317,100	6.5%
Air transport movements	12,627	12,996	2.8%	173,810	166,152	4.6%
Cargo tonnage	21,457	21,976	2.4%	263,110	252,618	4.2%

The airport recorded its busiest ever year as it welcomed **25.9 million passengers in 2017**, an increase of 1.57 million passengers and 6.5% over the previous 12 months. 2017 performance has seen our market share in London increase from 14.9% to 15.2%.

The performance was achieved with the addition of 11 new routes across the year with the airport now serving 190 destinations across 38 countries and more scheduled connections to Europe than any other airport in the world apart from Munich. During 2017, the top five destination countries reporting the strongest growth by passenger volumes versus 2016 were Spain (+478,000), France (+382,000), Denmark (+281,000), Turkey (+222,000) and Bulgaria (+134,000).

The number of passengers passing through the airport in December 2017 was slightly down (-1.2%) on the same month in 2016, largely due to the cancellation of over 300 flights during the period following adverse weather conditions in the UK and across Europe.

Emirates launch new Dubai service

It was announced on 22 December that Emirates will launch a new daily route from Dubai to Stansted on 8 June 2018, becoming the first Middle Eastern airline to operate out of the airport. The daily route will be operated by their new three-class Boeing 777-300ER, offering passengers six seats in First Class, 42 in Business Class and 306 in Economy Class. As well as the main route from Stansted to Dubai, Emirates flies to over 150+ destinations and serves 80 countries. The daily service from Stansted will allow passengers to connect through Dubai to destinations including Hong Kong, Shanghai, Melbourne and Mumbai.

The new long-haul route was welcomed by the business community, politicians and covered extensively in local and national media. To mark the launch the airport produced a short video. This can be accessed [here](#).

Meet the Buyers

Stansted Airport's 17th annual Meet the Buyers event was attended by almost 300 businesses from across the East of England and London, all keen to secure new business deals with some of the region's biggest organisations. The event, co-organised by Bishop's Stortford firm Marketing Kinetics, attracted 46 private and public-sector buyers with a purchasing power of millions in potential new sales and contracts. Organisations included Essex County Council, BEUMER Group, National Express, the NHS, the University of Essex, VolkerFitzpatrick, Essex Chamber of Commerce and Uttlesford District Council. STACC was represented at the event.

Stansted Airport College

On 27 November, the airport hosted the Minister for Industry, Claire Perry MP, along with other local dignitaries to see the start of the construction phase of the new on-site £11m Stansted Airport college and to launch the Government's new modern Industrial Strategy. The College work site provided the backdrop for the launch of the strategy. Robert Halfon MP, the chair of the education committee also attended and congratulated both the airport and partners on the project in a speech in the House of Commons.

In partnership with Harlow College, the airport is hosting seven open days at the Aerozone for interested students and families. The first open days began in December with more to be scheduled for January and February. To date 160 applications have been made. Further information on the college can be found at www.stanstedairportcollege.ac.uk

35 – 43mppa planning application

In late November and December, the team hosted three feedback sessions in the local community (Bishop's Stortford, Great Dunmow and at the airport) to update on our plans to make best use of our single runway and the decision to grow to 43mppa without any additional increase in permitted flights and a lower noise footprint than currently approved. The sessions were attended by 40 local residents and feedback leaflets were distributed locally at the events. These sessions were followed by further political engagement including a presentation to councillors at Uttlesford District Council on our future plans. It is envisaged that an application will be submitted in early 2018.

CAA Review – special assistance

The Civil Aviation Authority have released a mid-year rating for Stansted's Special Assistance operation. This places Stansted at 'Good' for overall and 'Very Good' for our ECAT (European accreditation) scores. The customer services team will be looking to further improve on this score for the full year. This will include the introduction of a Disability Forum which is planned for 17 January 2018, which will be independently chaired and feed into STACC and UEG. This Forum will be accountable to improve the special assistance operation and passenger experience for both hidden and physically disabled passengers. The forum will be represented by various disability groups.

Winter weather disruption in December 2017

Snow and wintry weather conditions resulted in runway closures and cancelled flights on 10 December and again on 27 December 2017. On both occasions, the airport's snow clearance team were quickly on-site and passenger welfare plans were enacted to help reduce disruption to passengers. The event on 27 December 2017 attracted significant media coverage for the airport despite runway closures limited to 50 and 25 minutes. Welfare plans, including accommodating stranded passengers in nearby hotels, were again enacted and those passengers whose flights were cancelled were rebooked on the next available flight from Stansted or other UK airports. A further update will be provided at the meeting.

Airlines and business development

- **Air Mediterranean** launched new direct services to Athens, with connection opportunities to the Middle East. The route started in early November and will continue to operate on a year-round basis.
- **Air Corsica** will be offering new services to three destinations in Corsica from Summer 2018. Figari, Bastia and Ajaccio are all currently unserved destinations at Stansted and Air Corsica is a new airline to the airport. The new services will commence on 3 May and will operate throughout the summer.
- As well as their previously announced routes to New York City and Boston, **Primera Air** has announced a new twice weekly flight to Toronto. The flights will all be operated by new generation Airbus A321NEO aircraft and include a choice of two cabins, full-service premium and low-fare economy. Toronto is an unserved route at Stansted and will offer passengers the chance to connect on a year-round basis. As well as the positive news regarding the new transatlantic routes, the airline will also be launching three short haul leisure destinations – Alicante, Crete and Malaga. The flights will be operated daily, using a Boeing 737-800 aircraft, starting from April and May 2018.
- **Wideroe** will launch operations from Stansted to Kristiansand, the southern Norwegian city, from 13 August. Services will be operated by a 78 seat Dash-8 Q400 aircraft and will operate 4 days a week on Monday, Thursday, Friday and Sunday. Kristiansand and Wideroe represent both a new destination and airline for Stansted.
- **Emirates** will launch a new daily route from Dubai to Stansted on 8 June 2018, becoming the first Middle Eastern airline to operate out of the airport. The daily route will be operated by their new three-class Boeing 777-300ER, offering passengers six seats in First Class, 42 in Business Class and 306 in Economy Class. As well as the main route from Stansted to Dubai, Emirates flies to over 155 destinations and serves 80 countries. The daily service from Stansted will allow passengers to connect through Dubai to destinations including Hong Kong, Shanghai, Melbourne and Mumbai.

In 2017, nine airlines joined the airport or announced they would start new services in 2018.

Stansted Transformation Programme

Progress is underway on several Transformation Programme schemes. The Programme is phased over a 5-year period and includes the creation of additional car parking, additional aircraft parking stands, construction of the new arrivals building and subsequent reconfiguration of the current terminal building into a departures-only facility.

Updates on airfield works, increased departure lounge seating and car parking schemes can be found in the Capital Projects section of this report. Engagement is also underway with our airlines and handling agents with regards to the reconfiguration of the check-in area and some landside shops have now closed for preparatory works to take place. The Transformation Team will provide a presentation update of progress at the next STACC meeting.

Capital Projects

Project	Timescale
Airside Stand Capacity	Through the first phase of transformation programme we will be increasing our stand capacity. Coupled with pavement reconfiguration ongoing at Sat1 This will see an increase in parking capacity for predominantly Code C aircraft. All due for completion this fiscal year.
Increased IDL seating capacity and retail offerings	Numerous schemes are underway to increase seating capacity within the IDL and improve our retail offering to customers. An additional 1,200 seats will be provided in and around the IDL with a mix of dedicated food and beverage seating and common use seating. All to be provided, in a phased manner by June 2018.
Major Car Parking Schemes	The first tranche of four major car parking schemes became operational during Summer 2017. Further schemes continue to progress.
Car Park infrastructure	Improvements to car park infrastructure – car registration capture rate, upgrade to Pay on Foot Machines to take new coins and notes, contactless provision and more robust barrier installations.
Asset replacement of items such as valves, air conditioning, lifts, doors and lighting	On-going throughout fiscal year 2017/18.
PRM Customer Service Improvements	An increased capacity airside departures area will be completed during February 2018 and will include additional lighting, a more relaxing ambience and a better departing environment for our PRM's.
Group wide IT Schemes	Numerous schemes currently underway to improve the connectivity between all group airports. In addition, we have invested in more reliable and an enhanced WiFi offering for passengers

Stakeholder and community engagement

Stansted Airport CEO and directors have met several key stakeholders since the last report, attending external meetings to explain and answer questions about the arrivals building, surface access connectivity and long-term vision for the airport.

The management team met number of political stakeholders over the last few month including Immigration Minister, **Brandon Lewis MP** and the Director General of the Border Force to discuss and border resourcing respectively; **Shadow Transport Secretary, Andy McDonald MP** who visited the airport; local MPs Kemi Badenoch, Mark Prisk and James Cleverley and a host of regional business leaders and representatives from Essex County Council at the airport's annual Parliamentary Dinner in the House of Commons.

In December, the airport hosted **BBC Radio Essex** live from 6 - 9am in the terminal with presenter Sadie Nine, looking at how the airport and passengers were gearing up for Christmas and to showcase our future plans.

Community funds

The status of each of the funds are:

1. **Stansted Airport Passengers Community Fund**

Funds available expected to be £40,000 for 2018. 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 are given to requests from sports clubs, pre-school nurseries, junior sports clubs, brownies, guides, clubs, elderly and animal charities.



Expenditure from January to December 2017 **£51,656.21**

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

- £500 – Hatfield Broad Oak Cricket Club
- £450 – Wethersfield Village Hall, Braintree
- £500 – Harlow Photographic Society

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
- Chris Bishop - Airport Chaplain (retired)
- Brian Edwards - Compliance and Assurance Manager, London Stansted Airport
- Marcella M'Rabety - Corporate Social Responsibility Manager, London Stansted Airport

All volunteers

2. Stansted Airport Community Trust



Funds available are circa **£200,000**. 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 December 2017 was **£69,371**

Stansted Airport Community Trust has recently supported the following bids:

- £5,000 – All Saints Church, Hockerill
- £2,250 – Great Waltham Village Hall
- £1,950 – Apples and Orchards Project (for schools)

Current membership includes:

- Cllr Susan Barker (Chair) - Essex County Council
- Cllr Philip Wilson - Chelmsford City Council
- Cllr Tony Durcan - Harlow Council
- Cllr Marie Felton - Uttlesford District Council
- Cllr Diane Hollebon - East Herts District Council
- Cllr Richard Morgan - Epping Forest District Council
- Cllr Simon Walsh –Braintree District Council
- Andy Daines - Ryanair
- Mary Sartin – STACC member
- Canon Chris Bishop – Airport Chaplain (retired)
- Marcella M'Rabety - Corporate Social Responsibility Manager, London Stansted Airport

This S106 obligation has now ceased however the airport has agreed to continue to pay £50,000 per annum to the Trust. The trustees discussed the new proposal at their bi-annual meeting on 10 February 2017 and have subsequently agreed to:

- increase the number of committee meetings from two to three per year
- bring in a new trustee representing an on-site business community
- collectively raise awareness of the Trust in order to improve the awareness of the Trust and consequently increase the number of applications

Residential property portfolio

Since 1 April 2017 a further 99 properties have been sold taking the total to 224 properties. There are a further 3 properties being advertised for sale with vacant possession, and 5 months' notice has been served on several tenants to gain vacant possession over the coming months to put properties on the market this year.

The last portfolio disposal took place at the end of 2017, that comprised 72 properties. The remaining properties identified for disposal are expected to be sold with vacant possession

Part 1 compensation

STAL continue to be committed to securing an early resolution of this long standing, but complex, issue. Negotiations are continuing with claimants and their advisers to try and agree settlements.

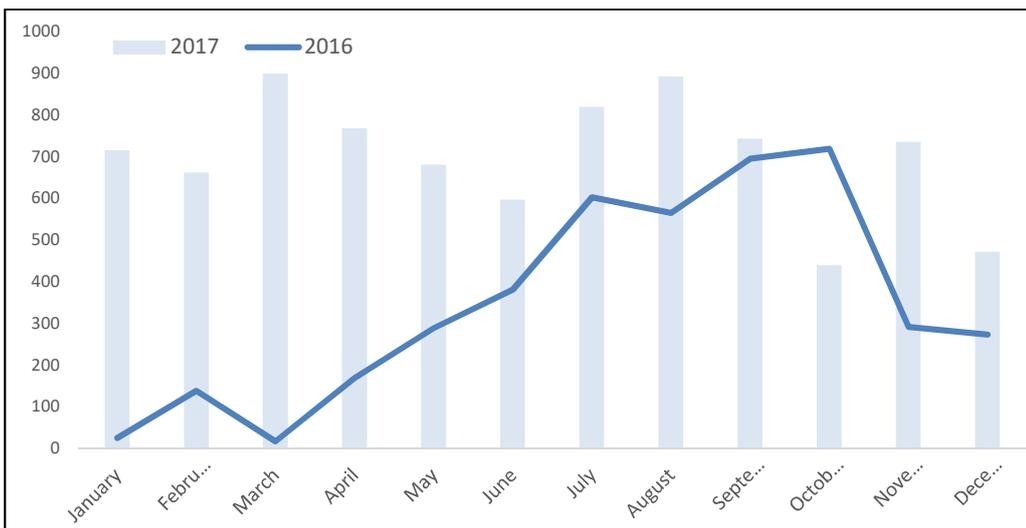
CAG have had the benefit of two detailed briefings at their November 2017 and January 2018 meetings to review progress and issues of concern and will continue to be appraised of progress to completion.

Noise management, environment and utilities

Noise complaints

In 2017, we received a total of 8,411 noise complaints. This compares to a total of 4,160 for the same period last year representing an increase of 102%. The number of complainants has not increased in line with the number of complaints however. In 2017, 649 individuals registered complaints compared with 668 in 2016.

Our five most frequent complainants accounted for 71% of the total complaints received. Four of those five are affected by the Clacton NPR's.



Noise Action Plans

Over the coming months, the airports Noise Action Plan will be updated to reflect the latest data set from DEFRA. The Noise Action Plan process uses the results of noise-mapping and sets out the measures and processes to manage noise issues and noise effects from departing and arriving aircraft at the particular airport. The Noise Action Plan process is overseen by the Department of Environment, Food and Rural Affairs (DEFRA). DEFRA published guidelines for airport operators in July 2017 that require the third round of Noise Action Plans to be prepared and published by January 2019.

Surface access and passenger services

Mode Share

Mode	MAT	Q4 2016	Q1 2017	Q2 2017	Q3 2017
Bus/Coach	21.52%	25.41%	25.18%	20.03%	17.40%
Rail	31.10%	30.79%	32.28%	32.23%	29.42%
Private Car	36.28%	33.39%	33.48%	37.77%	39.05%
Taxi/Minicab	10.05%	9.49%	7.67%	9.12%	13.03%
Hire Car	0.91%	0.86%	1.11%	0.73%	0.97%
Other	0.14%	0.06%	0.26%	0.11%	0.12%
Tube	0.01%		0.01%	0.01%	

Public Transport Mode Share continues to go from strength to strength, with now **52.62%** of passengers travelling to and from the airport during last 12 months. Rail continues to be the dominant mode due to the focus on driving down ticket pricing competing head to head with bus and coach.

Rail

Planned Network Rail works will be taking place on the Stansted Express and Cross-Country route through January each weekend. Full details of the closures are located on the Stansted Express and Cross-Country Trains websites.

Through the West Anglia Action Group and in partnership with the Department for Transport, Network Rail and Greater Anglia, the airport is pushing to secure earlier and later services by 2019.

Bus & coach

Stansted Citylink terminated their Kings Cross coach service in October due to low passenger numbers. National Express and Airport Bus Express are picking up the excess demand through their existing services and we are currently reviewing opportunities to operate to other London destinations that are not served.

To facilitate demand over the Christmas period, both Arriva and National Express operated services on Christmas Day. Arriva operated 510, 509 and 133 local bus services, along with National Express operating services to London, Norwich and Cambridge.

Highways

Over the next couple of months, improvements are being made to our road network wayfinding to ensure the signs are consistent, cleaned and de-cluttered. This also includes all our road network lighting to ensure it is all fully operational.

Car park bussing

A tender is currently being developed to invite bus and coach operators to provide proposals to operate our car park bussing operation. The current contract ceases early this year and we are looking at the provision of new state of the art bus vehicle fleet, electronic signage and additional service capacity.

Airport Commuter Centre

Record year for our Annual Commuter Centre in the sales of Airport Travelcard during 2017. We have had 22,315 sales in 2017, with record month sales in August with 2058 sales. The Airport Travelcard provides discounted tickets to all our airport staff that is accepted on all bus, coach and rail services.

Stansted Area Transport Forum

The annual Transport Forum conference is being held on 8 March 2018 at the Radisson Blu hotel. If you members wish to attend, please email transportforum@stanstedairport.com with details.

PRM incident – 31 December 2017

Following media reports in early January regarding an incident involving Ms Allport-Grantham and her experience at Stansted Airport on 31 December 2017, an investigation by Omniserv / the airport is underway including a full examination of the CCTV footage and third-party verification to understand the full sequence of events that have led to the complaint about PRM provision.

The airport has been in direct contact with the passenger and offered to meet. Both STAL and Omniserve want to understand the passengers account of the story relative to what is observable from our records, and take on board any learnings from her experiences both at the airport and on previous occasions elsewhere to help improve the PRM / 'invisible disabilities' experience at Stansted.

Ken O'Toole
Chief Executive
17 January 2018