

## London Stansted Airport Consultative Committee

Wednesday 25 April 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; Operations Director, Nick Millar; Landside Operations Director, John Fowler; Assets Director, Roy Elphick; Aviation Director, Mats Sigurdson; HR Director, Liz Austin; Head of External Affairs, Chris Wiggan and Business Change Director, Martin Lyall.

Karen Smart left the airport in April 2018 to take up a new role as Managing Director of East Midlands Airport.

#### Passenger numbers (March 2018)

Mar-18	Monthly			Moving annual total		
	2018	2017	Diff	2018	2017	Diff
<b>Total passengers</b>	1,986,842	1,877,849	5.8%	26,140,257	24,348,675	7.4%
<b>Air transport movements</b>	14,072	13,211	6.5%	175,587	165,535	6.1%
<b>Cargo tonnage</b>	21,526	24,250	-11.2%	263,153	256,360	2.6%

The airport served 1.98 million passengers during March, an increase of 5.8 per cent or 109,000 over the corresponding month last year and the busiest ever March at the airport, beating the previous record set in 2016. There was strong year-on-year growth on business routes including Frankfurt, Copenhagen, Hanover, Billund (Denmark), Munich and Belfast.

Jet2.com also celebrated the anniversary of its first flight from London Stansted on 30 March having flown more than one million customers to and from the airport during the year. Strong demand has seen the airline announce it will base ten aircraft at Stansted from July having operated six aircraft at launch.

The annual passenger total now stands at **26.14 million for the 12 months ending March 2018**, up 7.4 per cent on the previous year.

#### Planning Application – 35mppa to 43mppa

Following the 2015 Sustainable Development Plan and a public consultation in 2017, on 22 February 2018 the airport submitted a planning application to Uttlesford District Council (UDC) for additional airfield works. The works comprising two new taxiway links to the existing runway (a Rapid Access Taxiway and a Rapid Exit Taxiway), six additional remote aircraft stands adjacent Yankee taxiway); and three additional aircraft stands (extension of the Echo Apron) to enable combined airfield operations of 274,000 aircraft movements and a throughput of 43 million terminal passengers, in a 12-month calendar period.

The application follows extensive discussions and consultation with STACC, the local community, employees and other stakeholders over the last nine months including 12 community outreach sessions in towns and villages around the airport between July and December 2017. If any STACC

members wishes to view the application and comment they can do so by accessing UDC's planning website at <https://www.uttlesford.gov.uk/airportapplication>. The Council have asked that all comments are submitted by 30 April 2018. A decision is expected in the summer.

### **Visit by Aviation Minister**

On 16<sup>th</sup> March, the airport hosted a visit by Aviation Minister Baroness Sugg to view progress on the first phase of the airport's £600 million investment programme, that will ensure that over the next decade the airport can play a critical role in improving global connectivity for London and the eastern region. The Minister saw first-hand the transformation that has already taken place at Stansted in the five years under MAG ownership and was updated on how the airport is preparing for the launches of Primera Air's new services to the USA and Canada and Emirates flights to Dubai.

### **Transfer Bus Fire – 30 March 2018**

On 30 March 2018, the airport was alerted to a major fire on a transfer bus outside the entrance to the terminal building at 16.20. The fire was caused by an electrical fault on the bus and was brought under control within 20 minutes by the emergency services. Passengers were quickly evacuated away from the fire and there were no reported injuries.



As a result, a number of flights were delayed, cancelled or diverted to other UK airports. Our terminal team and additional staff worked around the clock to provide welfare assistance and onward travel arrangements to those passengers who were affected by the flight cancellations. Ryanair provided a series of special flights on Saturday to help repatriate passengers. All flights operated a normal for the remainder of the busy Easter weekend. A full and thorough investigation is now underway with all organisations involved.

### **Stansted Airport Annual Transport Forum**

A very successful Forum event was held on 8th March with circa 130 delegates attending, with varied topic presentations. We have received positive feedback and 2019 event is now in planning.

### **Airlines and business development**

As well as their previously announced routes to New York City, Boston and Toronto, Primera Air have announced a new 5 weekly flight to Washington. 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. Washington is an unserved route at Stansted and is a key business destination for companies in the region.

Jet2.com and Jet2holidays have announced their winter flights and holidays programme from London Stansted Airport for next year, with over 450,000 seats on sale to 18 winter sun, city and ski destinations for Winter 18/19 – including three new winter routes to Antalya, Larnaca and Nice.

easyJet announced an additional new to Bastia in Corsica. The route will operate between July - September and will initially be once weekly. They will join Air Corsica who will begin operating the route in early May

The aviation development team have recently completed trips to both China and India. These are two of the fastest developing markets in the world and the demand for routes to the UK are increasing. The airlines in both countries have shown a lot of interest in London Stansted. London is

the main attraction, but we have been surprised with the amount of interest in Cambridge and also the entire East Region.

### **Property**

Financial Year ending 31-Mar-2018 saw the disposal of 103 properties taking the total sold to 228 properties.

There are a handful of properties sold subject to contract that are expected to exchange/complete in the coming months, with a further 4 properties currently being advertised for sale with vacant possession.

## **Capital Projects**

Project Area	Timescale and detail
Summer Resilience	A proactive package of schemes has been initiated for delivery prior to summer '18 that addresses potential issues that could arise as a result of our predicted increase in passenger numbers. The schemes range from the widening of the forecourt to reduce congestion, improving the resilience of our car park operations and improving the environment for security staff to work in to ensure excellent levels of service.
Landside	Alongside the enhancements to our car parks, the Passenger Transport Interchange is being improved by creating new welfare facilities for drivers, better lighting for passengers and enhanced wayfinding. Wayfinding improvements are not just focussed on the PTI, with improvements being made across the full landside asset base.
Airside	Numerous schemes are being progressed around the routine requirements of airfield maintenance including refurbishment of taxiways, spring and autumn runway closures and the start of a replacement / upgrade of the Airfield Ground Lighting cabling. A prioritised programme for replacement of aged airside vehicles is also underway.
Terminal	The toilets around the airport are undergoing a prioritised refurbishment programme which is now in delivery. Additional seating is to be provided in the IDL to cater for the increasing passenger numbers.
General Asset replacement	Several schemes will be ongoing throughout FY19 focussed on general asset replacement on a prioritised basis. Key items of focus are lifts and escalators, the updating of radio communication systems and updating of airfield standby generators.
PRM	Building on the work last year in providing an increased and improved departure area for PRMs, schemes are underway to further improve access routes for PRMs to and from the Satellites.
IT	Numerous schemes are to be delivered around IT resilience, maintenance and enhancements during FY19. An improved scheduling and rostering scheme will benefit capacity, customer service and efficiency and will be delivered over two financial years.

## **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 35 – 43mppa planning application, surface access connectivity and long-term vision for the airport.

The management team met a number of political and local community stakeholders over the last few months including Baroness Sugg, Priti Patel MP, Robert Halfon MP and Mark Prisk MP as well as representatives from Essex and Hertfordshire County Councils, Uttlesford, East Herts, Braintree District Councils.

## **Community**

The current status of each of the Fund is:

### **1. Stansted Airport Passengers Community Fund**



Funds available expected to be £40k 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 March 2018 was £9,250

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

£500 – High Wych Church  
£750 – Finchingfield Pre-School  
£500 – Stansted Supers Handball Club

Current membership includes:

Steve Edwards (Chair) - Terminal Facilities Team leader, London Stansted Airport  
Sandra King - 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 March 2018 was 33,550

Stansted Airport Community Trust has recently supported the following bids:

- £3,000 – Albury Village Hall
- £3,000 – Clavering and Arkesden Preschool
- £5,000 – Much Hadham Guild of Church Bell Ringers

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. £50,000 donation for 2018 was paid to the Trust in April 2018 together with the noise fines of £8,750 for 2017.

### **Community outreach events**

In March the airport held several community events in Bishop's Stortford, Saffron Walden, Stansted Airport, Great Dunmow and Thaxted. In total, over 60 members of the public attended the five information events. No written feedback was sought at the events, instead postcards supplied by Uttlesford District Council were made available, setting out the planning application reference and methods for submitting formal comments to the Council.

## **Noise management, environment and utilities**

### **Stansted Airport Recycling Week 19<sup>th</sup>-23<sup>rd</sup> March**

In a bid to reduce the use of disposable coffee cups, re-useable 'vision green' branded beakers are on offer to all Manchester Airports Group staff across the airport. Although no airport waste is currently diverted from landfill and 75% of Stansted's refuse is recycled, takeaway cups are not easy to dispose of responsibly.

This was one initiative during a week of activity aimed at highlighting the need to recycle across the business. Stansted's Recycling Week included an exhibition with recycling facts, and a quiz to win 'green' prizes including desk plants. The week also included a uniform amnesty for proper returning and recycling of un-needed uniform, as well as an 'e-waste' drop off for easy disposal of unwanted electronics. At the end of the week Brad Miller joined staff on a Recycle tour showing the journey of items sent for recycling at the airport.

## **Surface access and passenger services**

### **Mode Share**

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

We are currently still awaiting Q4 2017 data to provide full calendar year and therefore Q3 2017 is still latest available data. Public transport mode share continues to go from strength to strength, with now 52.62% of passenger 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 & coach.

### **Bus & Coach**

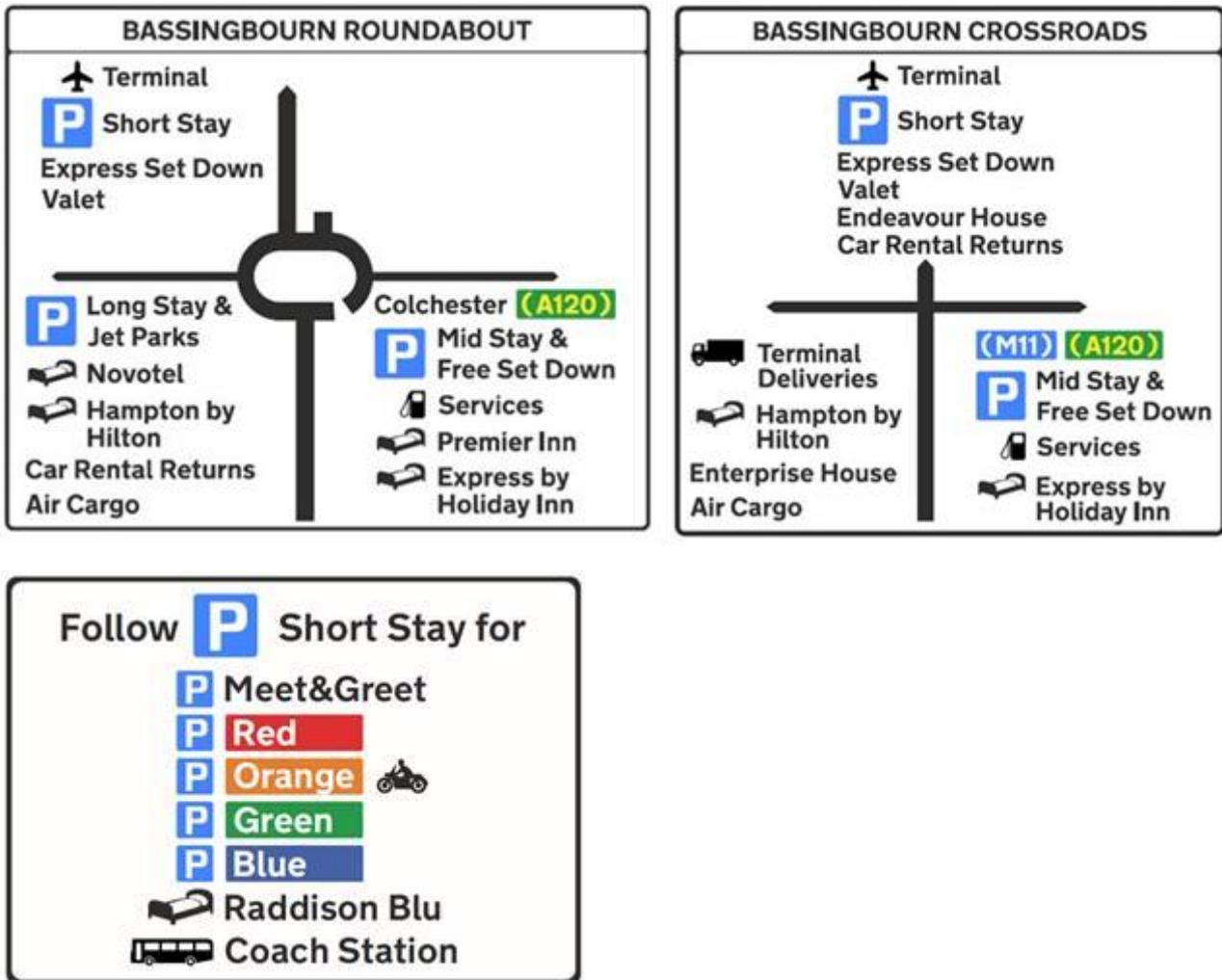
National Express are planning to launch a new King Cross coach service in May to fill the void of Stansted Citylink. This service is planned to be launched on 21<sup>st</sup> May 2018.

Double decked vehicles have been introduced on X30 to Southend due to increasing demand specific journeys. There is the potential to re-use X30 fleet and cascade onto 42B service that connects to Great Dunmow/Chelmsford.

There has been a proposal received from Arriva to introduce new vehicles on the 133 Colchester/Braintree service. This proposal is currently under review.

### **Highways**

The roll out of new road network finding has commenced and will be completed by end of May. This improves the signage to all car parks and main facilities including Blue Car Park, Meet and Greet, Jet Parks and Free Set Down area



The first meeting was held of the Fly Parking Task Force which reports into the Highways Working Group. This task force is focussing on off airport fly parking activity (private individuals and M&G operators) and included membership from local authorities, Trading Standards, North Essex Parking Partnership and Stansted Airport.

The new cycleway that links the airport to Birchanger is now operational. This route was designed to remove the need for cyclists travelling to the airport to travel across the M11 J8 roundabout. The route has upgraded surface and lighting to encourage more cyclists and will also benefit the new Aviation College. This was funded in partnership by Highways England and Essex County Council. A formal launch will take place in the near future.

**Car Park Bussing**

The process is continuing to tender out the car park and airside bussing operation. This will include a complete re fleet of buses as well as real time information for passengers. The contract will be awarded end of summer/autumn with the new contract due to commence in Spring 2019.

**Ken O’Toole**  
**Chief Executive**  
**18 April 2018**

