

London Stansted Airport Consultative Committee

Wednesday 27 June 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, Aboudy Nasser; 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.

Passenger numbers (May 2018)

May-18	Monthly			Moving annual total		
	2018	2017	Diff	2018	2017	Diff
Total passengers	2,518,870	2,305,692	+9.2%	26,530,977	24,735,548	7.3%
Air transport movements	16,745	15,628	7.2%	178,108	167,139	6.6%
Cargo tonnage	21,076	22,701	-7.2%	251,394	258,312	-2.7%

The airport welcomed over 2.5m passengers in May, over 200,000 more passengers (+9.2%) passing through the terminal than the same month in 2017, taking the moving annual total to 26.5m.

Government statement on making best use of available runway capacity

In a statement to Parliament on the 5 June the Government, as part of the Heathrow runway announcement, confirmed its support for other UK airports looking to make best use of existing runway capacity. The policy makes clear that Government supports all UK airports making best use of their existing runways, and highlights the need for proposals to be judged on their merits by the relevant planning authority, taking account of all relevant considerations. This follows a consultation last year as part of the Government's development of a new Aviation Strategy.

Ahead of the anticipated decision from Uttlesford District Council relating to the airport's application to increase the airport's limit on passenger numbers to 43 million per year, we welcome the statement from Government confirming its support for airports looking to make best use of existing capacity. The Government's statement provides policy support for our plans for responsible growth at Stansted.

Planning Application 35 – 43mppa

Uttlesford District Council has requested that additional information be supplied before a final decision can be made on the application. A further consultation will be carried out once additional information has been submitted and for the amended description. To assist this process, and in response to requests from the Council and stakeholders, STAL will provide additional information to support our application

Lightning Strike – disruption to flights

On 27 May the aircraft fuelling system at the airport became unavailable due to a lightning strike. This system was repaired and operational by 8:30am however there was a knock-on effect causing some flights to be subject to diversion, delay or cancellation. Additional airport staff were supplied to support our airline partners customer services teams.

Baggage Delays

On 3 June, air traffic control restrictions caused by thunder storms over European airspace resulted in a large number of flights arriving significantly off schedule to Stansted. Handling agent resources were impacted leading to some passengers experiencing delays in receiving their hold baggage. Additional staff from our terminal teams volunteered to assist and support airline partners deal with the backlog, however some flights did unfortunately wait in excess of two hours for their bags.

Emirates Airline launch

On 7 June, the airport celebrated the inaugural flight of its new daily service from Dubai to Stansted with stakeholders, including members of the Committee and local politicians. The flight marks the first time an international airline based in the Middle East has operated out of Stansted, and connects the East of England with Emirates' global network of over 150 destinations via its hub Dubai. The aircraft deployed on the route is Emirates' new three-class Boeing 777-300ER, featuring its state-of-the-art, fully-enclosed private suites in First Class, and refreshed Business and Economy Class cabins. The airport will also be important for Emirates SkyCargo, the freight division of Emirates, allowing it to offer additional cargo capacity and choice to customers.

East of England - China Forum

In early May representatives from the airport, business leaders and local politicians met to begin talks on creating a new partnership between the region and China to help secure a direct Chinese air link and foster new trade and investment opportunities in the East of England. The new East of England-China Forum will be membership-based and open to all companies and organisations wanting to strengthen ties between the region and China. A number of organisations in the region including, the Universities of Essex and Cambridge, Deloitte and the CBI have joined the forum. Representatives from the airport's business development team will be in China in early July.

Primera Air Trade Mission to Boston

On 3 June, 20 local businesses joined a trade visit to USA to promote the life science sector and celebrate the launch of Primera Air's new direct flight between Stansted and Boston, Massachusetts. The delegation to BIO 2018 - the annual global Biotech and Pharma convention – included representatives from local businesses and organisations such as One Nucleus, O2h Ventures, Global Regulatory Services and Invest Essex. The delegation was joined by James Palmer, the Mayor of Cambridgeshire and Peterborough, who was promoting new trade links between the two life-science hubs in Cambridge and Boston to boost growth, investment and productivity across the region.

Terminal Transformation – new check-in desks

As part of the airport's transformation programme the first section of a new check-in area opened to passengers in 1 May. The eight new check-in desks are the first of 30 that will be introduced this year to handle the growing number of passengers using the airport. As discussed at the last STACC meeting the desks form part of the first phase of works which also includes upgrades to the airfield, car parks and new upper deck seating areas to create more space for passengers in the departure lounge.

Overnight in the terminal

From 11 June the terminal has been closed periodically between midnight and 02.00hrs to allow the construction team to carry out work as part of the transformation programme, and provide Mitie chance to clean the terminal. As a result, departing passengers flying early in the morning will no longer be allowed to sleep overnight, bed down, use camp beds or sleeping bags in the terminal. Passengers have been advised not to arrive earlier than three hours before their flight time. The airport has been communicating this change throughout May directly to passengers, in the airport and on the website highlight accommodation options in the local area and details of public transport connections. A short video has been produced to outline the change and can be accessed at <https://www.youtube.com/watch?v=5MQfld71UVQ&feature=youtu.be>

Airlines and business development

Laudamotion announced that they will be launching a new route between Stansted and Vienna. The service will begin at the end of October and will operate two times a day.

The airline is founded by Niki Lauda, who also founded Lauda Air and NIKI and are part owned by Ryanair. The NIKI brand relaunched as Laudamotion on 20-March-2018, and operate with a fleet of 14 Airbus A320 aircraft. Luadamotion will become the 23rd airline to join Stansted.

Residential Property update

Total properties sold to date are 234.

There are a handful of properties sold subject to contract that are expected to exchange in the coming months, with 2 properties currently being advertised for sale with vacant possession. Further properties to be marketed once tenants have vacated.

Capital Projects

Capital Projects Project Area	Timescale and detail
Summer Preparedness	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 majority of our targeted improvements are now complete, including changes to passenger preparation, queuing and operating procedures in our security hall. We will continue to build on this good work over the summer and in readiness for the Winter peaks.
Landside	Alongside various enhancements to our car parks, the Passenger Transport Interchange capability will be improved in the next few months through provision of modern, informative screens, better lighting and enhanced approach road signage – all of which will give our passengers a better experience. To support our people, we will be upgrading the current welfare provision with new facilities that will make the Airport an even better place to work.
Airside	The airport continues to complete targeted maintenance and enhancements to our airfields. There are numerous schemes in flight including refurbishment of taxiways and the start of a replacement / upgrade of the airfield ground lighting cabling. We completed much needed improvements to our runway in the Spring and will do the same in the autumn.
Terminal	The toilets around the airport have undergone refurbishment (and more improvements are planned) to provide a better standard of facilities for passengers. Additional Departure Lounge seating is to be provided in the next few months as we look to cater for the summer peaks and provide more places for people to rest and / or socialise before embarking on their journey.
General Asset replacement	Several schemes will be ongoing throughout 2018/19 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. Through the use of SMART technology over the coming months and years, we will be better placed to react to the demands of our passengers and airlines alike.
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. Our commitment to improve PRM capacity at Stansted is long term as we look to make the Airport as accessible as we can across all functions.
IT	Numerous schemes are to be delivered around IT resilience, maintenance and enhancements during 2018/19. An improved scheduling and rostering scheme will benefit capacity, customer service and efficiency and will be delivered.

Stakeholder Engagement

The airport was pleased to welcome stakeholders to the Emirates launch on 8 June including councillors, media and local business groups. Since the last report representatives of MAG have met with a number of MPs in order to discuss surface access. We also joined the recent Ely Rail Junction summit with Liz Truss MP. As part of our ongoing commitment to working with the local community we remain in discussion with local MPs and councillors from the wards surrounding the airport on a wide range of issues.

Community Relations

The current status of each of the funds is:

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 is given to requests from sports clubs, pre-school nurseries, junior sports clubs, brownies, guides, clubs, elderly and animal charities.

Expenditure from January to May 2018 was £18,783

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

- £350 – Wenden's Cricket Club, Saffron Walden
- £360 – Helena Romanes School, Great Dunmow
- £300 – Little Hadham Parish Church

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 May 2018 was £33,550

Stansted Airport Community Trust has recently supported the following bids:

- £2,000 – 1st Clavering Scout Group
- £3,000 – Little Hadham Primary School
- £4,000 – Thaxted Bowling Club

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

Stansted Airport College

We have reached 250 trainee sign ups for the college. The college offers career opportunities in aviation, engineering, hospitality, business and retail. The most popular courses so far, in terms of applications, are Manufacturing Engineering, Aviation Operations and Hospitality. Preparations are underway for the opening of the College in September of 2018.

10,000 visitors to the Aerozone

The education centre reached the 10,000 visitors milestone with the visit of 45 four and five-year-olds from R A Butler Primary School in Saffron Walden. During their visit, they heard from airport firefighters and airfield operational staff about their jobs at the airport, as well as being treated to celebration party. The airport are especially grateful to the many staff who give up their time voluntarily to speak to groups visiting the facility.

Foodbank charitable donations

The airport won a top national ‘Waste Management and Recycling Programme of the Year’ award for support of local foodbanks, at the Better Society Awards in May. The donations are generated by passengers who are not complying with security regulations about restricted items in their hand luggage. The partnership between the airport and local foodbanks has generated up to two tonnes every month of donations from passengers’ surrendered items, directly supporting vulnerable people in the airport’s local communities.

Environment and Utilities

Noise Action Plan

Drafting of the next iteration of the STAL Noise Action Plan continues. The proposed content of the new plan was recently discussed with EIG, including amendments to the Airport’s sound insulation grant scheme, noise penalties and operating procedures. We remain on course to take a draft plan to the July meeting of EIG ahead of a consultation commencing over the summer. The plan and the emerging feedback from consultation will be reported to the October meeting of STACC. The Plan will then be finalised and submitted to the Secretary of State for adoption.

Surface access and passenger services

Mode Share – 2017 Full year

Mode	2017 %	2017 volumes	2016 %	2016 volumes
Rail	30.22	7,274,535	27.93	6,287,889
Bus & Coach	20.58	4,954,330	22.95	5,165,511
Private Car	36.4	8,761,363	35.54	8,000,195
Taxi	10.41	2,506,053	11.10	2,498,757
Car Rental	2.25	541,490	2.30	517,303
Other	0.14	34,720	0.18	40,624

Rail has continued to grow in both mode share and volumes year on year. This is mainly due to introduction of competitive headline fares of £7 single to London Liverpool Street in competition to Express Coach. Overall, we have seen an increase of 775,000 more air passengers using public transport in 2017 compared in 2016.

Bus and Coach

National Express launched their new Kings Cross & Farringdon connection which have been added to the A8 route. This replaces the link previously operated by Stansted Citylink.

Cycling

The new link from Birchanger to the airport has been opened officially by Cllr Lesley Wagland OBE. This link was funded by Essex County Council and Highways England, connecting to existing cycle route from the airport to Duck End Bridge. This is a great connection for the new Stansted Airport College that is being constructed on airport as it connects directly to the College location.

Staff Travel Planning

Stansted was awarded the 2018 Platinum Travel Planning Award from Essex County Council for excellent results in reducing employee single car occupancy. The airport has seen a continued reduction of staff driving in alone from 64.9% in 2015 to 54.28% in 2017. We have also seen a significant increase in staff using public transport which has grown from 26.9% to 36.7%, with the Airport Commuter Centre now selling over 2000 Airport Travelcards to airport staff each month.

Express Set Down

Works on redeveloping the Express Set Down as part of our preparation for the busy summer peak period were completed on 24 May. This has vastly improved the traffic flow through the facility as well as reducing queuing to drop off passengers during the peak. The Express Set Down area was widened and now has a dual through lane running through the area, as well as an enhanced layout to make it easier for drivers to pull in and out of the drop off bays. The airport now sees over 700 vehicles per hour through the Express Set Down area.

Ken O'Toole
Chief Executive
20 June 2018