

London Stansted Airport Consultative Committee

April 2019 Airport Management Report

Passenger numbers

London Stansted Airport welcomed 2.11 million passengers to the airport in March, up 6.1 per cent on the same month in 2018. The final month of the winter programme saw increased demand on flights to the UAE, Italy, Portugal and Spain with strong growth recorded on key routes to Barcelona, Vienna, Madrid and Milan. The total number of passengers passing through London Stansted in the 12 months to March 2019 increased by 8.6 per cent on the previous year to 28.39 million.

Airline update

Emirates has announced the launch of a second daily flight from Dubai to London Stansted from 1 July 2019, meaning that customers travelling from London Stansted will have more access to destinations across the airline's global network with convenient connection times. The additional Dubai-Stansted flight will also double the daily cargo capacity offered by Emirates SkyCargo to a total of 40 tonnes each way.

easyJet launched its latest new route from London Stansted as its first flight to Paris: passengers will be able to travel to Paris Charles de Gaulle four times a week on Mondays, Thursdays, Fridays and Sundays on an A319 aircraft.

Scandinavian Airlines has officially started its new route from London Stansted to Copenhagen; the route will operate five-times weekly, increasing to a daily return service starting July 1.

Operational update

Last year, London Stansted experienced its busiest ever summer, with 8.4 million passengers passing through its doors between June and August and 100,000 passengers passing through in one day at its peak. We launched our **'get fit for summer' campaign** to recruit hundreds of new staff and invest significantly in new facilities and service improvement.

Improvements include:

- Recruitment of up to 200 new security officers and customer service ambassadors
- Recent opening of a new technology-led terminal control centre, 'The Hub', which will help ensure a smooth flow of passengers through the airport and enhance the airport's ability to respond swiftly to any operational issues
- The introduction of more seating into the Departure Lounge, including a dedicated family seating area offering colourful children-friendly bench seating for groups travelling with younger children
- Construction of a new 'quiet area' space for passengers who wish to relax away from the main departure lounge
- Addition of new water fountains across the terminal and satellite buildings to help encourage wider use of re-useable bottles
- Introduction of additional in-terminal charging points for electronic devices
- Doubling the number of terminal cleaning staff to 100 and in-sourcing the service to enable the direct management of this essential element of the customer journey
- Upgrades to passenger wayfinding and help points, including new information desk airside
- Opening of a new 2,700 space multi-storey car park with additional blue badge spaces, and an increase in the price of the Express Set Down area to ensure its continued smooth running, reduce further instances of 'kiss and fly' and to further encourage sustainable transport choices to and from the airport
- A brand-new fleet of over 30 high quality buses serving airport car parks and airside, reducing journey times and introducing realtime information for passengers for the first time
- Increased seating capacity in popular restaurants including 200 new seats in The Windmill and 100 added to Burger King
- Opening of new and upgraded toilet facilities.

The airport's car parking and pick up and drop off prices are reviewed annually with the aim to improve customer service and develop a range of parking products that are convenient, competitively priced and suit a variety of different users. Revenue generated from car parking and retail at the airport is used to develop new passenger services and facilities and keep charges low for airlines, resulting in cheaper air fares for our passengers. The Express Set Down charge is designed to help manage congestion in a capacity restricted area and helps limit the environmental impacts of drop-off and pick-up journeys by private vehicles. We offer a free park and ride facility at the mid stay car park that drops passengers off on the terminal forecourt and this has not changed and the discounted rate that is available to local residents close to the airport remains at 50p.

News

London Stansted Airport employees have given over **7000 hours of their time to volunteer in the local community** in the past 12 months. Over 350 directly-employed London Stansted staff took part in projects throughout the year, supporting communities close to the airport. The airport encourages our staff to offer their skills on a voluntary basis to not only help strengthen ties with the areas in which colleagues live and work, but to also support employee wellbeing and engagement. The total volunteering hours of more than 7000 in 2018-19 beat the previous year's total of just under 5000 hours given by 220 staff.

Some of the volunteer projects carried out this year have included; village hall painting and decorating; maintenance of large gardens and land belonging to older residents and at hospices or residential care facilities; supporting work experience students from partners schools and colleges; dedicated one-to-one mentoring with local GCSE students in-school; mock interview hosting; pet walking for elderly owners; litter picking locally and serving Christmas dinners at community social events combatting loneliness.

On **International Women's Day** the Aviation Minister Baroness Sugg met with young female students at Stansted Airport College to see some of the work London Stansted Airport does to encourage girls into aviation careers. The Minister, who is calling on the aviation sector to address the shortage of women in aviation-related careers, was welcomed by college students as well as visiting girls from Thaxted Primary School, female apprentices and women on the MAG graduate scheme.

In addition, local school girls were given a unique opportunity to meet with female engineers, pilots and other staff at a special event to mark the **3rd United Nations International Day of Women and Girls in Science**. Fifty-five girls in Years 7 to 10 from Forest Hall School in Stansted Mountfitchet, the airport's partner school, attended today where they met 15 women working in STEM-related roles at the airport. The team included an easyJet captain, a Fed Ex operations manager, and colleagues from across security, finance, IT, engineering and more departments at the airport. Each colleague hosted a table and groups of students rotated around the room to ask questions and find out more about the colleague's job and how they got there. The campaign was supported by Nusrat Ghani MP, Minister for Engineering who sent a video message of support for the students attending the event, and Kemi Badenoch, MP for Saffron Walden.

Speaking at the **Stansted Area Transport Forum**, I called on local businesses, community leaders and regional organisations to make their voices heard and press Government for upgrades to the rail links to the airport. Addressing over 150 delegates I explained how better connectivity in and out of the airport will further boost the local economy, make new journeys viable for local residents, ease access for the 12,000 on-site workforce and help attract a greater number of airlines and new destinations.

The airport's first **biodiversity week** was a huge success: over 3,000 silver birch saplings were potted by hand over 100 hours, 900 trees have already been given out to staff or planted on site, 70 local schools and all neighbouring parish councils have been offered trees and 52% will be planted within 10km of the airport. We also gave out 50 'Beebomb' wildflower seed packs which will create 1000sq ft of wildflowers. The week highlighted the range of activities we undertake to protect our local environment including a new habitat creation area of four new ponds and green areas. Schools and parish councils within a 10-mile radius were invited to plant trees, and airport staff were invited to plant a tree personally.

Every week London Stansted measures our Net Promoter Score (NPS), an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or services to others. Our NPS score in March was the **highest level of customer satisfaction** at the airport in two years, at 31.5.

Transport update

The percentage of passengers using public transport to arrive at London Stansted is 50.31%, the highest level across UK airports. There has been significant modal shift from bus/coach to rail. National Express have recently doubled the frequency on the A9 service from two to four services and hour, which will meet the demand from Stratford, which continues to see strong passenger growth.

The Stansted bus and coach working group are reviewing recent service proposals from operators to serve areas such as Colchester, Epping, Thurrock and Cambridge. We have appointed National Express as preferred supplier for Car Park and Airside bus contract following recent tender. This new contract will include new bus fleet, real time information at all bus stops and reduced journey times between the terminal and car parks and will go live on 1st June 2019.

Work continues with local authorities, trading standards and North Essex Parking Partnership to deal with any off-airport parking issues in the local community. This includes the re-introduction of an enforcement vehicle to assist in managing on and off airport parking issues.

Community funding



- The Stansted Airport Passenger Community Fund donates money (up to £1500) 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.
- Total funds available for 2019 are expected to be £40,000, with expenditure from January to March at £15,600.



- The Stansted Airport Community Trust supports capital projects which protect and enhance the social, economic and environmental well-being of the community within a 10-mile radius of the airport.
 - Expenditure from January to March 2019 was £108,770
 - The voluntary £50,000 donation for 2019 will be paid to the Trust alongside the noise fines of £2,500 for 2018.
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- Uttlesford District Council (UDC) resolved to grant planning permission for the 35+ planning application in November 2018 and this decision contained a commitment to a new community trust with expanded terms of reference. At the current time, the formal planning permission has not yet been issued and there are also pending legal challenges. Consequently, until such procedural matters are resolved and concluded, the current Stansted Airport Community Trust will continue to function under its existing terms. This will ensure that the airport adheres to its existing planning commitments and the local communities will continue to benefit from grant funding.
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- The new trust will enable a broader and more diverse range of local causes to benefit from the increased funding, but only when the permission is issued, and legal proceedings are completed the new trust can be set up. A transitional period will need to be arranged and agreed upon between Stansted Airport and UDC in conjunction with the current Trust and the appropriate legal paperwork for the new Trust completed. It is also confirmed that any outstanding applications or remaining funds from the current trust can be easily passed on to the new Trust.

Ken O'Toole

Chief Executive

24 April 2019