

London Stansted Airport Consultative Committee

June 2019 Airport Management Report

Passenger Numbers

London Stansted welcomed more than 2.57 million passengers in May to help the airport reach a new record annual total as over 28.47 million passengers passed through its doors, an increase of 7.3% on the previous 12 months.

The monthly total was boosted by additional flights to Madrid and Baku as thousands of fans jetted off to both the Champions League and Europa League finals. A number of large aircraft not usually seen at the airport including the A380, Boeing 747s and Airbus A340s, helped 31st May become the busiest ever day in May and the 15th busiest on record at Stansted with 97,349 passing through the terminal.

The month also saw many families heading off on half-term holidays. Countries recording the highest growth compared to last year were Turkey (26.6%), Netherlands (19.7%) and Portugal (13.9%).

Airport strengthens links with armed forces

London Stansted has launched a new partnership with the armed forces by trialling a military placement scheme to provide serving personnel with civilian work experience at the airport.

The initiative, in conjunction with Colchester Barracks and the first of its kind at any UK airport, will also enable airport operational teams to learn from the army's considerable investment in staff training, and benefit from specific skills and expertise in key areas such as project management and working in high pressure environments.

In 2017, London Stansted became the first airport in England to pledge support for the Armed Forces community and their families by signing up to the UK Armed Forces Covenant, and last year was awarded the prestigious Armed Forces Employer Recognition Scheme Silver award to reflect its support for serving and ex-military personnel and reservists.

Hundreds of jobs on offer as London Stansted gets set for summer

London Stansted's latest jobs fair saw over 30 airport companies showcasing the hundreds of exciting career opportunities on offer across the airport ahead of the peak summer season.

The Stansted Airport Employment and Skills Academy hosted the event on 8th May and signed-up a host of firms promoting over 350 new full and part time jobs to join the 12,000 strong workforce already at the single biggest employment site in the east of England.

Companies that attended the fair included MAG, Jet2.com, Ryanair, Border Force, Up & Away Aviation, World Duty Free, Mace, Pret A Manger, UPS, Swissport and Blue Handling plus many more from all sectors of the airport's operation. Roles on offer included cabin crew, engineering, ground crew, retail managers and assistants and security officers.

E-Gates

The airport has recently signed an agreement with Border Force that will ensure that all 30 E-Gates will remain open from midday to 0200, seven days a week, during the summer peak 1 July 2019 – 30 September 2019. The E-Gates will continue to be staffed by Border Force officials during this time.

In the past, queue times at the Border have occasionally been an issue for passengers arriving back into Stansted and it is envisaged that this initiative will deliver a significant enhancement to the overall customer experience at the airport.

Transport update

The moving annual total (MAT) for public transport mode share stands at 49.95%. The 1Q 2019 data shows that bus and coach had an improved first quarter period and the expectation is that this will continue through 2019 to ensure that Airport remains above 50% by end of 2019. Rail continues to be strong with a share of over 31%. The MAT for Kiss and Fly traffic dropped below 16%.

Bus and Coach

The scheduled express coach operation has gone through a competitive tender process with the successful operator soon to be announced ahead of a go live in Feb 2020. This new contract will ensure that passengers continue to benefit from a high-quality offering and that operators maintain high levels of investment into new routes.

MAG is contributing to the investment in the provision of new double decked fleet for the X30 Southend-Stansted Airport bus service which will be rolled out this summer. This service has been a great example of a successful partnership between First Essex and MAG which is now carrying over 6,000 people a week.

Rail

Testing continues on the new Stadler rolling stock for the Stansted Express which will be introduced later this year into the operation.

Car Park Bussing

The new car park bussing contract was awarded to National Express and is now in mobilisation phase to deliver the improvements into the operation commencing this summer. These include:

- Brand new bussing fleet for landside and airside
- Significant improvements on journey times to Long Stay Car Park and Jet Parks
- Provision of real time information at all car park stops and on the Terminal Forecourt
- On board vehicle digital screens to provide passengers with pre-security information
- Automated bus stop announcements
- Additional capacity for airside bussing operation

Car Parks

The new Green Multi Storey Car Park will go live as from 1st July, providing an additional 2600 spaces in close proximity to the terminal.

Airport Travelcard and Sustainable Travel

The Airport Travelcard continues to be very popular amongst staff with over 2500 sales per month. We are awaiting the results of our 2019 staff travel survey to see the successes of our Airport Commuter Centre.

Currently we are constructing our shared Cycle/Pedestrian pathway linking the Coopers End Staff Car Park to Enterprise House which will ensure our staff have a safe and sustainable route between the two areas. This will be completed in the next couple of months.

Community funding

Stansted Airport Passenger Community Fund

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 May 2019 at £21,500, including the following sums being grants at the meeting on the 22nd May:

Organisation	Grant purpose	Location	Amt
<i>Hatfield Peverel Football Club U11 Sapphires</i>	Purchasing sports kit	Hatfield Peverel	£550
<i>Sheredes Primary School</i>	Raffle prize for the school summer fete	Hoddesdon	£50
<i>Bishop's Stortford Social Club</i>	Defibrillator for the club	Bishops Stortford	£500
<i>Take Note</i>	Purchase of a clarinet	Great Dunmow	£200
<i>Action for Children Essex short break club & activities</i>	Funding to allow 600 children and young people with disabilities to go to a relaxed cinema screening	Braintree	£351
<i>Saffron Walden Baptist Church</i>	Help replace a very old, inefficient boiler	Saffron Walden	£500
<i>Sawbridgeworth Allotment Association</i>	Funding to help reflect communal shed	Sawbridgeworth	£300
<i>Elsenham Youth FC</i>	Purchase of new kit	Elsenham	£550
<i>Patient Panel, Princess Alexandra Hospital</i>	Afternoon cream tea for Long Stay Patients -	Harlow	£325
<i>Plant Pots and Wellies CIC</i>	Purchase of timber for raised planting beds	Harlow	£750
<i>Friends of Thaxted Primary School</i>	Main Sponsor for Summer Fete	Thaxted	£500
<i>All Saints Church</i>	Refurbishment of bell bearings and pulleys	Hertford	£1,000
<i>Hatfield Board Oak Village Hall</i>	Purchase of a purpose-built machine to clean new floor	Hatfield Broad Oak	£500
<i>1st Chesterford Scout Troop</i>	Funding to help purchase various equipment	Chesterford	£374
<i>Thaxted Rangers Youth FC</i>	Purchase of two Folding Match Goals and kits	Thaxted	£550

Stansted Airport Community Trust

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 May 2019 was £108,770 with a voluntary £50,000 donation for 2019 having been paid to the Trust in June 2019 alongside the noise fines of £2,500 for 2018.

The last Stansted Airport Community Trust meeting was on 8 March and the next meeting is on 28th June.

Ken O'Toole

Chief Executive

26 June 2019