

To provide commentary for the STACC - London Stansted Airport Consultative Committee**January – March 2025****Report of the Managing Director****Business update:**

The first quarter of 2025 has been successful both operationally and in terms of the airport's sustained passenger growth. The half-term school holidays helped London Stansted report its busiest ever February involving 2.01 million passengers passing through the terminal, an increase of 4.8 percent on 2024. March numbers also beat those of the previous year by 5%, with 2,309,131 passengers using the airport. The spring brought our rolling 12-month total within touching distance of 30million, a milestone we hope to celebrate later in the year.

A key focus for the spring has been our engagement activity relating to our draft Sustainable Development Plan, the consultation for which concluded in early March. More than 2,800 people responded commenting our proposals to accommodate up to 51 million passengers by the 2040s. We also ran dedicated workshops for parish and district councillors, business representatives and those representing community organisations, as well as spoke by phone with over 1000 local residents to get their views. Initial results show a good number support the proposals. We are now working through the feedback to incorporate this both in the related planning submission and the finalised SDP.

We hosted a series of high-profile visitors throughout the spring. Two local MPs made their first trips to the airport since winning their seats in 2024. Josh Dean MP (Stortford and Hertford) spent time with students at the Airport College before being given a tour of the IDL and airfield. His neighbour, Chris Vince MP (Harlow) also visited, being introduced to the Skills and Employment Academy team. We also hosted Karim Fatehi, the Chief Executive and some of the team from London Chambers of Commerce and Industry. It was a pleasure to meet them all as part of their visits and introduce the airport, share details of our operational planning agenda of the summer and our ongoing terminal transformation as well as our ambitions beyond the current phase of proposed works.

Our transformation work is well underway, with our new Domestic Arrivals building nearing completion, and due to be operational before the May half term. In January, we finalised our commercial agreement with EDF Energy Renewables to construct and operate the airport's new solar farm, meaning enabling works are now underway on the site (which is immediately to the east of the airport at High House Farm.) Elsewhere we continue to roll out our new security lanes, and work has begun on a new entrance 'portal' to the security hall, which is an early-stage milestone in our terminal transformation. Our forecourt was the first parking and drop off facility of the airport and across the wider MAG group to adopt a barrierless system, requiring users to register their vehicle and pay online when dropping off passengers. Thanks to feedback from STACC members and others in the local community we were able to remedy some integration issues with local resident discount tariffs quickly and the system is now working reliably.

We ended the quarter marking the arrival of two new routes provided by two new carriers on the airfield and a new partnership for coach provision for passenger travel to and from London. Air Algérie launched its first direct flight to Algiers and will operate four flights a week offering both business and

economy seating. In the same week, Dutch carrier Transavia also launched a new route to Rotterdam, the second-largest city in the Netherlands. Flights will operate four times a week, increasing to five during the summer peak. We also confirmed one further carrier, Royal Air Maroc, who will begin operations before the summer. From the coach station, Flibco now operate our round-the-clock services to and from London – providing passengers with alternative public transport connectivity to the capital.

Operational Update:

Landside Access:

Rail

Work on the new electronic gates for the Airport station has commenced with planned completion by end of May. However, we have been informed that contactless payments will not be able to be utilised for travel to Stansted Airport until the Autumn, after the summer peak season. This is extremely disappointing, and we have raised our concerns with Greater Anglia and TfL who are delivering the system

Bus and Coach

Flibco commenced serves as part of the new scheduled coach operation on 1 April. They serve Stratford and Liverpool Street every 30 minutes and have replaced Airport Bus Express as provider of these routes.



National Express will be amending their London service network from 19th May which will include a new destination: Canary Wharf.

A6 - Golders Green, Finchley Road, Baker St and Paddington

A8 - Tottenham Hale, Stamford Hill, Shoreditch, Liverpool St, Waterloo and Victoria

A9 - Stratford, Canary Wharf/Bow, Mile End, Whitechapel and Aldgate

The Airport and Transport Forum is working with operators to develop a service replacement to the Arriva 133 service which is removed from service as from 1st June. This was a decision taken by the current operator.

Car Parking

Net Promoter Scores for Landside car parks continue to very perform well and above target. Jet Parks has now reopened as from 1st April.

January	57.3
February	57.5
March	57.5

Roads

All the main Landside roads have now been resurfaced as part of a major project vastly improving the surface conditions. All road lighting has also been upgraded to LED.

Transport Forum Update

The Sustainable Development Plan was shared with members and partners as part of the consultation process and comments are now being reviewed. The accompanying documents related to the SDP (the Airport Travel Plan, Cycling & Walking Strategy and Bus & Coach Strategy) are currently in draft stage and will be completed during Spring 2025. These will be circulated to Forum members for comment.

The Bus and Coach Working Group is continuing to focus on working with operators to look at potential services that will connect into Hertfordshire, in particular Hertford and Ware. This a priority for the Forum. Other areas of focus are Epping, Haverhill, Safron Walden and Peterborough.

Terminal Update:

Customer Services

The Customer Operations directorate completed their Customer Excellence training throughout January to March. This involved comprehensive training in the customer journey and introducing our customer profiles and their respective needs as they travel through the airport.

The CSA team continue to support the operation and are on hand to respond to incidents and contingencies. A key role they have provided through the spring has been essential escorting services to domestic arriving passengers who are currently processed through the international baggage reclaim area.

Check-in and Landside

The check-in kiosks in zones D-E and zones B-C continue to perform well, with an increase in passengers using these facilities.

The new check-in zonal screens were rolled out across all zones providing essential wayfinding services to streamline the information available to customers, reduce dwell time around the screens and encourage processing through the relevant check-in zones.

Trials of different queue systems were carried out in February to accommodate the reduction in capacity for access to Security due to the Security Portal works. This is to ensure flow is maintained into the Security snake systems while safely managing passengers queuing into the departures area during peak periods. The passenger packing tables have also been relocated to improve the flow of passengers.

Terminal Security

We have just concluded recruitment for Team Leader roles, hiring 21 colleagues to increase supervision and quicker front-line escalations. This should provide a smoother experience for both our customers and colleagues. In addition to the 21 new Team Leaders recruited, we have recruited 5 new Duty Security Managers who will also ensure the smooth running of the operation, enhancing leadership capabilities whilst we plan for the busiest summer to date.

Future Security transformation is underway, with the programme running full steam we have

installed 7 new Security lanes and we are currently moving onto the next phase.

All customers will still need to come to the airport prepared to remove their liquids and laptops from their bags, and that the 100ml limit remains in place

International Departure Lounge (IDL), Satellites and Gates

February half term saw the peak occupancy in the IDL of around 4200, with the highest levels of occupancy being between 04:30 – 06:30.

Ladies toilets in the decompression area (dwell area post Security) were closed throughout March. This was to carry out some emergency maintenance works. Customers were directed to alternative toilets for the duration and the decompression toilets reopened in time for the first Easter getaway. Satellite 3 arrivals toilets have now been closed until June for planned upgrade works which will improve the facilities in time for Summer.

Satellite 2 gate reconfiguration works began in March with gates 37 and 38 being split into two so that boarding can occur at both gates simultaneously. The flooring project to replace the floor in this satellite also commenced at the end of March.

Immigration (Border Force)

Immigration continues to perform well, with high levels of eGate reliability and no prolonged outages. Queue times remain within the 15-minute SLA. Queue times for non-EU lanes were also largely within SLA of 45 mins, and similarly the queue times for Family/EU desks were within the SLA of 25 minutes for the majority of January, February and March.

Digital screens have been upgraded prior to the queue spaces to display the forecasted wait times for ePassports, Family & ID lane and All Other Passport lanes to manage customer expectations for queue times.

During the holiday periods we increased our hosting resource at the border, and focused in particular on the family lane, providing Little Flyers tensor topper activities to provide activities for children whilst they are waiting in the area.

Accessibility

Performance has remained consistently strong, with 99% of pre-booked arriving customers receiving assistance within 20 minutes, in line with ECAC standards. PRM numbers declined from January to March, in line with seasonal forecasts. However, overall year-on-year growth stands at 17%, reflecting a sustained increase in demand for assistance services and highlighting the ongoing importance of maintaining high service levels.

In March, the quarterly SAFE Forum placed a spotlight on website accessibility, with productive discussions centred on improving digital access for all users. As part of Stress Awareness Week and the start of the Easter break, the Pets as Therapy initiative was reintroduced, providing additional support and comfort to passengers during busy periods. Several customer familiarisation visits also took place, offering opportunities to build confidence among passengers requiring assistance and gather valuable feedback on services.

Additionally, the Airport's Accessibility Manager visited Cambridge Regional College to meet with Level 3 Visual Communications and Supported Learning Skills for Creative Industries students. The

visit provided insight into the students' creative vision and inspiration for an upcoming art project, which will be proudly displayed in the airside assistance lounge from June.

Looking ahead, the focus has shifted towards recruitment in preparation for the summer period, ensuring that sufficient staffing and equipment levels are in place to meet the anticipated increase in demand.

ECAC Performance and PRM Customer Movements Jan-Mar

	Jan	Feb	Mar
ECAC	98.71%	99.95%	99.95%
PRMs	17,944	16,748	21,784

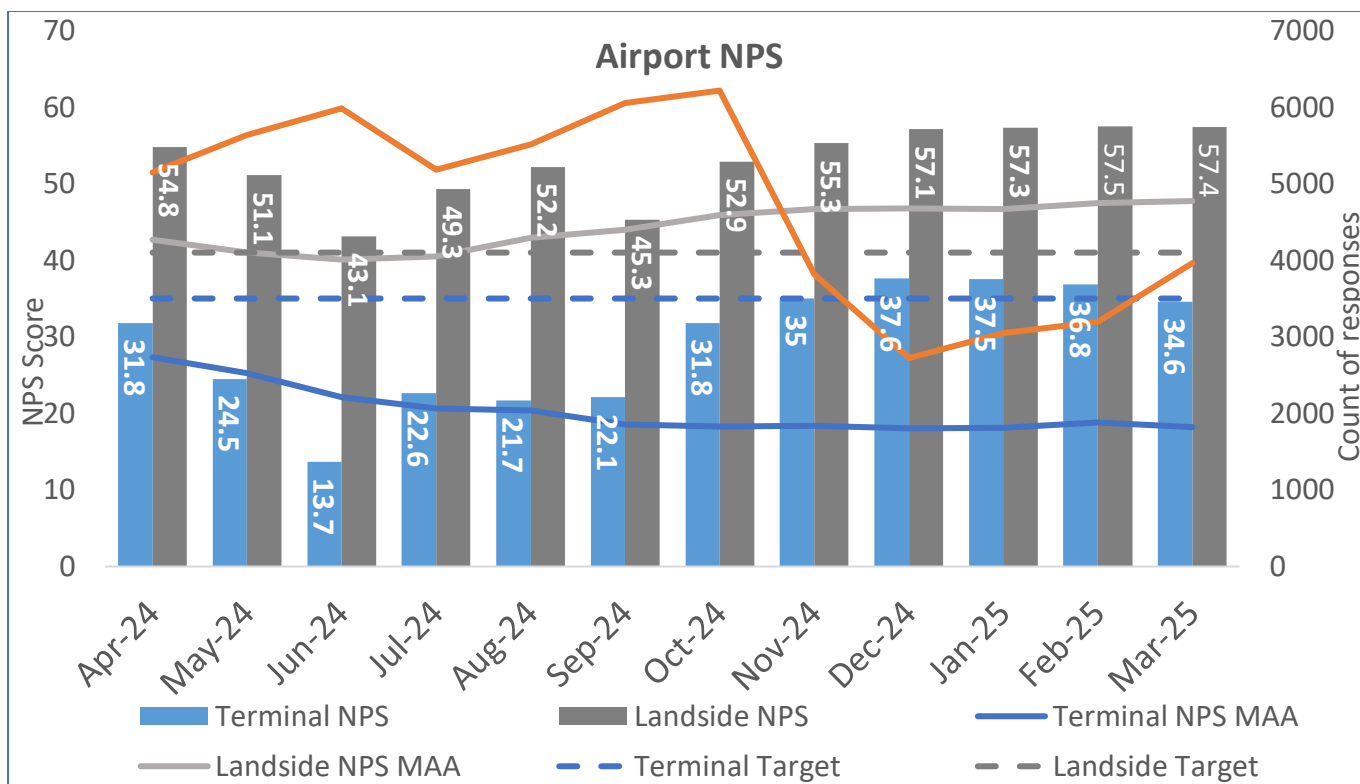
NPS

The NPS (Net Promoter Scores) for the last 12 months are:

	Terminal (target 35)	Landside (target 41)
April 2024	31.8	54.8
May	24.5	51.1
June	13.7	43.1
July	22.6	49.3
August	21.7	52.2
September	22.1	45.3
October	31.8	52.9
November	35	55.3
December	37.6	57.1
January	37.5	57.3
February	36.8	57.5
March	34.6	57.4

NPS scores for both Terminal and Landside areas follow the same pattern as 2023 where we see the lowest scores during the month of June. Many of the travellers responding to the survey during the early part of June will have travelled during the last week in May – Spring Bank Holiday and school half term breaks, this is a busy period within the terminal so there will be an increase in the number of passengers.

A rise in October and throughout the winter months was well received with 4 of the months finishing above target for Terminal. All Landside scores were positive and above the target, despite the drop in June and September. The STN-TP programme is in place to decrease crowding, for the next few years we will be doing what we can prior to that additional capacity in order to ensure there is as much seating and utilisation of satellites as possible to ensure a comfortable customer journey.



Airport Developments and Planning Matters

The draft Sustainable Development Plan (SDP) consultation closed on 10 March 2025 and we are currently reviewing responses alongside preparation of the Airport Travel Plan, Cycling & Walking Strategy and Bus & Coach Strategy.

Pre- application discussions continue with UDC Officers and regulatory bodies in relation to the growth proposals and we are awaiting the formal Environmental Statement UDC Scoping Opinion which will identify those environmental issues to be assessed within any subsequent EIA.

Work on the terminal extension detailed design continues in conjunction with the two appointed contractors. Applications to discharge pre-commencement planning conditions will be made to the Council over the spring and summer.

The construction of the Domestic Reclaim Building area to the east of the terminal is nearing completion. This has allowed the existing domestic reclaim belt inside the terminal to start its conversion to additional security lanes in Central Search to provide more capacity for passenger growth and be compliant with new Government regulations.

Construction of the new skylinks to Satellites 1 and 2 will subsequently allow the Track Transit System to be de-commissioned, creating space for the terminal to be extended. To facilitate the construction of the new skylinks, existing staff welfare facilities are being relocated within the car park between Enterprise House and the terminal.

Construction has commenced on the 14.3MW solar farm and remains scheduled for completion by the end of 2025.

The Uttlesford Local Plan Examination opens 10 June 2025 and is expected to run for two weeks. We continue to work closely with Uttlesford District Council and will take an active role at the Examination in relation to airport related policy issues.

Sustainability

Opportunity For All:

Education

This quarter marked significant milestones. We continued to inspire and engage young people through education, mentoring, and career-focused programmes. We began the year by participating in the Fantasy Wings Conference on 4th January, which brought together over 300 young people aged 13-25 from typically underrepresented groups in aviation, including minority communities and women. Our focus during the event was on the future of technology and AI in airports, exploring how emerging innovations will shape the industry. We also facilitated an interactive session where students were presented with a hypothetical power outage scenario and tasked with making strategic decisions to maintain airport operations. Seven of our colleagues volunteered to participate in the event, providing valuable insights and industry expertise.

Our work experience programme has continued to provide young people with an in-depth understanding of the aviation sector. This quarter, we hosted five students from Stansted Airport College, who gained hands-on experience across key areas, including airfield operations, aviation security, customer service, and security training. They also learned about our transformation project, master planning, and our work engaging with local communities. One student who undertook a March placement commented: *‘Thank you so much for organising my work experience last week. It was a great experience which I really enjoyed and was invaluable for me. It gave me an insight into the operations of an airport like Stansted. As a result, I’m pretty sure now that Stansted Airport is where I want to start my career. I hope to apply to work in Airport Operations.’*

In addition to work experience placements, we have actively engaged with local schools to promote careers in aviation. In January, we attended a careers fair at Avanti Grange School in Bishops Stortford, where we spoke with students about the diverse opportunities available within the industry. The following week, we delivered a careers assembly at St Mary’s in Bishop’s Stortford, reaching a total of 380 students across the two events, inspiring them to consider future roles within aviation.

To celebrate the United Nations International Day of Women and Girls in Science on 11th February, we hosted 30 Year 8 girls from Forest Hall School in Stansted Mountfitchet. The students learned about the contributions of women in STEM and the aviation industry, with a keynote session delivered by Kathy Morrissey, our Planning and Insights Director. They also had the opportunity to speak with one of our apprenticeship graduates, who shared her experiences as an airfield ground lighting technician.

On 7th March, we hosted a large International Women’s Day (IWD) event, welcoming 30 Year 8 and 9 female students from Forest Hall School. The day began with a discussion on the history of IWD and the achievements of pioneering female aviators. Students then participated in an interactive ‘Queen of the World’ activity, where they proposed laws, they would introduce if given the opportunity. This generated thought-provoking discussions across a range of topics such as education and finance. The event continued with speed networking, where students engaged with 10 female colleagues from various departments to learn about their career journeys. The day concluded with a panel discussion titled ‘Accelerating Action,’ where five female colleagues answered questions about leveraging

technology for gender equality, and defining moments in their careers.

At the Aerozone, we hosted 882 students from 26 schools across 33 visits, with 81% of these coming from our priority area but we seeing an increasing demand for visits and have even had enquiries from schools as far away as Slough, Wolverhampton and Portsmouth.

As of 26th March, we are fully booked for the academic year from September 2025 to July 2026, exclusively with local schools. This milestone highlights the Aerozone's growing reputation and the increasing demand for educational visits.

Stansted Airport College

This academic year the team have been to 20 careers events and school assemblies and reached over 6,000 young people. These outreach activities have resulted in a significant growth in applications this year. Aviation Operations applications are up by 11%, Engineering by 26% with Hospitality showing a 60% increase.

The College has commissioned some design feasibility works to increase capacity in the current building. This will include the installation of a mezzanine within the engineering workshop, with a classroom/avionics lab below. Additionally, a new first floor classroom will be designed and installed within one of the upper voids to the building.

The college continues to encourage girls into engineering, supporting local schools at careers fairs and hosting industry specific theme days to promote the 'Go on Girl' campaign and its own 'engineers of the future' events that run in collaboration with the apprentice employers. These events focus on young people in year 5 and 6 of primary schools and promote a week-long programme through the Spring half term and summer break that invites on-site employers to promote engineering to the pupils.

Work to address the underrepresentation of ethnic minorities in pilot roles continues. The college's Pilot Enrichment programme, sponsored by MAG, ensured that of its first cohort of learners on this programme 33% were from a minority background, 33% were female and 33% were in receipt of bursary.

Employment & Skills

In the last quarter Stansted Academy has conducted eight outreach workshops in Harlow, Chelmsford, Colchester, and Braintree. These workshops have supported more than 200 jobs seekers, raised awareness of our employability programmes and the on-site vacancies available at Stansted Airport.

Additionally, 100 adult job seekers enrolled and qualified in the NCFE Level 1 Exploring Aviation course offered by Stansted Academy. This course provided participants with essential skills and knowledge to help them secure a role in the aviation industry.

The outreach team recently participated in two job fairs: the "Get Sorted Careers" event at Harlow Civic Centre hosted by Harlow Council and a fair at Tottenham Hotspur Stadium, hosted by Enfield Department for Work and Pension (DWP). These events drew nearly 600 attendees and featured 48 exhibitors.

On 19 March, Stansted Academy hosted a visit from Sarah Fullgrave and Oliver Howes from Essex DWP. Both managers are new to their roles and were on a fact-finding visit to meet the Academy team

and learn about the programmes. During their visit, they had the opportunity to meet 39 jobs seekers, who were participating in the NCFE Exploring the Aviation Industry course.

Looking ahead, the airport will be holding its bi-annual jobs fairs at the Radisson Blu Hotel on 30 April. The event will feature over 30 business partners and will offer hundreds of job vacancies across various sectors. Attendees can travel to the event free of charge. More information can be found on the following link [London Stansted Airport Jobs Fair Tickets, Wed 30 Apr 2025 at 10:00 | Eventbrite](#)

Local Voices: Community Engagement

Volunteering

Between January and March 2025 colleagues at Stansted contributed over 1000 hours of time to the local community. Over the financial year 109% of leaders and 10% of colleagues took part in volunteering activity.

Colleagues have supported with mock interviews, Aerozone speaker slots, a litter pick during energy week, volunteers have also helped at a Donkey Sanctuary, Harlow Foodbank and Daisy Mays Farm.

Community Outreach

The airport was the main sponsors of the Bishop Stortford Independent 'Indies Community Awards' in which we also sponsored the Community Champion award which went to Gill Gill, who organises the Welbeloved Club for lonely, isolated older people. The team supported with some workshops on the SDP and pre planning application for Parish Councils and Students at Harlow College. We were headline sponsors for the Uttlesford District Council Business Awards at the end of February.

March saw Youth Forum Summit take place at East Midlands Airport this was the final event in this year's Youth Forum programme, the attendees discussed Sustainability, the airports community funds and careers in the airport. The day finished with a visit to the Aeropark, with over 60 young people in attendance it was a great end to a year's worth of activities.

Also, in March we attended Great Hallingbury Parish Council's Annual Parish meeting, an event hosted by the Essex Chambers of Commerce at Raddison Blu and an open afternoon at Bishop Stortford Food Bank.

Stansted Airport Community Fund

This financial year the Community Fund has awarded £200,000 to 45 community groups and projects across our area of benefit. Included in these grants was the latest round of applications which the committee met on the 12th March to discuss and award. Organisations to receive grants in this round were:

- **Harlow District Scout Council** (Harlow) – **£5,000** for camping equipment
- **Uttlesford Community Transport** (Uttlesford) – **£5,000** for new PC screens
- **Saffron Walden RFC** (Uttlesford) – **£3,000** for container and racking
- **Friends of Sawbridgeworth Neuro Centre** (East Herts) – **£4,000** for picnic tables, fencing & greenery
- **Carers in Hertfordshire** (East Herts) – **£4,746** for laptops
- **Rainbow Services** (Harlow) – **£5,000** for an interactive light projector

- **Little Hadham Primary School** (East Herts) – **£5,000** for a polycrubb
- **Thaxted Community Land Trust** (Uttlesford) – **£1,228** for laptops
- **Safer Places** (Harlow) – **£2,024** for garden furniture
- **Eastons Cricket Club** (Chelmsford) – **£1,500** for kitchen units/sink
- **Takeley Youth JFC** (Uttlesford) – **£3,300** for goals, flags and line marker machine
- **Hertfordshire Boat Rescue** (East Herts) – **£2,067** for a boat
- **Peacock Surgery Patient Participation Group** (Uttlesford) – **£4,740** for a medical device

Noise Management

There have been no departure noise infringements in January to March. Departure track-keeping performance has remained at very high compliance rates during this quarter. The lowest performing month was March, at 99.76%, and the quarterly high was February at 99.85%.

Continuous Descent Approaches (CDA) to Runway 22 have a continuing strong performance over the winter period, with all months above 95%, with March peaking at 95.83%. CDAs during the core night period have been recorded at 96.90 in January, 95.92% in February and 93.06% in March.

Runway 04 Core Night CDAs have improved in this quarter with all three months above 70%, including March peaking 77.71%.

We have seen Continuous Climb departures range from 84.61% to 88.44% during this quarter. Due to the wind direction predominantly from the northeast recently, the modal split between runway 22 and runway 04 has differed from the long-term average of circa 70% / 30%. January saw a modal split of 84%/16%, for runway 22 vs runway 04, but February and March shifted to 57% / 43% and 43% / 57% respectively.

A site has been suggested in Stebbing for this summers' community noise monitoring.

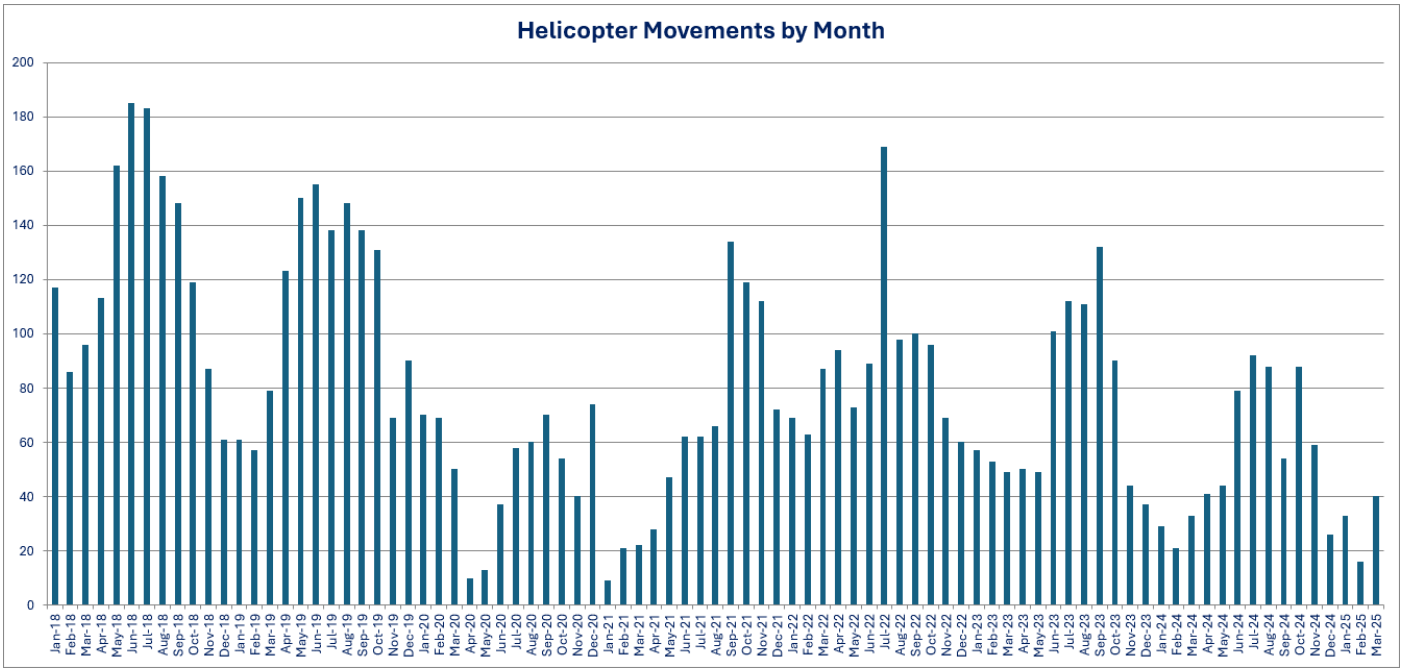
Night Flights / Helicopter Movements

Month	Total Night Movements	Dispensations Applied	Total QC Points (Rounded)	Helicopter Movements
April 2023	1,184	163	574	50
May 2023	1,338	111	638	49
June 2023	1,601	235	771	101
July 2023	1,778	272	863	112
August 2023	1,791	310	862	111
September 2023	1,623	186	785	132
October 2023	1,467	158	719	90
November 2023	839	52	422	44
December 2023	919	129	482	37

January 2024	808	62	408	29
February 2024	682	22	371	21
March 2024	725	11	398	33
April 2024	1,086	108	567	41
May 2024	1,365	159	719	44
June 2024	1,721	346	872	79
July 2024	1,909	430	979	92
August 2024	1,723	276	878	88
September 2024	1,648	165	826	54
October 2024	1,364	97	680	88
November 2024	784	22	393	59
December 2024	876	109	418	26
January 2025	781	37	361	33
February 2025	694	17	336	16
March 2025	742	10	354	40

Details of operational performance, including night flights and dispensations applied can be found in our Flight Evaluation Unit (FEU) quarterly report, which can be found, stanstedairport.com/community/noise/our-noise-performance/

Helicopter Movements



Appendix 1 Summary of traffic stats January to March 2025 vs 2024