

Stansted Airport Consultative Committee (STACC) Managing Director's Report

Reporting period April - June 2026

STACC Meeting – Wednesday 15th July 2026

Radisson Blu Hotel – Room 10

Contents

Contents 1

1. Managing Director's Overview 2
2. Landside Access: 3
   - 2.1 Car Parking 3
   - 2.2 Stansted Area Transport Forum Update 3
   - 2.3 CAA 2025/26 Mode Share Data 4
   - 2.4 Bus and Coach 5
   - 2.5 Rail 5
   - 2.6 Highways and Fly Parking 5
   - 2.7 Active Travel 5
3. Terminal Update 6
   - 3.1 Customer Services 6
   - 3.2 Check-in and Landside 6
   - 3.3 Terminal Security 6
   - 3.4 International Departure Lounge (IDL), Satellites and Gates 7
   - 3.5 Immigration (Border Force) 7
   - 3.6 Accessibility 7
   - 3.7 NPS 8

4. Airport Developments and Planning Matters 9
5. Sustainability 9
5.1 Opportunity For All 9
5.1.1 Education 9
5.1.2 Stansted Airport College 10
5.1.3 Employment & Skills 10
5.2 Local Voices: 11
5.2.1 Stansted Airport Community Fund 11
5.2.3 Noise Management 12
5.2.4 Night Flights / Helicopter Movements 12

1. Managing Director's Overview

The second quarter of 2026 has seen London Stansted move confidently into the summer season, with record passenger demand, strong operational performance and continued progress across our transformation, employment and community programmes. The period has again demonstrated the strength of Stansted's route network and the resilience of the airport operation despite some continued impact of global oil prices and conflict in the Middle East, and the recent high temperatures impacting how we work.

Passenger demand remained very strong, with April and May both topping previous monthly records. More than 2.6m passengers used the airport, including around 1.5m during the Easter school holiday period. In May 2.86m passengers were welcomed, more than 1m travelling during half term. Daily passenger numbers exceeding 100,000 on five separate days in May. Early June data suggests another record breaking month, with most weekends involving at least one 100,000 passenger day as many take early summer breaks.

The strength of the European network continued to underpin this performance. Spain, Italy and Turkey remained among the most popular countries visited, with Dublin, Istanbul and Palma de Mallorca prominent among the top destinations during the period. The conflict in the Middle East continued to affect some services, including operations to Dubai. Emirates have now resumed their second daily flight, and with travel guidance to the region changing we should see an increase in travellers to this previously popular route. In response to ongoing concerns about jet fuel prices and availability, teams have maintained close engagement with airline partners to mitigate this impact, as well as working with airlines and other airport service providers as part of summer resilience planning. The teams are also making sure we can safely support our growing passenger numbers and colleagues working across the airport given the recent high temperatures.

In April, London Stansted hosted a Jobs Fair at the Radisson Blu Hotel which attracted around 1,500 jobseekers and brought together 30 airport employers and business partners offering more than 500 roles across customer service, security, retail, hospitality, logistics and airport operations. In June, Stansted Airport College students showcased aviation career pathways to MPs in Westminster, underlining the value of the airport's partnerships in inspiring young people and supporting progression into employment and making the case for us to double the airport college's capacity in

the coming years. To keep the project progressing, MAG Planning teams are working with Harlow College to prepare and submit the planning application for Phase 2 development at the airport college. The planning application is scheduled for submission by late July with a decision towards the end of the year. This will ensure that as funding is secured, consent is already agreed allowing the project to progress at pace.

I'm also pleased to share that the Community Fund has also continued to support local organisations during the period. The latest round of grants saw nearly £31,000 awarded to 11 projects across Uttlesford, East Hertfordshire, Epping Forest and Harlow. Alongside this, the airport marked a 20-tonne milestone in foodbank donations and teams from across our workforce supported local volunteering activity.

As we enter the summer peak, our focus remains on delivering a safe, efficient and welcoming operation while ensuring the benefits of growth continue to be felt by passengers, colleagues, airlines and the communities we serve.

2. Landside Access:

2.1 Car Parking

Net Promoter Scores for Landside car parks continue to perform above the target of 41. Operational restraints caused a reduction in scores for June. Reviews are in place to manage this going forward.

April	57.4
May	50.8
June	42.4

2.2 Stansted Area Transport Forum Update

Following the launch of the revised Sustainable Development Plan (SDP)and supporting surface access strategies, the Forum Working Groups have set out their plans to assist the delivery of the SDP. The key actions are: -

<u>Rail Working Group</u>

- Continue lobbying both Network Rail and Greater Anglia for the development of earlier/later journeys for Stansted Express
- Secure government commitment through the West Anglia Task Force and Transport East to deliver faster journey time from the airport to Central London, as the first phase in a long-term programme of infrastructure investment on the WAML.
- Lobby DfT to improve current timetable for Cambridge & Peterborough corridor so there is a consistent hourly service, 7 days a week, which meets the Airport operating day.

<u>Bus & Coach Working Group</u>

- Develop a solution to connect to Harlow, Ware, Hertford and potentially beyond that meets operational requirements for the Airport.

- Work with bus and coach operators (via the SATF) to identify opportunities for new and improved regional and local bus and coach services and provide financial support where justified.
- Oversee and agree the output of the Coach Station Technical Study in readiness for construction works to be completed by FY29 (36mppa)
- Undertake full review of existing digital information for bus and coach services in Airport coach station and bring forward proposals for Real Time Information.

Highways and Fly Parking Working Group

- Bring forward business case proposals for parking restriction interventions at key hot spots in local area
- Develop and undertake residential parking consultation for Takeley and Little Canfield areas following introduction of Parsonage Road scheme
- Review mechanisms to reduce Kiss & Fly to 12% and put forward proposals to reduce K&F
- Work with stakeholders to identify the infrastructure needed to support increased demands for road access where this is essential through the Local Road Monitoring Scheme

Travel Plan Working Group

- Oversee the development of a new Employee Travel Handbook for new and existing employees to promote sustainable transport use and options for staff.
- Develop a new brand for Commuter Centre and delivery of new marketing campaign to increase awareness.
- Develop a Sustainable Travel Employer Recognition Scheme to gain accreditation for their sustainable travel initiatives.
- Understand key conurbations of staff to understand potential opportunities for bus and coach development to feed into B&C WG

The Transport Forum website – www.stanstedatf.com has been updated with all the work the Forum has recently delivered and has all the surface access strategy documents that can be downloaded.

2.3 CAA 2025/26 Mode Share Data

The CAA 2025/26 data is available and awaiting validation with 2025 public report. Q1 2026 data is now available and shows growth in public transport mode share during the first quarter of 2026 led by Bus/Coach and Rail travellers. London Stansted still remains the number one major airport for public transport mode share.

Mode	Apr 25 Mar 26*	Jan-Dec 2025*	Jan-Dec 2024
Private Car	40.13%	40.32%	41.20%
Taxi	9.78%	10.04%	10.30%
Rail	34.64%	33.70%	31.10%
Bus/Coach	13.90%	14.39%	15.80%
Hire Car	1.15%	1.11%	1.20%
Other	0.38%	0.43%	0.40%

PT Mode Share	**48.54%**	**48.09%**	**46.90%**

2025/26 - Unvalidated data at present*

2.4 Bus and Coach

Flibco successfully launched the new FL2 service to connect to Enfield, Wood Green and Finsbury Park, operating every 45 minutes, 24 hours a day.

New vehicles are being launched on Central Connect 333 service that operates to Braintree, Rayne, Felsted, Dunmow and Takeley. The vehicles have been funded by the Airport through the Transport Forum.

Discussions continue with an operator concerning developing proposal for connection to Hertford & Ware.

2.5 Rail

The new Cambridge South station opened on Sunday 28th June and all Stansted Airport bound trains by Cross Country and Greater Anglia that travel through Cambridge will serve the new station up to every 30 mins.

2.6 Highways and Fly Parking

The Airport has continued to work with Essex County Council to introduce parking restrictions along Parsonage Road in Takeley. The Airport will provide funding contribution for the delivery of the scheme and awaiting final details from the County Council.

2.7 Active Travel

New Cycle Shelters have been introduced across key landside areas: Short Stay, Coach Station, Enterprise House and Hanger 10. These new shelters provide more cycling capacity for passengers, staff and commuters which have been funded through the Sustainable Transport Levy. These shelters also include maintenance stations to allow cyclists to fix a puncture, change a wheel and pump up their tyre.



The staff pool bike scheme is continuing to grow with over 46,000 rentals of bikes since its introduction 18 months ago. Staff can use the bikes to cycle between staff parks and key landside areas free of charge. Users make 70 rentals a day on average and additional bikes are being purchase and new areas added to meet this demand.

3. Terminal Update

3.1 Customer Services

Between March and May 2026, customer service performance at London Stansted Airport showed steady improvement and above target performance for NPS. This was driven by a combination of operational focus, seasonal preparedness, and targeted frontline engagement.

From the end of the half term period and across June, as passenger volumes increased, peak-time congestion and unusually high temperatures presented challenges in maintaining high service standards. Some of these challenges have been driven by the Stansted transformation works continuing at pace, resulting in the need for walking routes to some of the gates and the closure of the quiet seating area in the departure lounge. To assist customers when alternative walking routes are used, the Customer Experience Team have been deployed to aid with wayfinding and general customer assistance.

3.2 Check-in and Landside

Construction work has continued at the security entrance portal with the final bank of automated boarding card readers brought into operational use. Alongside these changes new queue management and wayfinding has also been introduced which has improved the passenger flow and is an important step in our transformation works in the Security Hall.

3.3 Terminal Security

The final phase of the transition to 3D screening has now been completed, with all queue zones fully re-established and internal hoardings removed. This has significantly improved the overall layout and customer experience within the security hall.

All automated boarding card reader gates are online and fully available, supporting improved passenger flow. The new entrance environment is taking shape well and already presents a smart, welcoming first impression for customers entering the security area.

The PRM lane has been relocated on a trial basis to the forecourt side of the operation, with the aim of providing a clearer, more consistent and dedicated approach to supporting passengers requiring assistance through the security process.

The security portal programme remains on course for completion by the end of the year, with enhanced digital wayfinding and a dedicated orientation zone forming part of the final design.

Operational performance has remained strong throughout the period, with the Easter and May half term getaways managed effectively. Notably, May delivered the best customer queue time performance on record, reflecting the benefits of the completed 3D transformation and improved end-to-end flow.

In preparation for the summer peak, a significant recruitment campaign has been delivered, with c250 colleagues joining the Security team between April and June. This positions the operation to maintain strong performance and resilience during what is anticipated to be another record-breaking summer season.

3.4 International Departure Lounge (IDL), Satellites and Gates

Further changes have been implemented across the International Departure Lounge, Satellites and Gates during the reporting period. Several escalators serving the Mezzanine level and APV, along with the airside Information Desk, have been removed in the Departure Lounge to facilitate the planned APV removal this summer, which is a key milestone in the Stansted transformation programme.

In addition, one of the new bussing gates in Satellite 3 has been brought into operation following a successful programme of trials.

The Security Orientation Zone has also been enhanced with the installation of new Flight Information Display Screens, improving passenger wayfinding and supporting a more efficient flow into the Departure Lounge.

During the period, two incidents occurred in which Flight Information Display Screens failed to update due to IT issues. On both occasions, the Customer Experience Team was deployed promptly to provide manual guidance and information, mitigating disruption and minimising the risk of missed flights.

3.5 Immigration (Border Force)

Immigration performance remained strong throughout the period, with all arriving passengers processed within the SLA.

The EU Entry/Exit System went live in Europe from 10 April, with no impact on UK airports. The Electronic Travel Authorisation (ETA) has also been integrated into Border Force systems to improve transaction times at eGates. Ahead of the summer peak, Stansted has worked closely with Border Force on the eGate eligibility expansion, which will allow children aged over eight and taller than 120cm to use eGates, increasing usage by an estimated 1.5 million passengers across the UK from July.

3.6 Accessibility

Customer numbers have increased in line with seasonal forecasts, with May 2026 surpassing September 2025 PRM customer volumes. The busiest day on record saw over 1,570 customers using the service, whilst key performance metrics have continued to exceed CAA targets.

During April and May, ABM operational teams remained focused on strike mitigation planning whilst negotiations progressed, resulting in a pay deal being agreed and accepted without any service disruptions.

Attention has centred on preparations for the summer period alongside initiating the contract tender process for the assisted travel service which will commence from 1st November 2027.

The next Stansted Access for Everyone (SAFE) forum will take place in July, where the primary focus will be the interim PRM arrivals process. Members will review and provide feedback on the planned route, and this will support the wider transformation programme and enable essential works on the baggage hall road.

	April	May	June
ECAC	99.55%	99.45%	99.3%
PRMs	30,158	38.865	39,825

3.7 NPS

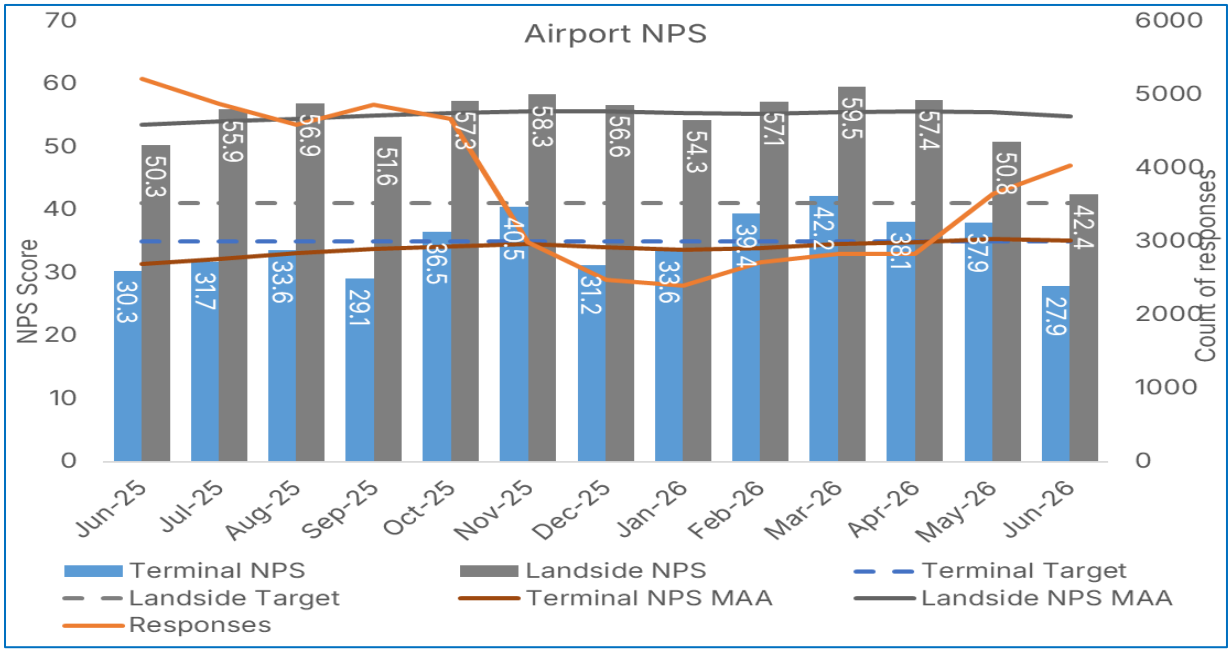
The NPS (Net Promoter Scores) for this period within 2026 are:

	Terminal (target 35)	Landside (target 41)
April	38.1	57.4
May	37.9	50.8
June	27.9	42.4

NPS scores for both Terminal and Landside have improved compared with 2025, reflecting a stronger customer experience overall. However, June scores reduced in both areas due to operational pressures, including peak-time congestion and exceptionally high temperatures.

The red weather warning affected surface access, with road congestion and rail disruption across the week leading to changes in passenger arrival patterns and more passengers arriving late for security. High temperatures across Europe also affected on-time performance for arriving and departing flights, making congestion a recurring theme in customer feedback during the period.

All stages of the customer journey continue to be reviewed alongside customer satisfaction scores, with actions being taken to address the issues identified.



Landside remains above its target of 41 throughout the year with CSAT scores positive across most elements of the customer experience.

4. Airport Developments and Planning Matters

All relevant pre-commencement planning conditions for the terminal extension and 35+ have been discharged. Further discharge of conditions applications will follow completion of detailed design.

Works to implement the 35+ planning permission were undertaken in May 2026 with implementation of the Terminal Extension to follow through demolition of the APV.

Enabling works for the new Skylinks to Satellites 1 and 2 continues with work on the terminal extension due to commence thereafter.

The solar farm is nearing completion with commissioning and testing taking place. Commencement of operations is anticipated to be Late Summer/Early Autumn.

5. Sustainability

5.1 Opportunity For All

5.1.1 Education

Demand for the Aerozone remains high. When bookings opened on 13 April 2026, 68% of sessions were filled within a week, and by 30 April 2026 all dates were fully booked, with additional schools placed on a waiting list. 450 students from 25 priority area schools (within 15 miles of the airport) attended the facility between April and June 2026, contributing to 850 young people engaged overall during the quarter.

On 21 April 2026, nine Year 11 students from Forest Hall attended a mentoring celebration event to mark the completion of this year's scheme. During the event, they met with their mentors, received certificates in recognition of their achievements and enjoyed a behind-the-scenes airside tour, including a visit to the Ryanair hangar.

Work experience continued throughout the quarter, culminating in the final cohort during the week commencing 8 June 2026, which included first-year Stansted Airport College (STAC) students. Students rotated across Enterprise House, Airside Operations, Terminal Security and Customer Experience.

Education outreach activity remained strong across the period engaging 370 students at Saffron Walden County High School on 29 April 2026, 150 students at Leventhorpe School on 3 June 2026, and approximately 1,500 students at the Chelmsford Skills Festival on 25 June 2026. All the events provided an opportunity to raise awareness of aviation careers and provided an opportunity for young people to ask our teams questions about the pathways in.

On 15 June 2026, 12 Forest Hall students took part in a Future Ready Fund visit, which included a master planning session and careers talk delivered by MAG colleagues. The event was supported by the Greater Essex Careers Hub and provided students with valuable insight into airport development and the wide range of career opportunities available within the aviation sector.

Themed delivery across the quarter included Cultural Diversity Day in May, National Rescue Dog Day in April, and International Women in Engineering Day on 23 June 2026, where MAG female colleagues shared their career journey and promoted diversity in engineering to young people.

5.1.2 Stansted Airport College

Learner destinations for 2024-25 graduates were overwhelmingly positive, with 98% of students progressing into employment, apprenticeships, further education or higher education. Strong progression into apprenticeships and employment, reflects effective curriculum alignment with employer needs and clearly defined progression pathways.

Learner numbers within the 16 –19 provision is projected to increase by 17% in 2026/27. Numbers are expected to rise further by 37% by 2027-28. Apprenticeship provision is projected to grow from 67 apprentices in 2025-26 to 80 in 2026-27.

On 10 June 2026, Stansted Airport College celebrated the achievements of its students at its annual Student Celebration Awards, recognising outstanding dedication, achievement and commitment. Since opening in 2018, the college has supported more than 2,500 students through specialist aviation, hospitality and engineering-related programmes. The event brought together students, families and industry partners, with Gareth Powell, Managing Director of London Stansted Airport, highlighting the important role the college plays in developing the skilled workforce needed to support the airport's future growth and creating career opportunities for local young people.

Awards were presented across a range of categories, including the Stansted Academy Student of the Year Award and the Governor's Award. The ceremony also recognised learners who completed the Pilot Enrichment Programme, delivered in partnership with MAG and Essex County Council, which provides aspiring pilots with unique specialist training and industry experience.

5.1.3 Employment & Skills

On 2 June 2026, MAG hosted a Parliamentary reception sponsored by Josh Dean MP, showcasing the Group's impact in supporting more than 52,000 jobseekers into employment since 2020, including over 350 young people in the past year alone. Attendees heard inspiring personal stories from three Stansted Airport College students and two former Stansted Academy learners, who shared their journeys into employment and the positive difference our education and employment programmes had made to their lives.

The event also featured a speech from the Rt Hon Dame Diana Johnson MP, Minister for Employment, who highlighted the positive impact of MAG's partnership with the Department for Work and Pensions in helping young people access employment opportunities. She recognised MAG as a leading example of an employer-led approach to tackling youth unemployment and reducing the number of young people not in education, employment or training (NEET).

Stansted Airport Employment & Skills Academy maintained strong delivery throughout the period from April to June 2026, combining targeted training with high-volume outreach to support local people into employment.

On 8 April 2026, the Academy hosted its annual Department for Work and Pensions (DWP) partnership forum with six Jobcentres Plus (JCP), setting the direction for collaborative delivery in the coming year.

Between April and June 2026, the Academy delivered three NCFE Level 1 programmes, supporting more than 100 jobseekers. Almost a quarter secured employment within weeks of completing the programme, with many others currently awaiting the outcome of interviews.

Engagement activity remained strong throughout April, with over 500 attendees at the South Suffolk Employment & Skills Fair on 10 April 2026, followed by more than 1,200 attendees at the Stansted Jobs Fair on 22 April 2026, featuring over 500 live vacancies. Throughout the quarter, the team engaged with more than 1,800 jobseekers through workshops, job fairs and targeted outreach activities, raising awareness of career opportunities and employment support available across the airport.

Training delivery continued at pace, including a Level 1 course starting on 18 May 2026, supported by mock interview sessions delivered on 6 May and 1 June 2026.

Partnership activity throughout May and June included engagement with Connect to Work Hertfordshire on 20 May 2026, a best practice session with Doncaster Employment Service at Stansted Airport College on 11 June 2026, and attendance at the "Stronger Together" event in Epping on 17 June 2026.

Planning has also progressed for a new NEET (Not in Education, Employment or Training) pilot programme, launching in July 2026 in partnership with Harlow Jobcentre Plus which will support 24 local young people through targeted employability provision. The pilot will be reviewed with a view to scaling delivery across Essex in the coming months.

5.2 Local Voices:

5.2.1 Stansted Airport Community Fund

The first meeting of the Stansted Community Fund committee for this financial year took place in June, the panel considered applications from 14 organisations. The committee awarded £30,778.90 to 11 organisations. Those organisations to receive grants in this round were:

Stebbing Parish Council	Uttlesford	Refurbishment and extension of a community orchard	£3,000.00
Wild Fields Therapy CIC	East Herts	Equipment for community therapy group	£1,147.90
Silver Leys Scout Group	East Herts	Solar panelling, lighting, soundproofing and electrical work	£4,800.00
Birchwood High School	East Herts	Bistro trailer to be used by school community during day and community use outside of school hours	£3,330.00
Henham Village Hall	Uttlesford	Replacement of fire doors for secure and insulated ones	£1,750.00
Thaxted Baptist Church	Uttlesford	Chairs	£1,914.00
ASL Aspire Support Learn CIC	Epping Forest	Accessible fitness and healthy living equipment	£4,500.00
1st Sawbridgeworth Scouts	East Herts	Purchase and installation of projector and sound equipment	£3,357.00
Bishops Stortford History Society	East Herts	Blue plaque installation	£480.00

The Gibberd Garden	Harlow	Tractor for maintenance of the garden	£5,000.00
Female Founders Community CIC	East Herts	Shop shelving, display tables, workshop tables etc for community gift shop	£1,500.00

The next round of the Community Fund (up to £5000) is open and will be open until 7th August. The Flagship fund is also open, and this will close for applications on 30th September.

5.2.3 Noise Management

The last quarter saw higher than average (c 40%) easterly operations in April and May with higher than average westerly (c 80%) operations in June. There have been six departure noise infringements during this quarter, 5 x daytime C17s and 1 nighttime 747.

Departure track-keeping performance continues at very high compliance rates between 99.77% and 99.82 in April and May, but dropped slightly to 99.67% in June, mainly as a result of vectoring due adverse weather in the TMA.

Continuous Descent Approaches (CDA) to runway 22 have remained strong, with all months above 96%. CDAs during the core night period have been recorded above 96.26%, peaking in May at 98.48%.

Runway 04 core night CDAs have recorded both April and May above 82%, with June lower at 70.86%, as a result of weather and increased activity in the TMA. CDAs to both runways can be affected by weather, primarily strong winds and we do traditionally see seasonal variation.

We have seen Continuous Climb departures range from 86.50% to 87.18%. This can be affected by the number of ATMs in the LTMA and runway direction, with the runway 22 Claton departure route traditionally being the most efficient.

For this summers' community noise monitoring, a temporary noise monitor has been deployed Bamber's Green. Suggestions for future sites are welcome.

A feasibility study has been drafted by AECOM for consideration in relation to re-stablishing an HAP to the north of the runway and is currently under review, alongside the CAA CAP1616 regulatory process.

5.2.4 Night Flights / Helicopter Movements

Month	Total Night Movements	Dispensations Applied	Total QC Points (Rounded)	Helicopter Movements
April 2025	1,043	73	480	27
May 2025	1,313	106	630	66
June 2025	1,529	143	735	94
July 2025	1,741	247	841	147
August 2025	1,543	148	738	145
September 2025	1,634	174	763	94
October 2025	1,286	72	582	50

November 2025	774	20	370	34
December 2025	730	20	341	22
January 2026	779	20	368	20
February 2026	693	17	323	26
March 2026	760	37	339	50
April 2026	1,004	26	461	38
May 2026	1,297	64	582	43
June 2026	1,656	176	732	56

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 at: stanstedairport.com/community/noise/our-noise-performance/

