To provide commentary for the STACC - London Stansted Airport Consultative Committee

July – September 2023

Report of the Managing Director

Business update:

London Stansted has recently concluded a very busy summer season. Looking back over the past 12 months to August 2023, the airport has served more than 27 million passengers. August was a particularly busy month: 2.91 million passengers passed through the airport, representing 102% of passenger volumes for the same month in 2019. Surpassing our pre-pandemic passenger volumes has cemented London Stansted's position as the fastest recovering major UK airport.

Alongside our strong recovery, operational performance has remained largely stable, with more than 97% of passengers passing safely through security in under 15 minutes.

However, the summer was not without its challenges. In August, an electrical fault caused a power outage across the whole site and systems had to be re-booted. An investigation is ongoing to confirm the root cause of the outage. More recently, NATS' network-wide failure of UK air traffic control resulted in flow rate restrictions and flight cancellations. In both instances, contingency measures were put in place to ensure passenger safety and minimise disruption as much as possible.

The overall impact to the operation of the power outage resulted in a small number of passengers missing flights. Our colleagues displayed great teamwork and flexibility to ensure passenger welfare and safety was well managed.

At the beginning of July, we submitted an application to the Planning Inspectorate for a three-bay extension to the back of the terminal and skylink walkways which will connect to the satellites. The extension will improve the customer experience by adding additional security lanes, providing more space in the departure lounge, creating more capacity in the baggage reclaim system, and expanding the immigration hall. It will also unlock the potential for us to deliver a greater economic contribution to the region; with 5,000 additional jobs and doubling our GVA to £2 billion per year.

In other developments, we opened our Draft Noise Action Plan (NAP) for public consultation. The NAP details a range of actions to reduce or mitigate the impact of aircraft noise on our communities and will take effect over the 2024 - 2028 period. The consultation runs until November 5th 2023, and we encourage responses to our NAP from all stakeholders.

At a Group-level, MAG has long been campaigning for a revenue certainty scheme for sustainable aviation fuel (SAF) to catalyse a domestic SAF industry and reduce aviation's emissions at-source. After a long and coordinated campaign from businesses across the sector, the Government recently announced it will commit to introducing a revenue certainty scheme and will be consulting on this in due course. This is a positive development for our sector and the environment, and MAG looks forward to responding to this consultation.

Finally, we were pleased to see the announcement that the pre-pandemic four trains per hour (4TPH) timetable on the Stansted Express will be fully restored across the entire week, taking effect in December this year. We have long campaigned for this and previously saw a partial restoration, with 4TPH operating during the morning and evening peaks from Monday to Friday. The full restoration is good news for passengers, staff and commuters alike, and will help to drive up our public transport mode share to and from the airport.

Landside Operations Update:

CAA weighted mode share Q1&Q2 2023 (Jan – Jun 2023)

Mode	Stansted	Manchester	East Mids
Private car	21.85	24.69	40.13
Rail	29.53	13.91	N/A
Bus/Coach	19.11	3.11	9.09
Taxi	9.30	28.84	20.77
Rental	0.97	1.46	0.69
Other	0.26	0.23	0.14
K&F	18.99	27.75	29.18

*This data is unvalidated until full 12 months has been reviewed due to seasonality of data.
The CAA data is showing at Stansted that we have public transport modal split currently at 48.64% which is showing good recovery from the reduction due to the pandemic. The Airport has a target to achieve and maintain 50% public transport usage as part of its S106 Planning conditions.

Stansted still remains the number one airport for public transport mode share, and with the work the Transport Forum undertakes, this will continue to recover to the pre pandemic level.

Rail

Through extensive lobbying by MAG, Greater Anglia and Network Rail to the DfT, the 4 trains per hour for the Stansted Express will be reintroduced from December 10th 2023. The journey time will also reduce on majority of journeys to 47 minutes.

Monday to Saturdays

London Liverpool Street depart : 03.40, 04.10, 04.40, 05.10, then every 15 minutes to 22.55, then 23.25
Stansted Airport depart : 05.30, 06.00, then every 15 minutes to 23.59, then 00.30

Sundays

London Liverpool Street depart : 04.10, 04.40, 05.10, 05.40, 06.10, then every 15 minutes to 22.55, then 23.25
Stansted Airport depart : 05.30, 06.00, 06.30, 07.00, then every 15 minutes to 23.59, then 00.30

Bus and Coach

First Essex introduced a new X20 bus service in July which connects Colchester, Coggeshall, Braintree and Great Dunmow to the Airport, operating hourly 7 days a week. This service will assist in reducing Kiss & Fly traffic and grow bus/coach mode share as its serving key areas the Transport Forum has targeted as part of its Bus and Coach Strategy. The Forum is also working with First Essex in providing funding for the X20 to increase its operating day with arrivals at 0230 and 0430 hours as well as an additional departure at night from the Airport at 0040 hrs.

National Express now operate 5 services to London that serve: -

A5 - Golders Green, Finchley Road, St John's Wood, Baker Street, Paddington and Marble Arch
A6 - Victoria
A7 - Southwark, Waterloo and Victoria
A8 - Bow, Mile End, Whitechapel, Bethnal Green, Shoreditch and Liverpool St
A9 – Stratford

All the key interchanges are now served in London. Airport Bus Express also provide additional capacity to Stratford and Liverpool Street.

Car Parking & Highways

Works are continuing to construct the Electric Vehicle Drive Thru located along Thremhall Avenue. this will provide 10 Rapid EV charges as well as food and beverage outlets. This facility will be completed by the end of March 2024.

The Automatic Number Plate Recognition cameras are being replaced on all passengers and staff car parks to improve the customer experience. These works will also include the replacement of the barrier systems on the Express Set Down (ESD) that will allow the ESD to go cashless. These works will commence in October. Also, as part of this upgrade, the Local Residents scheme is being reviewed to remove the need for cards and move to a fully ANPR process. All residents will be contacted in due course.

The Forum continues to monitor reports of Fly Parking in the local area and is working with the local authorities to assist following the recent reported issue in Takeley. It is the responsibility of the Local Authority to consult with residents on potential parking restrictions in the local area. Following an agreed solution following a consultation, the Local Authority can request access for funding from the Airport to assist with the introduction of an agreed scheme.

2023 Transport Forum Conference

The Forum conference will be held on 15th November at the Radisson Blue Stansted. If you haven't received your Save the Date invitation and wish to attend, please email transportforum@stanstedairport.com

Customer Service Update:

Check-in

All Check-In zones remain fully operational, and the Ukrainian helpdesk remains located in the Shoreline ticket desk area.

Following the recent refurbishment of the landside seating area, in which new seating has been installed, the airport Information Desk has been relocated, and is now adjacent to the onward travel desks for National Express and Airport Bus Express. New equipment for the team has been installed in the Information Desk, along with providing a more secure environment for the team.

Over the busy summer period, from mid-July to mid-September, an additional customer support team was in the check-in/pre-security area during the peak morning period, consisting of agency colleagues, to support customers with wayfinding, queue management and general queries, as well as contingency support when required.

IDL, Satellites and Gates

The summer period has seen some periods of high occupancy in the IDL, which has been reflected in our customer feedback and NPS comments. To mitigate, we have installed new seating on the mezzanine seating which has increased capacity in this area, including seating in the APV lobby area. The mezzanine seating area has been renamed from the Quiet Seating Area to Additional Seating – this is intended to ensure all customers feel comfortable using the area. As well as the new seating, we have had the area redecorated and installed graphics on the walls to improve the look and feel, and make it more welcoming for customers.

A further measure to mitigate the high volume of customers in the IDL has been to increase the Call to Gate (CTG) time to a default –60 minutes before departure, moving customers out of the IDL and to the

gate areas where there is more space and available seating. We are also investigating options for installing some additional perch seating along the back of the IDL, towards Satellite 3.

The programme of installing USB chargers into the IDL seating is now complete, and a programme of works to fix the older charging points is underway.

The new water-refill stations have been installed, with a double unit along the Pret corridor, and a single unit in the Dune-Camden corridor.

The programme for replacing seat pads in the satellites is underway, with approximately 50% of Satellites One and Three completed, and more replacement seat pads on order.

Satellite Two Domestics area has been redecorated over the summer.

Over the winter period, we will be refurbishing the IDL toilets in the Pret corridor, replacing all facilities in this area. This project includes the plumbing and pipework. Male and female toilets, new disabled toilets and a gender-neutral toilet, a refurbished Changing Places room, and an improved baby-change/family room facility. Dates for the project are currently being finalised, but it is expected to commence in November, and take approximately 5 months to complete. During the works, alternative facilities for those out of service will be available and signposted to customers.

Immigration

Following the success of the 10+ trial for the E-gates in February and March, this has become BAU for immigration and all eligible families with children over 10 are now directed towards the E-gates, as a much faster process through the border.

Towards the end of August and beginning of September, as families returned from holiday, the queue times for the family lane increased, as families with children under 10 are still processed via the manned desks. On occasions we have seen these queues breach the standard queueing space during the peak arrivals days. We are currently trialling some buggies/pushchairs for customers with small children to use whilst in the queue, in response to customer feedback.

The midday-early afternoon period remains one of the busiest periods for non-EU arrivals, and it is during this time we see the longer queue times for the non-EU manned desks.

We are currently undertaking some signage/wayfinding improvements to the pre-immigration area, particularly focussing on the Fast Track product, in response to customer and airline feedback – especially that the e-gate Fast Track lane is not easy for customers to identify.

To assist with hosting at the border, over the summer we had additional Agency colleagues working with the Customer Services team, to ensure a consistent presence in the area, and ensure that hosting remained in the hall until the last arriving flight had been processed.

Accessibility

The airport has seen an increase in customers using the assisted travel service. In contrast to historic trends, June and August overtook May with an increase in the number of customers using the service. As a result of this August is set to be the 2nd busiest month of the year for PRM customer movements.

Despite the increasing numbers, performance has continued to be above the regulated target with ECAC <20 minutes for pre-booked arriving customers exceeding the 98% target since September 2022.

On 20th July, the CAA released its annual Airport Accessibility Report 2022/23. The Airport received an official rating of “Very Good”. This is the highest rating that can be received. The report noted that the airport has made significant investments in its assistance service and worked with its airlines and service provider to

create a more passenger focused service. The report also stated that April and May performance data shows that the airport has maintained a very good level of performance in 2023. A copy of the report can be viewed here; www.caa.co.uk/CAP2565

September saw a step up in the number of customers using the assistance service, with 1139 PRM customers assisted on 13th September. September is the peak month for the service with Tuesdays and Wednesdays historically being the busiest days. However, the airport has seen a new trend over the summer period with Thursdays also becoming peak travel days. Despite the increase in customers and the new trend seen, performance continues to remain above target. To prepare for this peak, the airport further increased its vehicle fleet and now has a total of 12 ambulifts and 10 minibuses on site to support the operation.

In June 2023, the airport held a workshop with long standing members of the Stansted Access for Everyone (SAFE) Forum to discuss plans to make improvements to the airport's website and overall accessibility. These discussions will inform a series of accessibility videos that the airport will be creating to relieve customer anxieties when travelling with physical or hidden disabilities. The next forum will be held on 27th September where staff training content will be reviewed by the forum and their feedback will inform ongoing training and initiatives.

The airport has also made improvements to customer routes such as a dedicated accessible lift and the introduction of low-level way finding to improve the customer experience and enable customers who wish to make their own way the option to do so.

In August, the airport launched sensory kits that can be brought to customers who may be experiencing sensory overload, to help to restore calm to a situation. The kits contain items such as weighted teddies, stress balls and fidget spinners and have already been used by the airport operational teams, receiving positive feedback.

Terminal Security Update

The summer period saw strong passenger numbers with departure days through June, July & August often exceeding 48,000 passengers with a peak of 51396 25th August. Overall, the operation was stable throughout the summer period, with 99.79%, 99.69% and 99.92% of customers passing through security in less than 15 minutes respectively.

In May a new position called the 'cell team leader' was introduced to provide additional lane supervision to support colleagues but to also increase the level of visible management to customers. Since Go live this has made a significant difference in terms of lane management and as a result a reduction in customer wait times. Anecdotally the additional management support has also meant customer queries and assistance has been provided in a far timelier manner.

With the introduction of this new role this has provided a great opportunity for colleague succession from Security officer through to frontline leader and on to 'Development Security Duty Manager'. Over the winter period development of a colleague talent pool will be a key focus to ensure colleague retention and engagement is maintained.

Running alongside the operation a dedicated team of officers called the Future Security Team has been selected to operate the new CT lanes and body scanners on the forecourt in readiness for the future instillation of the new equipment and regulation changes in June 24.
The Future Security team have worked hard across the period delivering multiple trials to inform best working practice in readiness for the install of the phase 1 of security lanes in December.

In the live trials multiple examples of enhanced performance were seen which in turn led to the updating of all training packages for the entire security population to ensure the best working practice is adopted to benefit the customer and ensure the highest level of safety.

At the start of September colleagues commenced a 4-day training program which will develop their skill set for the new CT technology and to date pass rates for technical training have all been very high. This training will continue for the next 6 months and will ensure that all 800 colleagues are adequately trained colleagues to operate the new lanes in each phase of the as the program.

In conjunction with the lane replacement in Security Hall, Terminal staff validation post 9 will also be upgraded and replaced with the new technology, this commences from October and will be operational ahead of the Christmas peak period.

As we look towards winter 23' alongside the forementioned projects, the roll out of a new application called 'dimensions will commence. This new software will provide colleagues with the ability to book and manage annual leave and rotas from their mobile device and provide much speedier responses to such requests.

Airport Developments and Planning Matters:

We submitted our planning application for the Stansted Transformation Programme at the end of July. This proposes a full-width extension to the rear of the existing terminal, the decommissioning of the Track Transit System and its replacement with new skylink walkways to each of the three satellites. The additional terminal space will increase the size of the departures lounge by approximately 45% but also allow expansion of check-in, security, immigration and baggage reclaim, improving every stage of the passenger journey. We are anticipating a decision on the application in November.



The drafting of the Sustainable Development Plan (SDP) is well underway and we are aiming to undertake public consultation later in the Autumn or the early Winter. STACC will continue to be kept informed of progress, the date of the launch of the public consultation and how we intend to consult widely.

Corporate Social Responsibility (CSR):

Zero Carbon Airports:

Earlier this year, London Stansted Airport became members of the London Chamber of Commerce, helping to shape the Chamber's engagement with City Hall and central government. The Chamber recently released their report *Green skies*, which lays out what the aviation sector has achieved already to decarbonise and makes a series of policy recommendations for government to support the sector to decarbonise further. London Stansted was referenced in the report as an example of a UK airport taking big steps toward net zero operations, citing the development of our on-site 14MW solar farm. A launch event was held for the report in central London, and it received prominent coverage in the CityAM newspaper.

As part of our Jet Zero Charter, launched alongside the Government's Jet Zero Strategy, we committed to build on the educational material in our Aerozone, introducing young people to the industry's work on decarbonisation. Later this month we will launch our first educational package which focuses on the production of Sustainable Aviation Fuel. The package supports our science, technology, engineering and maths (STEM) modules and will be available free of charge to schools who visit the Aerozone.

Future Airspace:

London Stansted continues to work with the other change sponsors within the London Terminal Manoeuvring Area (LTMA) and Airspace Change Organising Group (ACOG) contributing to the development of the Masterplan and LTMA programme. The focus of the current work continues to be on regular technical coordination workshops with the LTMA sponsors and ACOG to work towards a system wide design for the LTMA. The CAA and DfT are developing a proposal to deliver the LTMA airspace design through a Single Design Entity (SDE). This would not fundamentally change the management of the individual ACPs but aims to reduce complexity and de risk the delivery of airspace modernisation in the LTMA. Formal consultation on any proposal would likely occur in 2024.

Opportunity For All:

Education

We finished the academic year with a final school visit on Wednesday 19th July. During the 22-23 academic year over 2,500 students visited the Aerozone from 69 schools/education groups/community groups.

The Aerozone is closed to school visits over the summer, but in July and August we held five Open Days events for MAG colleagues to bring their children to the facility to take part in activities and visit the viewing platform. In total 40 members of staff brought 70 children.

We are progressing with the introduction of carbon curriculum and plan to launch it in the Autumn term. The curriculum will give students an insight into how the industry will create and use Sustainable Aviation Fuel to reduce carbon emissions.

The Aerozone is fully booked through to the end of July (2024). We currently have 25 schools on the waiting list for cancellations.

Our first school visit took place on Friday 22nd September, with 32 students from Leyton Sixth Form College visiting to hear more about STEM at the airport.

We have a number of careers events booked in with various schools in the local area. In September we exhibited at the Braintree Schools Careers Fair at Chelmsford City Racecourse, where 1500 students from eight schools in Braintree attended to learn more about career opportunities in the local area. We will also be attending events at Bishop's Stortford High School and Harlow College on 18th and 19th October respectively.

Employment and Skills

Over the summer the Airport Academy team has continued with outreach activities focussing on Essex, East Herts and North and East London. In partnership with our referral partners, the team attended 16 employment and recruitment events aiming to provide job seekers with information and guidance on the training and roles available at Stansted Airport. In total 48 jobs seekers completed the pre-employment training at the Academy in July and September.

On 4th July the Academy team attended the Women in Travel (CIC) Careers Fair on 4th July where they presented to a group of women looking for employment and discussed opportunities at the airport. Women In Travel aims to leverage a thriving global travel and tourism industry and its suppliers to provide women with the opportunity to fulfil their economic and individual potential through employability and entrepreneurship. The organisation connects employers with underserved, diverse female talent and provide wrap around care to ensure organisations and candidates feel equally supported and understood.

In July the team also attended a Careers Festival at the Rising Green Youth Hub in Wood Green for 16–25-year-olds. The day consisted of panel discussions from various organisations such as The Princes Trust with presentations and workshops on topics such as employment support and further education opportunities.

In August the team exhibited at University of Westminster Business School Jobs Fair which was attended by 300 job seekers.

On 22nd August the Academy welcomed the Department for Work & Pensions (DWP) team from North London for a tour of the terminal and the Academy. The partnership that the Academy has with the DWP is vital in supporting unemployed adults into employment. 15 managers and work coaches from Tottenham Job Centre Plus also had an opportunity to hear from three previously unemployed people, who completed the pre-employment course at the Academy and subsequently secured employment at the airport with ABM, Ryanair and MAG.

On 15th September the team exhibited at a Jobs Fair at The Emirates Stadium (Arsenal Football Club) which was organised by DWP and attended by over 1000 job seekers. On the same day, we also worked in partnership with Julie Marson MP and exhibited at their job Fair in Bishop's Stortford.

The Academy is hosting a Jobs Fair 10th October at the Radisson Blu Hotel. Over 30 on site business partners have signed up to attend to showcase and promote their current job opportunities. We are expecting around 1,000 job seekers to attend to secure work at the airport across a range of sectors including, Retail, Hospitality, Aviation and Cargo.

Local Voices:

Stansted Airport Community Fund:

The Community Fund committee met in August and agreed a further round of Community Awards with almost £30,000 being awarded to 7 organisations as detailed below.

- BASICS Essex - accident and rescue service - display trailer - £5,000
- Butterfly Effect Wellbeing, Harlow - furniture and new garden - £5,000
- Youngwilders CIC, Saffron Walden - deer fencing, educational boards - £5,000
- Plant Pots & Wellies, Harlow - solar energy system - £4,992
- Radwinter Recreation Ground – absorber panels - £3,700
- Gilston and Eastwick Village Hall – chairs, trolleys, folding tables - £3,679
- Community Initiative Bishop's Stortford – projector, screen, football pop-up nets, hockey equipment - £384

The fund is currently open for applications for both awards, with a closing date of the 10th November 2023.

Regular information sharing sessions will take place throughout the year to support organisations through the application process and the fund is heavily promoted at all outreach sessions we attend. Since the fund was relaunched, we have awarded over £230,000 in grants with a further £110,000 forecast to be allocated by the end of FY2024.

Sound Insulation Grants:

The scheme has received a high volume of application in the past 2 months due to the promotion of the scheme. We currently have over 230 applications in our system which are being managed in a chronological order. Additional resource will be allocated to support the processing of applications.

Community Outreach:

Work continues to promote the many stands of our CSR programme within the local community. In addition to the many job fairs we attend, we have also visited local parishes and attended community events and sponsored a number of business networking events. Notably the Stansted Airport Chamber of Commerce Check-in seminar, which saw 40 local businesses given the opportunity to promote their business on the

airport campus. We continue to encourage all MAG colleagues to volunteer with 62 members of the Stansted team volunteering this year.

Noise management:

There have been 3 departure noise infringements between June and September 2023. Departure track keeping performance remains at very high compliance rates between 99.75% and 99.80% for the quarter.

Continuous Descent Approaches (CDA) to Runway 22 have shown improved compliance during the peak summer months at more than 95% in each month. Core night arrivals CDA's are particularly strong, peaking at 97.17% in August.

We have seen Continuous Climb performance at over 85% in July and August, up over 5% from July, due to the predominance of westerly operations.

Delays impacting late running night operations have been mainly due to weather and air traffic control staffing and industrial action in Europe. More recently, delays have been encountered due to the power outage at Stansted and the NATS IT failure a week later. This led to significant delays, with knock on effects in the schedule for some operators lasting for several days.

Our draft Noise Action Plan for 2024-28 is out to consultation, which will close on 5 November. A briefing on the Noise Action Plan was provided to members of the Environmental Issues Group with invitations also extended to other members of STACC.

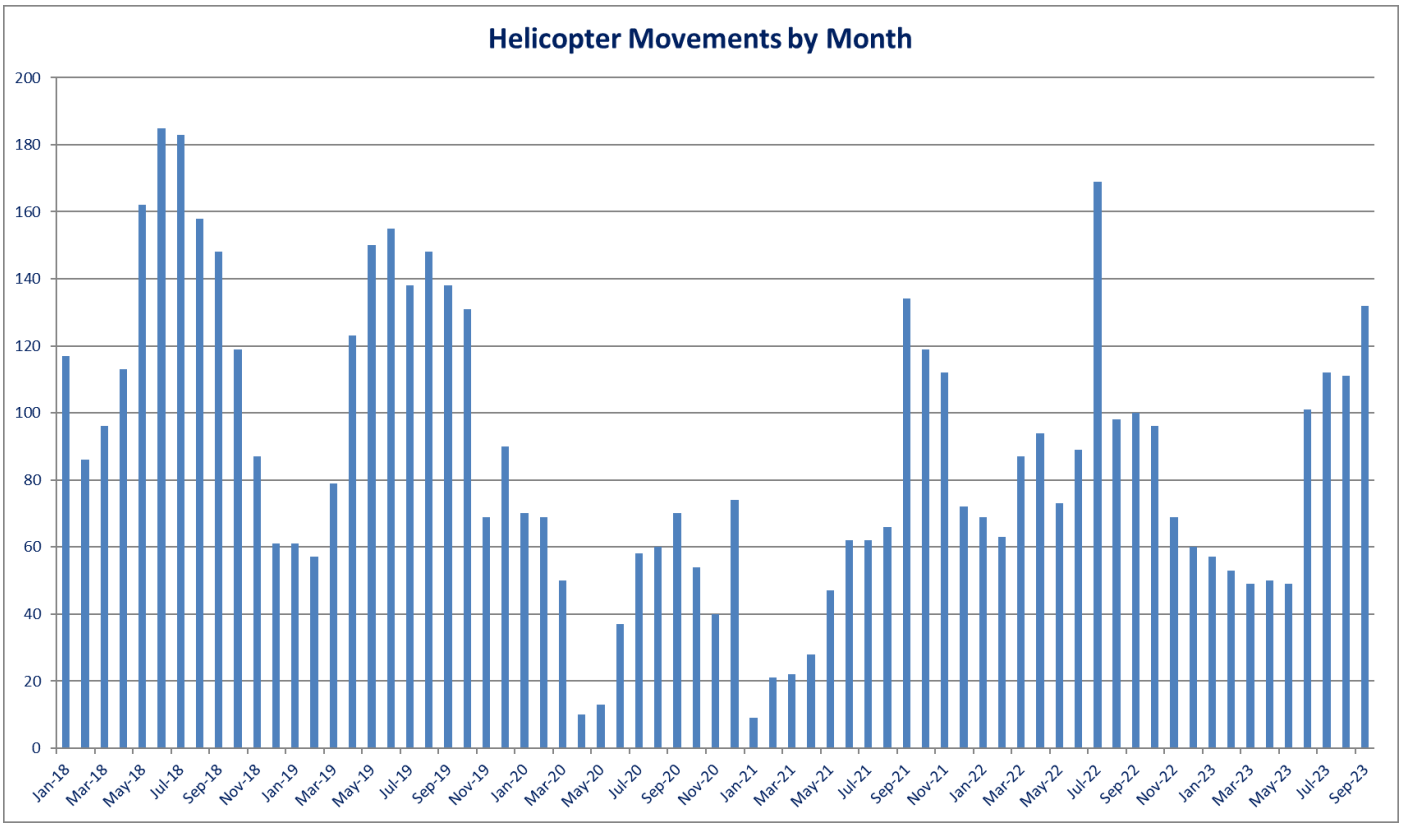
Night Flights / Helicopter Movements

The Flight Evaluation Unit (FEU), who monitor and report night flights to Government and on the Stansted Airport website, have been in contact with the STACC member who requested additional information about night flight dispensations applied for Summer 2022. The FEU also provided the summer 2022 planned season schedule, which was subsequently requested by the STACC member.

Night & Helicopter Movements

Month	Night Movements	QC Points	Helicopter Movements
April 2022	1,080	531.875	94
May 2022	1,229	617.25	73
June 2022	1,378	677.75	89
July 2022	1,503	746.625	169
August 2022	1,442	716	98
September 2022	1,356	669.875	100
October 2022	1,320	638.125	96
November 2022	794	405	69
December 2022	927	477.625	60
January 2023	442	219.375	57
February 2023	322	168.625	53
March 2023	493	259.875	49
April 2023	1,021	505.625	50
May 2023	1,228	593.625	49
June 2023	1,366	668.5	101
July 2023	1,506	740.75	112
August 2023	1,481	733.75	111
September 2023	1,436	705.5	132

Helicopter Movements



Appendix 1a. Summary of traffic summary of traffic stats June – September 2023 vs 2022

Appendix 1b. Summary of traffic summary of traffic stats June – September 2023 vs 2019