

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

January – March 2024

Report of the Managing Director

Business update:

London Stansted has powered through the first few months of the year posting record passenger numbers for January, February, and March (while continuing to meet its operational targets), as well as welcoming a new airline, Royal Jordanian, who now fly direct to the Jordanian capital Amman three times per week.

Beyond the general operational business, Stansted has seen a lot of exciting activity over the last few months. In February, we hosted the Deputy Mayor of London for Business, Howard Dawber, who was taken on a tour of the airfield and met with members of our leadership team and we also received a visit from the High Sheriff of Essex, Charles Bishop, who came to see UK Border Force's customs operation in action. March also saw our partners at National Express launching a trial of their brand-new electric coach, running between Stansted and London, and colleagues at the Stansted Airport Academy ran a very successful Jobs Fair at the Radisson Blu Hotel, where potential employees were able to meet with over 50 companies, including Ryanair, World Duty-Free, Border Force, Jet2 and Emirates.

Stansted was also busy further afield, working with our friends at Cambridge& *(not for profit organisation supporting the sustainable growth of knowledge intensive industries within Cambridge)* supporting to host events helping foster the continued development and international connectivity of the Cambridge life sciences cluster. In January, TouchPoint Stansted – which offers a friendly and welcoming place to help connect people who need support with those who can offer it – received the flagship award of £50,000 from the Stansted Airport Community Fund (SACF). And, in March, colleagues at Manchester Airports Group (MAG), working with consultancy ICF, produced a ground-breaking report showing how using bin bag waste to make sustainable aviation fuel would see a reduction in carbon emissions at least five times greater than if that same waste was burned to produce grid-based electricity.

Preparations for the airport's £600m terminal extension continue apace, and as the weather continues to brighten, we anticipate another busy spring. We also look forward to the arrival of Aurigny operating direct flights to Guernsey as well as Jet2, Sun Express and Ryanair all starting additional new routes later this year. In May, British Airways will relaunch routes to Nice, Florence, and Ibiza, operated by their subsidiary BA CityFlyer using Embraer 190 aircraft, and offering premium service cabins."

London Stansted recently concluded a successful Easter, serving 2.2 million passengers in March 2024, an increase of 10.9% on the same month last year. The airport has welcomed 28.5 million passengers in the year to March 2024, an increase of 11.8% on the year to March 2023.

Operations Update:

Landside Access:

Mode Share Q1 to Q3 2023 (CAA survey data)

Bus/Coach	18.06%
Rail	28.35%
Hire car	1.01%
Kiss & Fly	19.64%
Private Car	22.30%
Taxi	10.23%
Other	0.41%

Public Transport mode share continues to perform well with Q1 to Q3 showing 46.41% but this includes our summer period where there will be a higher proportion of private car usage. Q4 data which is available shortly will include a higher percentage of public transport use and increase public transport mode share.

Rail

The re-introduction of 4 trains per hour on the Stansted Express has continued to operate successfully.

With the continued ASLEF strike action, the airport has continued to provide contingency for staff to travel from Tottenham Hale on strike days, we haven't seen passenger access issues as Greater Anglia have prioritised the provision of a reduced Stansted Express service.

Bus and Coach

National Express have trialled the operational of an electric coach on its Stratford A9 service during March. This was in partnership with Zenobe and the airport. This successful trial will provide key data on introducing a new fleet of electric coaches into the National Express fleet.

Car Parking & Highways

The airport is currently out to tender to introduce a barrierless Forecourt Express Set Down operation which will be similar to Gatwick, Heathrow and the Dartford Crossing. This contract will also cover Manchester and East Midlands airports which we will plan to go live in early 2025. This will also lead to the removal of physical cards for the local resident discount scheme which will move to an ANPR based solution, making the process for the user much more efficient.

The Landside Operations team have introduced electric vehicles into its fleet for our Car Park Patrol Team. This is all part of moving to a more sustainable operational vehicle fleet.

EV Drive Through

The EV Drive through has partially opened as from 2nd April with Burger King. Caffè Nero and the 10 EV rapid vehicle chargers will open during May.

Terminal Update:

Check-in and Landside:

The summer 24 check-in project has seen changes in zones F, E and D, moving Ryanair to zones E and D on a permanent basis, and zone moving to a common use check-in for other airlines. This move has enabled the installation of new self-serve kiosks in the Ryanair area, taking the total number of kiosks to 32 across the two zones, which will increase capacity in the area over the upcoming busy summer. Also as part of this project we are introducing new zonal wayfinding screens for check-in, which will simplify customer wayfinding by displaying the airline logo and zone the customer needs to go to. This will enable us to remove the Flight Information Screens in the centre of zones E-D and B-C, which cause congestion as customers look for their flight information. We will also be having a large screen with all check-in information installed on the monolith, opposite zone C.

IDL, Satellites and Gates:

The IDL toilet refurbishment project continues, with the current male toilets in the Pret corridor being closed whilst the works are underway. Alternative provision has been made in the APV area, and we have signage and customer service ambassadors in the area to assist with wayfinding. This part of the project is due to be completed in June, which will see the baby change (family room) and disabled toilets, as well as the new male toilets open for use; the project will then pause over the summer period, and work will then commence on the ladies toilets in the autumn.

Havianas pop-up store is due to return to the airport in early May, and will be in it's previous site in the IDL, opposite the Ted Baker store.

In the satellites the seat pad replacement project continues, with focus in particular on Satellite 1 and 3 along with the commencement of a longer term project looking at new seating for these areas. In satellite 2 the new Selecta vending area has opened, offering customers a much wider choice of snacks and drinks, including a hot food option.

Immigration

During holiday periods in February and Easter, Immigration saw peak arrivals days of up to 40,000 arriving international passengers. As expected, these periods did see longer queues in the family lanes for customers arriving with children under 10. During the holiday periods we have increased our hosting resource at the border with agency colleagues, to support the customer services team in this area.

Our peaks in immigration remain the lunch time period of between 1200 – 1400, when we receive a lot of our arrivals from Turkey, Dubai and Amman, which result in a busy peak for the non-EU and All Other Passports area of immigration; our second peak of the day remains the 2200 – 0000 period, which is predominantly arrivals from Europe, and sees higher usage of the E-gates. Overall e-gate performance has been strong over the last three months, with no unplanned outages.

Accessibility

Despite the increase in numbers for customers using the assisted travel service, performance has stayed well above the 98% target. January saw 16,857 customer movements and an ECAC score of 99.4% for pre-booked customers being met on arrival within 20 minutes. February saw 15,625 PRM customer movements and an ECAC score of 99.2% and March saw 19,060 customer movements and an ECAC score of 99.6%. Whilst these numbers are comparatively low when compared to the summer months, this still accounts for the busiest winter period the airport has ever seen.

On the 28th of February, the airport held phase 1 of its Aviramp trial. This was completed in collaboration with airline partner Ryanair, ground handling operator Blue Handling, and assisted travel service provider ABM. Initial findings were very good with 100% of customers surveyed giving positive feedback. Everyone fed back that they felt safe when boarding and disembarking using the Aviramp and a customer who previously would have required an ambulift to get onto the aircraft was able to make their way independently.

In February the airport accommodated a visit by Alzheimer's Essex and a customer who is living with dementia. This was a fantastic opportunity for the airport to gain insight from a customer living with dementia as well as to be able to showcase some of the initiatives the airport has put in place to support those living with dementia. The airport is working in collaboration with Alzheimer's Essex on a dementia action plan that will continually be reviewed and accredit the airport with "dementia inclusive community" status.

The airport has also hosted 2 further accessibility visits in collaboration with airline partner Jet 2 and service provider ABM. This was in order to support families looking to travel in the near future with both non-visible and physical disabilities. The visits were a great success, and the airport has received positive feedback from the customers involved.

On the 5th March, the SAFE forum met for its first 2024 forum. The forum members were given an update regarding the airports performance and feedback and then were able to review and provide feedback regarding the airports plans and design for new accessible toilets and wayfinding signage. They then reviewed ABMs current training offering and fed back with a view to supporting the development of the airports own training in the coming months. Finally, the forum members fed into a dedicated session regarding the airports customer videos which are currently in development with the SAFE forum.

As attention turns to preparation for the peak summer period, recruitment is ahead of plan with 135 customer service agents and 40 ambulift drivers recruited.

Terminal Security

January to March 2024 continued to see positive demand year on year. Overall, the operation was stable throughout January, February and March, with 99%, 100% & 100% of customers passing through security in less than 15 minutes respectively.

We have introduced a further 2 FSR lanes in the last three months taking Stansted to a total of 5 FSR Lanes within our central search area which enables us to scan hand baggage in 3D rather than 2D.

We saw strong performance across the Easter Period, during this period we did see some teething problems with the new FSR Lanes, however with more new lanes our customers continued to see the benefit of the enhanced lanes.

Customer feedback continues to be positive regarding these new lanes with more spacious processing & less stress for departing holiday makers.

Terminal security officer recruitment & training is currently underway as we plan to have onboarded 141 new officers since January 2024 helping us to be ready for our peak periods.

NPS

The NPS scores for the most recent three months are:

	Terminal	Landside
January	33.0	51.1
February	39.4	55.0
March	38.3	58.2

Both Terminal and Landside scores continue to move in the right direction with Terminal finishing just slightly below the target of 35 in January and above in both February and March. A positive and steady increase since the summer months when major incidents affected Terminal scores.

Landside remains above the NPS target of 41 (as has done throughout 2023 – apart from June when there was a decrease).

Airport Developments and Planning Matters:

Since planning permission for the 3-bay terminal extension and associated skylink walkways was granted in October 2023, we have been working up our detailed design. We have also been considering how the extension can be constructed while the existing terminal remains operational so that full capacity is maintained.

We are currently looking to start on site with enabling works later this year, by moving the Domestic Reclaim area to enable the current security lanes in Central Search to be expanded to accommodate both the new, larger Future Security scanners and to provide more capacity for passenger growth. The second phase will involve building the new skylinks to Satellites 1 and 2 to allow the Track Transit System to be de-commissioned. This closure will then create the space for the new extension to be built.

We will maintain operational continuity throughout the construction with temporary facilities where required and new facilities opening on a phased basis.

Following the planning approval for the 14.3MW solar farm on land east of Parsonage Road, the final design is being progressed with the appointed contractor. We are now targeting this being operational late 2024/early 2025.

We continue to engage with Planning Officers at Uttlesford District Council on the next version of the Local Plan which is anticipated in summer this year prior to a Government Inspector examining the plan for soundness in early 2025. Adoption is expected in late 2025 with the intention that it provides a clear planning policy context for developments at the airport and in the surrounding area that come forward in the coming years.

Corporate Social Responsibility (CSR):

Opportunity For All:

Education

We have finished the Spring term (January-March) with over 1,000 students who have visited the Aerozone from 25 different groups.

On Thursday 7th March we announced our Little Book of Travel Tales World Book Day writing competition for the 3rd year at Stansted. Key Stage 2/3 students at local schools are invited to write a short story/poem or create a piece of artwork around the themes of travel, going on holiday, or working at the airport, to be in with a chance to have their work featured in the new 'Little Book of Travel Tales' which will be distributed to young passengers travelling through the airport in the summer season. Winning students will also win a donation to their school library along with a special VIP visit to the airport.

On Friday 8th March we hosted 20 Year 9 girls from St Helena's School in Colchester for our International Women's Day event in collaboration with DHL. Students heard from DHL about their cargo operation at Stansted and took part in a logistics-based activity, before being joined by 11 female MAG colleagues to hear about their roles and experiences as women in the aviation sector. Feedback from the event was positive with an increase from 5% to 90% of the students saying they would consider a career in aviation between the beginning and end of the event.

Our work experience programme has returned for the academic year, with students from Stansted Airport College joining the airport's HR, CSR, Airfield Operations, Security and Customer Experience teams for an insight to working life at the airport. We have also had a number of colleagues bring young relatives for work experience in their areas.

On Monday 25th March we hosted another group of students from the Royal Aeronautical Society's Falcon 2 project. 10 engineering students heard from a Titan Airways Engineer before being taken on a tour of the terminal plant room by MAG Engineering colleagues. The RAeS' 'Falcon 2 Project' aims to see students from across the country build a fully functional, accessible flight simulator for young people with additional needs/disabilities to use. Phase 1 involved groups creating a design for their concept, including details of the accommodations they would be making for the needs of their intended users.

We attended a careers lecture at Saffron Walden County High School on 27th March, speaking to 200 Year 12 students about careers at MAG/London Stansted Airport as part of the school's careers programme, preparing them for the larger careers fair set to take place in May, which we will also be attending.

The booking form was reopened for priority schools on Monday 11th of March and within 24 hours we had received over 30 bookings and September and October 2024 were fully booked. We have now received over 50 bookings from priority schools. Priority schools will have exclusive access to book until 1st May, when the booking form will be made available to all schools to book.

Looking ahead to the summer term, we are expecting over 1,000 students to attend the Aerozone. We are also planning to collaborate with the Engineering Team to celebrate IET's Engineering Open House Week/Girls in Engineering Day, which take place in June.

On 30th May we are also hosting a 'Kids at Work Day' for young relatives of MAG colleagues who will take part in a 'behind the scenes' tour of the airport and will be planning for the launch of the Little Book of Travel Tales in the summer holidays.

Employment and Skills

In January the Academy team were invited to an event with Jo Churchill MP, the Minister of State for the Department for Work and Pensions where we had the opportunity to provide an overview of our current programmes. The team also attended a Jobs Fair in Harlow which was organised Rob Halfon, MP for Harlow and was attended by over 200 local jobs seekers.

In February the Academy attended two jobs fairs in Stratford showcasing job opportunities at Stansted Airport and promoting the free Exploring the Aviation course. One event was held at the Tottenham Stadium event, hosted by the Tottenham Hotspur Foundation in collaboration with the Department for Work and Pensions. The event attracted 1,600 attendees and allowed us to engage with hundreds of attendees eager to learn about the aviation industry. Additionally, the team also attended a jobs fair in Ongar which was organised by Cllr Jaymey McIvor.

In March the team attended two jobs fairs in Stratford and were invited to join a round table event regarding the race disparity and current recruitment challenges. The team also attended a job fair in Witham and a recruitment event in Hackney aimed at a 50+.

On the 7th March the Academy team hosted Stansted Airport Jobs Fair at the Radisson Blu Hotel. The event was attended by 43 onsite businesses including Emirates, Ryanair, Jet2, World Duty Free, Swissport and Emirates and over 1100 jobs seekers. The event received positive feedback, by way of example;

“Really great event, we saw over 70 job seekers, engaged with over 50 and completed over 30 pre-interview assessments. A superb location and close proximity to the terminal, great to see lots of other onsite businesses”.

Michal Bak – Operations Manager , Sodexo (on behalf of Emirates)

“As always impressed by the superb set up by the Academy team. We had an amazing spot at the event and met with many fabulous job seekers all interested in a career in aviation. Thank you so much Stansted Academy, what a team!

Susan Whitehouse – Recruitment Manager, Blue Handling (Ryanair)

“So well organised! Good number of candidates and a great location, thank you! We set up 10 interviews on the day”.

Laura Hill, DNATA

Local Voices:

Community Engagement:

Volunteering:

As we come to the end of our financial year, we are given the opportunity to take a look back on the fabulous work our Stansted colleagues carry out in their local community. This year we have seen more than 260 staff give over 350 days of voluntary support. Our colleague volunteering programme ranges from team away days where we provide support to foodbanks and charities supporting vulnerable residents, as well as staff supporting their local Sports Clubs, Cubs, Guides, Scouts, Air and Sea Cadets, and School PTA's across the region within their own time.

Youth Forums:

64 young people from areas around all three MAG airports attended our first ever 'MAG Youth Summit' in March. Students travelled to East Midlands Airport for a morning of discussions on whether enough is being done to make aviation sustainable and to help us shape our MAG Sustainability Strategy for the next five years. Our Youth Forums have been focusing on using less fuel, Sustainable Aviation Fuel (SAF), carbon removal and capture, and zero emissions flight technology. A big thank you to all the forum members especially those representing Stansted Airport College in making the event such a success.

The Stansted Airport Youth Forum will resume meetings in September.

Outreach:

During the last quarter we have continue to support local businesses and organisations in a variety of ways. We have sponsored the Uttlesford Business Awards and Bishops Stortford Independent Awards, both of which we have committed to support again in 2024/25. Colleagues donated Easter Eggs for local hospitals and centres for vulnerable children and during International Women's Week female colleagues donated clothing for the SmartWorx charity.

Stansted Airport Community Fund:

A total of £33,00 was shared between eight local charities and community groups in our latest round of grant awards. Organisations to receive grants in this round were:

- Church Langley Community Association – Harlow - £5,000 – chairs.
- St Mary Magdalene Church – Harlow - £3,500 – flooring.
- Brightview Farm – Uttlesford - £5,000 – learning resources
- Hunsdon Parish Council – East Herts - £5,000 – football goals, decorating costs, storage area.
- St Mary's Church, Great Dunmow – Uttlesford - £5,000 – trolley.
- Radwinter Bowls Club – Uttlesford - £3,684 – roof replacement.
- Little Canfield Community Gardens and Allotment Association – Uttlesford - £1,380 – kids gardening equipment.
- Albury Village Hall – East Herts - £5,000 – sports equipment

The latest round of grants concludes an excellent first 15 months for the fund which has awarded over £350,000 in grants to more than 60 local organisations. The committee has agreed to allocate the current noise fines to the 2024/25 programme providing a funding pot of £200,000 for the coming year. Once again, there will be four opportunities for groups to apply for the Community Award (£5,000) with the Flagship Award (£50,000) opening in June 2024

Noise management:

There has been 1 departure noise infringement between January and March 2024. This is a reduction of 11 from the previous reporting period. Track keeping performance remains at very high compliance rates between 99.75% and 99.90% for the quarter, despite periods of adverse weather conditions.

Continuous Descent Approaches (CDA) to Runway 22 have a continuing strong performance with all months in 2024 above 95%. CDA's during the core night period have been recorded at 92.7% in January, and above 93% in February and March 2024.

We have seen Continuous Climb departures remain at over 86% for each month in 2024.

Defra have advised that the draft Noise Action Plan submitted in November 2023 meets the requirements of the Environmental Noise (England) Regulations 2006 as amended. We are anticipating formal notification in due course.

Night Flights / Helicopter Movements

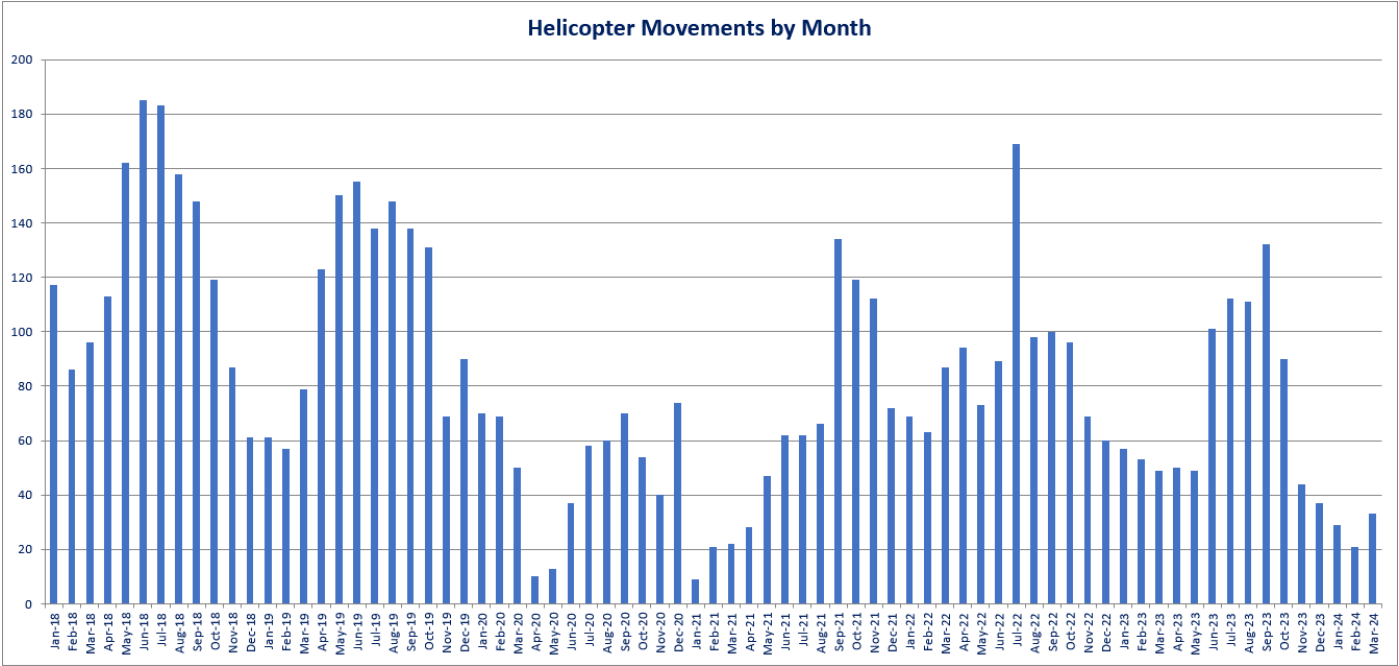
Night & Helicopter Movements

Month	Night Movements (Gross before dispensations)	QC Points (Gross before dispensations)	Helicopter Movements
January 2023	428	220.125	57
February 2023	326	169.625	53
March 2023	539	280.625	49
April 2023	1184	574	50
May 2023	1338	637.875	49
June 2023	1601	770.875	101
July 2023	1778	862.75	112
August 2023	1791	861.5	111
September 2023	1623	784.625	132
October 2023	1467	719	90
November 2023	839	422	44
December 2023	919	482.375	37
January 2024	808	408.125	29
February 2024	682	370.875	21
March 2024	725	397.750	33

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 1a. Summary of traffic summary of traffic stats January – March 2024 vs 2023