



Reports

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1. CEO Report



This report comprises key business updates since the last meeting of the committee on September 6th, 2018.

1.1 BUSINESS PERFORMANCE

- In October Aer Lingus commenced operation at the airport which means passengers can connect to 15 North American destinations via Dublin.
- Rome is once again part of the airport's route network. In November, British Airways began a six times a week service to the Italian capital, bringing the number of European routes served by the airline from LCY to 34.
- Looking forward to 2019, the airport will welcome LOT Polish airlines with routes to Warsaw, Budapest & Vilnius. Eastern Airlines will boost the airport's domestic connectivity credentials with a service to Newcastle, and in February British Airways will offer a double daily service to Munich.
- In terms of passenger numbers, October 2018 was 8.3% up on the same period last year. This follows a record breaking summer at the airport. The current end of year passenger projection is 4.7- 4.8m.
- Passenger experience results continue to improve at the airport. In the latest Airport Service Quality (ASQ) results, over the summer months, the airport saw the proportion of leisure passengers and others rise to 52%. Overall our satisfaction score improved to **4.27** out of **5** meaning that London City Airport now joins the top 10 of European participating airports, at 10th position.

1.2 LCY STAKEHOLDERS RELATIONS

- Replacing Sir Terry Morgan, on November 19th the airport announced Rob Holden as its new Chairman. Rob was previously CEO at Crossrail and HS1 and is currently chairman of the Submarine Delivery Agency.
- Alongside Heathrow, the airport gave evidence to the Greater London Authority's Environment Committee.
- In October, the airport publicly backed the Crossrail to Ebbsfleet campaign. The ambition is to add a new station at London City Airport, on the site of the old Silvertown Station, when Crossrail is extended into Kent. The case, as part of the Thames Estuary Growth Commission recommendations, is currently being reviewed by the government.

1. CEO Report

- Meetings were held with a number of local borough leaders including Mayor Rokhsana Fiaz, Mayor John Biggs and Teresa O'Neill
- The airport has also spoken at a number of events including the Future Cities Forum, the German-British Chamber of Commerce, the Thames Estuary Growth Day, London First Infrastructure Summit and the London Chamber of Commerce's "London Tomorrow" thought leadership panel.

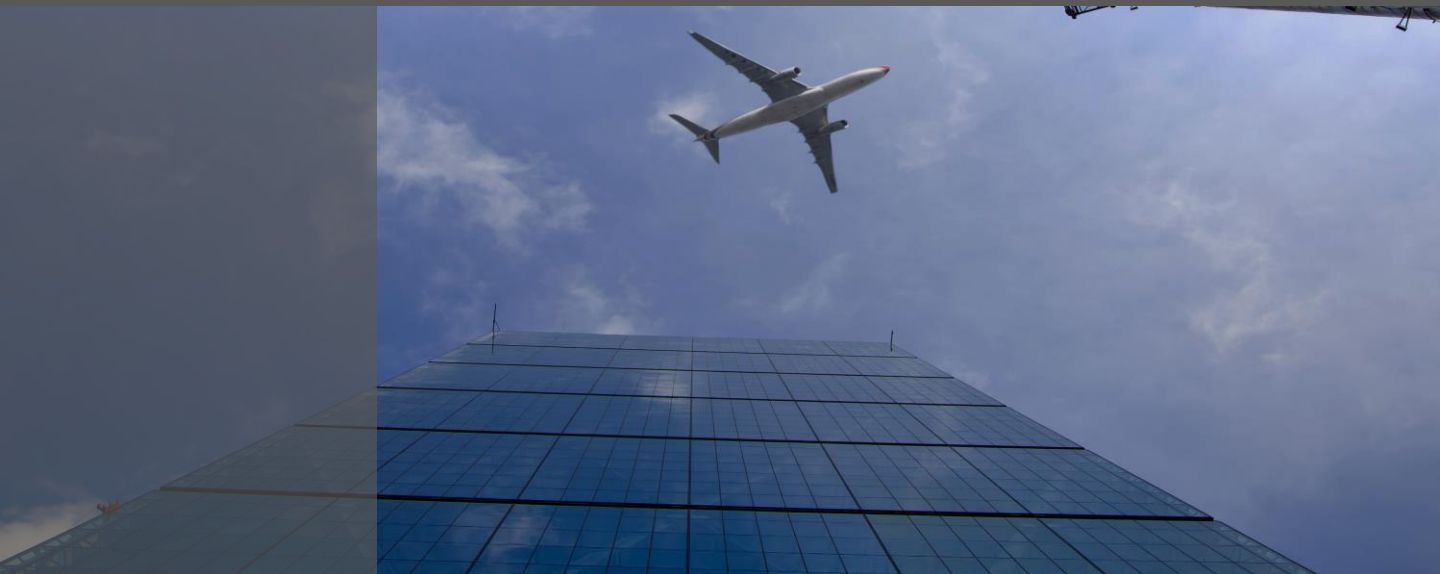
1.3 LCY MEDIA ENGAGEMENT

- London City Airport made the headlines last month on primetime TV, as Lord Sugar, Karren Brady and Claude Littner took to the runway to set the airline marketing challenge on Wednesday 7th November episode of BBC1's 'The Apprentice'. The show used the stunning location for the task briefing, with Lord Sugar arriving in his Rolls Royce Ghost along the runway to join the candidates around a BA Embraer 190, captured from above with drone camera footage.
- In September, the second City Airport Development Programme video was released which detailed the Unexploded Ordinance clearing process, as well as some of the artefacts that have been uncovered in the dock. It can be viewed here: <https://www.londoncityairport.com/media-centre/new-video-wwii-finds-in-king-george-v-dock>
- The CEO appeared on LBC radio for a live interview with presenter Jim Diamond.
- The airport has spoken at a number of events including the Future Cities Forum, the German-British Chamber of Commerce, the Thames Estuary Growth Day, London First Infrastructure Summit and the London Chamber of Commerce's "London Tomorrow" thought leadership panel.

1.4 LCY IN THE COMMUNITY

- The airport held its 3rd annual 'STEM in Aviation Day' which attracted 400 school children from 25 East London schools.
- "Inside E16", the airport's new community magazine, was delivered to over 6,000 homes across the Royal Docks in October 2018. Community feedback has been positive and the second edition will be delivered before

2. Airspace & environment



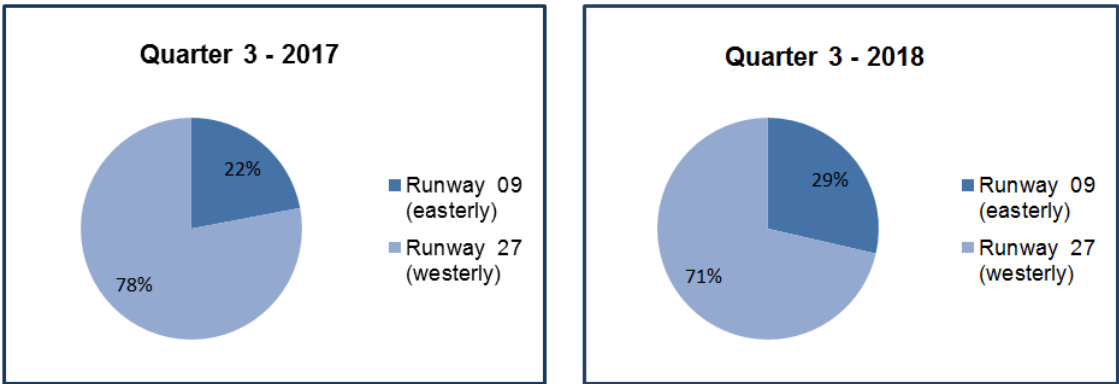
This report comprises updates on airport movements, runway utilisation, aircraft noise complaints, air quality performance and construction Sound insulation scheme progress between July to September 2018.

2.1 AIRCRAFT INFORMATION

Passenger numbers increased by 11% in Q3 2018 in comparison to Q3 2017 with aircraft movements only increasing by 3.7%.

Key Stats Dashboard		July	August	September	Total
Aircraft Scheduled Movements	2017	6,589	6,457	6,717	19,763
	2018	6,979	6,664	6,843	20,486
	Variance	+6.0%	+3.3%	+1.9%	+3.7%

2.2 RUNWAY UTILISATION



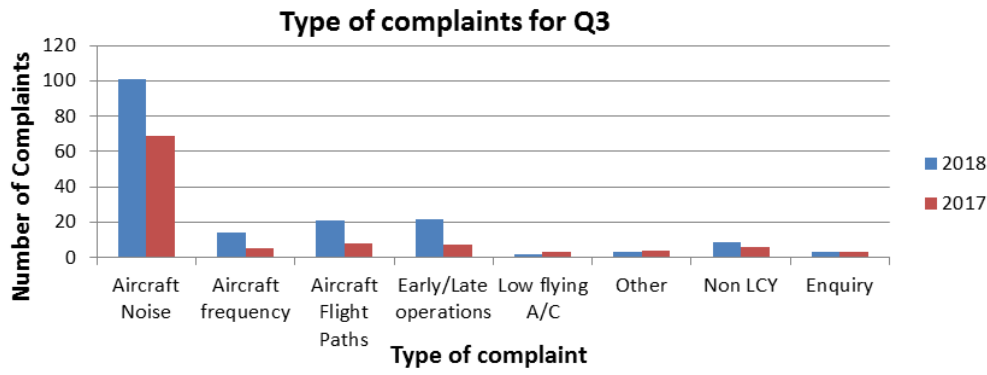
2. Airspace & environment

- The use of either end of the runway for departures and arrivals is based on wind direction as aircraft must take off into the wind. Wind direction therefore changes where aircraft will fly in general when arriving leaving the airport because each end of the runway has its own routes. LCY operations are solely determined by wind direction as opposed to Heathrow which operates a slight Westerly preference.

2.3 NOISE, COMPLAINTS & ENQUIRIES

- The Incentives and Penalties Scheme was reviewed over the summer with LBN. Penalty limits were confirmed to be 78 dB for turboprops and 84 dB for turbofans at the flyover monitors 4.5 km from start of roll on the runway. These are the lowest daytime penalty limits applied at any airport in the UK, and financial penalties will be applied from 1st November 2018. The airport will report on how the scheme is operating at the next LCACC meeting.
- E190 operated 0.5 dB quieter during Q3 2018 compared to Q3 2017, averaging 94.90 PNdB. The average for 2018 is anticipated to be 94.32 PNdB which is within the maximum permissible limits.
- LCY completed the 6 week consultation of the Noise Action Plan in September 2018, and has submitted a revised copy from Defra. If approved, it will be adopted and made available on the website. Thank you to committee members for their responses.
- During Q3 2018 all Noise Monitors (NMT's) were fully operational and data received for each day, with the exception of 12th August for NMTs 2 and 3. On 12th August the NTK system was being upgraded which unexpectedly caused measurements to be interrupted for a short period. Some data was also lost on 13th and 17th August, but not for the entire day. There were also some issues during the quarter relating to data feeding into Topsonic and Travis, however data was recovered during these periods. The loss of data did not have an impact on the accuracy of the overall noise data monitoring and the airport currently operates well within the permitted noise levels.
- In the period from 2nd November 2017 until 28th of November 2018 the airport has received 65 construction noise complaints. A total of 72% of the complaints were received by 5 repeat complainants (complained more than 3 times). Since the commencement of piling activity on 28th June 2018 the airport received a total of 47 complaints relating to piling. Mitigation measures that have been taken are:
 - Change the hammer head of the vibro-hammer
 - Not piling as deep so that resistance does not produce as much noise
 - Additional attended noise monitoring
 - Briefings to contractors on best working practices.
- During Q3 LCY received a total of 163 complaints relating to the operation, 29% of which were from three individuals. In the same period last year, 105 complaints were received. Contributing factors to this increase are likely to be warmer temperatures, and increased awareness of airport operations due to the Noise Action Plan consultation and a paper published regarding noise in SE London.

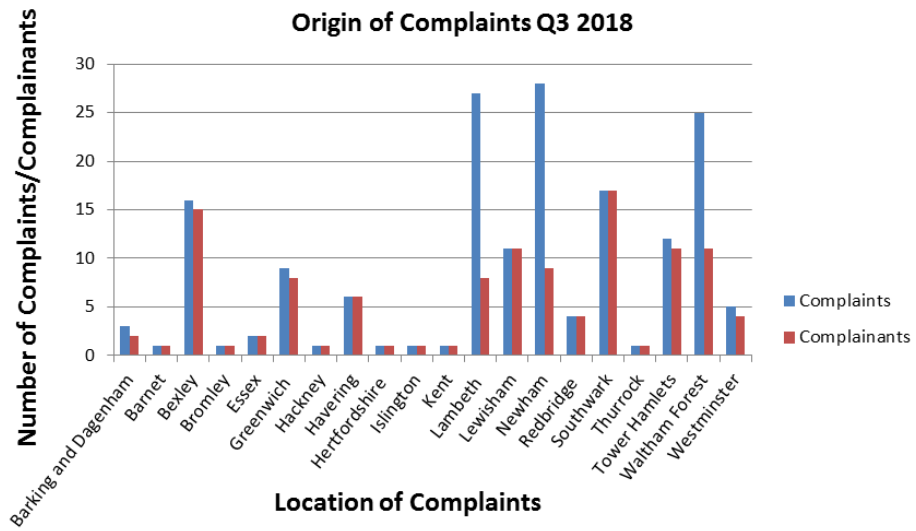
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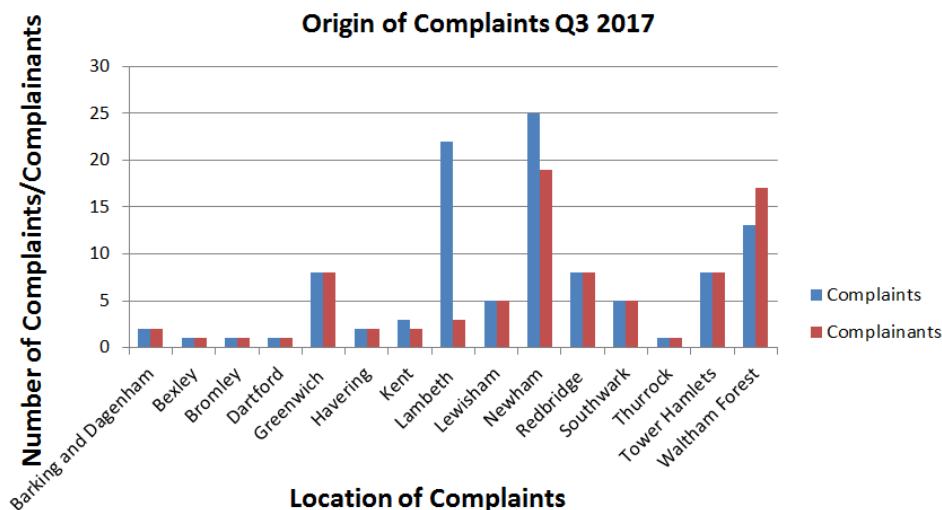
- **Complaint breakdown** - the monthly breakdown of total complaints and events generating a complaint relating to London City Airport:

July 2018	76 complaints
August 2018	61 complaints
September 2018	26 complaints

- **Origin of complaints:** the charts below show the breakdown of complaints related to the number of complainants and from which boroughs these were received for Q3 2018 and 2017.



2. Airspace & environment



2.4 SOUND INSULATION SCHEME

- Proton, Elektron, Neutron, Switch House in Tower Hamlets have now been completed with a 36% uptake. Treatment has begun in the Drew Road flats; delivery is progressing well and is due to be complete by the end of the year with more than 95% uptake anticipated.
- All properties identified in the 2014-2016 APRs that have accepted the works will be completed by the end of the year. Discussions are ongoing with the freeholders of some of the larger developments to secure permissions.
- Properties identified as eligible in the 2017 APR were notified in July 2018. This includes properties that sit within the newly introduced eligibility contour of 63 dB LAeq, which will now be offered secondary glazing or £3,000 per property towards high performance double glazing.

2.5 CONSTRUCTION SOUND INSULATION SCHEME

	Zone A	Zone B	Zone C
Total Properties	83	148	363
Surveyed	76	133	239
Fitted	68	87	95
Rejected works	5	6	52
Surveys complete	91%	89%	65%
Installation Complete	81%	58%	26%

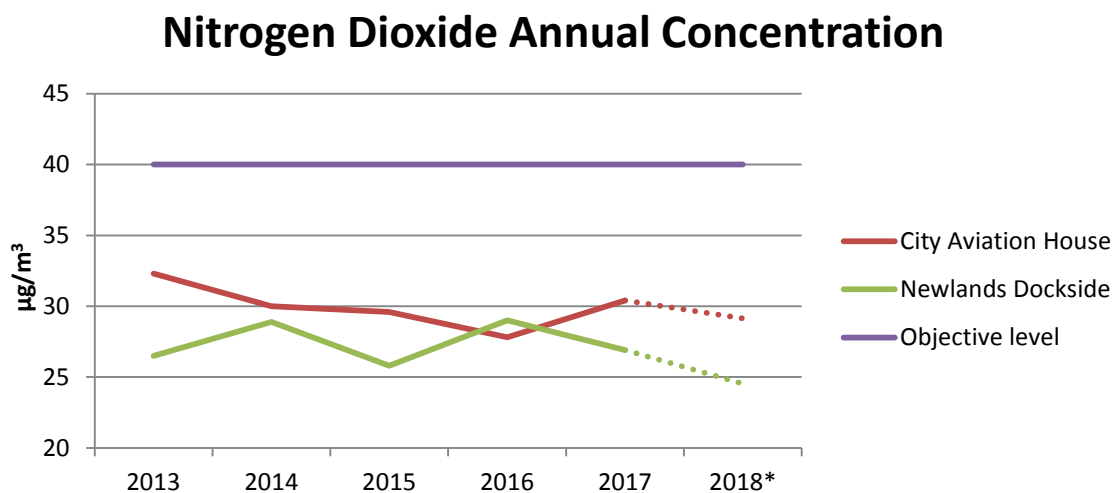
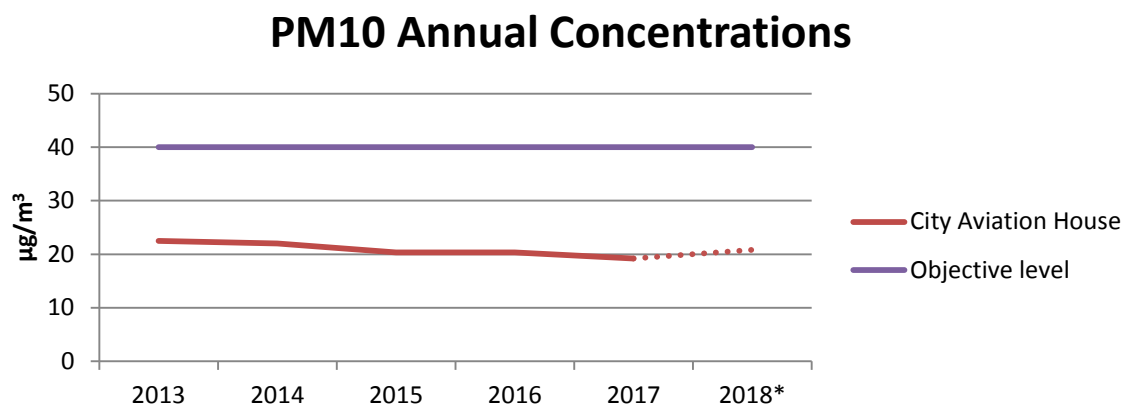
The CSIS scheme is anticipated to be finished by January 2019 with an uptake of over 80%. This large uptake has been achieved by:

- London Borough of Newham (LBN) making the works compulsory for all local authority owned properties
- LBN Community Liaison Officer has been helping to facilitate access
- Commissioned a prototype window to display in communal areas for eligible buildings
- Letters and posters have been circulated within the catchment area

2. Airspace & environment

2.6 AIR QUALITY

- The graphs below show the levels of nitrogen dioxide and particulate matter less than 10µg/m3 (PM10), two air pollutants, over the last 5 years at LCY compared to the objective levels published in the UK Air Quality Strategy. The data shows that the levels of these two pollutants are well below the objective levels, indicating that air quality at LCY is acceptable. The PM10 concentrations have also been dropping over the last 5 years, reflecting LCY's efforts in reducing emissions.



*2018 data is based on Q1-3 data only, prior to any bias-adjustment ratification

2. Airspace & environment

- The table below details LCY’s air quality performance during Q2 of 2018. Again the concentrations of nitrogen dioxide and PM10 are well below the objective levels published in the UK Air Quality Strategy, indicating that air quality at LCY is acceptable.

		Objective Level	Q2 2018 Performance
NO ₂	Period Mean (µg/m ³)	40	CAH: 26.0 ND 20.7
	No. 1-Hour Mean > 200 µg/m ³	18 (annually)	0
PM10	Period Mean (µg/m ³)	40	18.8
	No. 24-Hour Means >50 µg/m ³	35 (annually)	0

2.7 ENVIRONMENTAL PERFORMANCE

- LCY has a waste recycling target of 70% by the end of 2018. In Q3 of 2018, 60% of waste was recycled which was 5% increase in comparison to Q2.
- LCY renewed their Airport Carbon Accreditation Level 3 (optimisation) over the summer, demonstrating a 28% decrease in CO2 emissions per passenger over the last 5 years. LCY hopes to become carbon neutral by 2020.

3. Community



3.1 EDUCATION

Between September and November 2018, London City Airport engaged with a total of 478 students through our educational programmes which were delivered across 7 key boroughs which include: Newham, Tower Hamlets, Greenwich, Redbridge, Barking & Dagenham, Waltham Forest and Havering.

- **Primary school** - North Beckton Primary school visited the airport for a tour, learning more about the different job roles at the airport.
- **Secondary school** - The airport held its 3rd 'STEM in aviation day' in collaboration with East London Business Alliance and 6 businesses working with the airport. The event attracted 400 secondary school students from 25 East London schools
- **Higher education** - the airport hosted 40 Air Transport Planning and Management master students from Westminster University. The students received a master class from the airport's Aviation sales director.

3.2 EMPLOYABILITY & SKILLS

- **Local Recruitment** - London City Airport has over 2000 staff employed across the site. In the third quarter of 2018, 30% of the new recruits directly hired by the airport are residents in Newham and 72% of new recruits hired directly by the airport live in East London. A total of 25% of the onsite new recruits are from Newham and 64% of the new recruits come from East London.
- **Take off Into Work** - is a local employment scheme in collaboration with Newham Workplace which provides Newham residents over the age of 18 with training and first-hand access to onsite job opportunities. In Q3 of 2018 a total of 33 Newham residents were supported into a job at the airport through the programme which is a doubling since June to a total of 67 people in 2018 to date.
- **Work Experience** - a total of 8 students from Rushcroft school undertook work experience at the airport which was in partnership with our education charity partner 15 Billion EBP totalling to 36 work experience placements in 2018 to date. .

3. Community

3.3 COMMUNITY INVESTMENT

- **Volunteering** – 158 volunteering hours were given by 15 airport staff through the STEM in Aviation Day.
- **Sponsorship** – the airport sponsored the following events:
 - Newham's Guy Fawkes fireworks on Saturday the 3rd of November. The spectacular free fireworks show for Newham residents was held at Silvertown Quays with the impressive Millenium Mills as the background.
 - Newham Chamber of Commerce business Awards CSR award.
- **Fundraising** – since the start of the partnership the airport has raised £950,000 for Richard House Children's Hospice. The airport supported Newham Rotary with the BBC Children in Need initiative for which they raised £800 in one day at the airport.

3.4 COMMUNITY ENGAGEMENT

- **New Community Magazine "Inside E16"** – The airport's new community magazine was delivered to over 6,000 homes across the Royal Docks in October. The second edition will be delivered before Christmas and it will be published quarterly in 2019.
- **Thames Estuary Growth Day** - the airport was the headline sponsor of the Thames Estuary Growth Day which brought together private sector and more than 20 local authorities in East London, Essex and Kent to promote the Thames Estuary region and the host of regeneration opportunities available across the area.
- **Construction Noise Complaint Procedure** - Local residents can get into contact with the airport to raise a complaint through three different channels:

- 24 hour telephone line, 7 days a week on the number: 0203 858 0261
- An email address: community@londoncityairport.com
- Verbal communication with the Community Relations Ambassador – Aaron Uthman

3.6 FUTURE COMMUNITY ACTIVITIES

- **Community Fund** – Airport is launching a new £75,000 Community Fund to support local organisations that represent the inclusive and diverse communities in East London. The objective is to enable significant and positive change for communities near London City Airport. Grants ranging from £300 to £3,000 are available for not-for-profit organisations such as social enterprises, schools, charities and community groups.
- **12 Days of Giving** – the airport is celebrating the festive season through two weeks of volunteering initiatives across East London. Examples are a Christmas dinner at Ascension Church in Newham, helping out at the Redbridge Foodbank and gardening at Core Landscapes in Tower Hamlets.
- **Women in Aviation** – the airport will launch a Women in Aviation programme supporting gender diversity and inclusion in the Aviation Industry. A total of 300 females students from 10 schools across East London will participate.
- **STEM higher education bursary** - the airport will launch a STEM bursary for 5 students from East London choosing a STEM subjects for their higher education.

4. Planning



This report comprises key planning updates covering the City Airport Development Programme since the last meeting of the committee in September 2018

4.1 CITY AIRPORT DEVELOPMENT PROGRAMME (CADP)

Approval of CADP Non – material application

- On 8th October 2018, London Borough of Newham (LBN) approved some minor design changes to the elevations of the CADP terminal and new east pier as well as revisions to the forecourt pedestrian canopies. The approved minor changes deliver design and internal layout improvements to enhance passenger experience.

Upcoming Planning Submissions to LBN

- At the end of November, revised details will be submitted to LBN for approval under CADP condition 36 (landscape) and 38 (screening of plant) to reflect the recently approved minor changes.
- The Aircraft Noise Categorisation Scheme (ANCS) is currently being reviewed under the terms of condition 18 with a submission due to be made to LBN by the end of the year.

4.2 CADP PLANNING COMPLIANCE

- Since the last LCACC meeting, no issues of non-compliance with the CADP planning permission have been identified by the Airport or LBN.
- Following publication of the Airport's 2017 Annual Performance Report (APR) in June 2018, the Airport Monitoring Officer, confirmed to LBN's Strategic Development Committee Report (09 October) that the Airport fully complied with the terms of all operational and environmental controls in our planning permission in 2017. There were no issues of non-compliance identified in the 2017 calendar year.

4. Planning

- In October 2018, the Airport also paid to LBN the required annual contributions under the Section 106 Agreement, including:
 - Environmental Health Monitoring (£76,105);
 - Employment (£681,956); and
 - Education contributions (£119,594).

4.3 BEYOND CADP

- Since the last meeting of the LCACC, LCY has met with LBN and TfL to update on progress. Further engagement is planned for December and January with LBN, TfL and GLA.
- Our strategy to engage with the LCACC will be circulated shortly. Ahead of the formal publication of the draft Master Plan sometime in 2019, there will be opportunities via future LCACC meetings and its Community and Environment Sub-Committees to share information.

5. Airport Transport Forum



The last meeting of the ATF was held on the 13th November 2018. The next ATF meeting is scheduled for 14 March 2019. This report covers the three 2018 Work Group topics and also summarises the surface access and transport focused activities progressed since the last LCACC meeting.

5.1 ATF WORKING GROUPS

- **Travel Plans** - Comments will be sought from ATF members ahead of sharing a draft with LBN in January 2019
- **Elizabeth Line Connection**
 - For the short term link with the Elizabeth Line the airport will look to utilise the existing interchange at Stratford station with the DLR. This provides passengers and staff with a simple wayfinding message and straightforward interchange. Discussions with TfL on including the airport on in-carriage signage are still progressing and we are hopeful that the airport will be shown on DLR in carriage maps on their next update in early 2019.
 - For the medium term (2020-2021), the airport has had discussions with TfL about their development of the Poplar DLR depot and Billingsgate Market area. A meeting was held on 5th November and we discussed LCY and potential for provision of an area that could offer advance bag check and boarding pass facility to support the interchange from Elizabeth Line to the DLR.
 - Long term ambition remains a dedicated station and the airport is supporting the C2E and has contributed to a submission by the C2E group to the chancellor to support the project and allocate funding in the budget statement. The autumn statement did not specifically allocate funding to C2E so now the focus is now on the government's response to the Thames Estuary Growth Commission's report which is due before the end of the year and engagement with business.

5. Airport Transport Forum

- **Cycling and Walking**

- The dockless cycle hire initiative led by LBN and Royal Docks Team remains in progress to agree a new provider. The airport has an area allocated for the bikes and awaits the appointment to be made.
- The airport will work with LBN as they move into design development of new cycle and pedestrian routes through the borough. Design development of North Woolwich Road is awaited to commence and the airport will provide input on a link between Hartmann Road and Connaught Bridge as part of the scheme.

5.2 UPDATE ON SURFACE ACCESS AND TRANSPORTATION MATTERS

- The ATF recommended measures to reduce staff car parking at the airport in the form of car sharing initiative. The airport has appointed Liftshare, a provider of car sharing website and apps, to run a car sharing service for the airport employees. The scheme has its formal launch days in the 27 and 28 of November.
- Residents Parking Zone (standing ATF agenda item): No concerns have been raised with the airport directly since the previous meeting. It is acknowledged however that some nuisance parking may still be occurring in the area; but the ATF members confirmed its view that it is no worse than in any other area of the borough.
- The airport has been working with TfL and KAD to look at providing additional DLR staff at various points around the airport. The purpose of this is to provide passengers with early advice with onward travel and/or sale of Oyster cards so as to reduce queuing in the DLR station area. The airport and TfL/KAD are working through the details of how the scheme can operate and hope to put a test in place Q1 2019. The collaboration has commenced with a piece of co-branded signage promoting DLR and contactless travel, see the two images below.



Onward travel sign



Onward travel sign located next to international arrival hall exit