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1. CEO Report



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

1.1 BUSINESS PERFORMANCE

- 4.8m passengers used London City Airport in 2018, representing an 6.4% increase on the 2017 figure.
- In the first two months of 2019, new routes have commenced to Warsaw and Budapest with LOT Polish Airlines, Newcastle with Eastern Airways and Munich with BA CityFlyer.
- In the ASQ (Airport Service Quality) survey, London City Airport ranked highest of the participating airports in London for overall customer satisfaction, with an impressive score of 4.20 out of 5. Our 2018 score not only positions London City Airport with the best overall customer satisfaction of the participating London airports, but we also rank 3rd highest overall satisfaction in the UK following Doncaster-Sheffield and Inverness, and stand at 16th position in Europe out of the 114 participating airports.
- The Unexploded Ordinance (UXO) survey and clearance has been completed. 441 locations were cleared by 54 different divers, who, between them undertook 3,215 dives, equating to a massive 95,300 man hours.
- The City Airport Development Programme is progressing with currently 280 piles in position. In 2018, the airport received a total of 71 construction related complaints with the majority of these complaints raised in the summer months (July – September 2018) . In accordance with our construction complaints procedure the airport acknowledges complaints within 2days and share the results of an investigation within 7 working days. We actively aim to find solutions to address the complaints raise where feasible.

1.2 LCY STAKEHOLDERS RELATIONS

- In December, the airport alongside the British Ambassador to Poland, Jonathon Knott, LOT's CEO Rafal Milkzarski, representatives from the Department for Transport, Department for International Trade, and many Polish businesses gathered at the British embassy in Warsaw to celebrate the new LCY to WAW route.
- In January, the airport had a positive meeting with Mike Brown, TfL Commissioner, on potential areas of collaboration in the new airport and in terms of further improving surface access to the airport.
- The airport also met with Brandon Lewis MP, Andrew Gwynne MP, Sir Keir Starmer MP and Kate Hoey MP.

1. CEO Report

1.3 LCY MEDIA ENGAGEMENT

- On December 21st the airport hosted a live BBC London News broadcast which included pre-recorded packages on CADP and Christmas travel, including interviews with the CEO and COO.
- 13 concept images of the new airport terminal following CADP were released in December. They were covered by the UK's most visited news websites - [BBC News Online](#) and [Mail Online](#).
- On February 28th the next Beyond Zone 1 video was published featuring [Newham](#):

1.4 LCY IN THE COMMUNITY

- In partnership with the Londonist, the airport has commissioned a series of videos called "Beyond Zone 1" which celebrates the best cultural offerings in the boroughs surrounding the airport. The first video focussed on Greenwich and the accompanying press release included a supportive quote from the Deputy Mayor for Culture, Justine Simons. Features on Waltham Forest, Barking & Dagenham and Havering will follow.
- Over Christmas, 35 airport staff donated 280 volunteering hours to local good causes, including Tower Hamlets' Core Landscapes and Stepney City Farm, Redbridge Foodbank and Ascensions Church in Newham. On Saturday 22nd December, the airport also supported a day of festivities for homeless and vulnerable housed people in East London. In partnership with Bridges and Community Food Enterprise (CFE), which benefited 130 homeless and vulnerably housed people.
- A new 'Women in Aviation Programme' has been launched. 300 East London secondary students from 10 schools across the eight East London boroughs will participate in a 3-month STEM focused education programme.

2. Airspace & environment

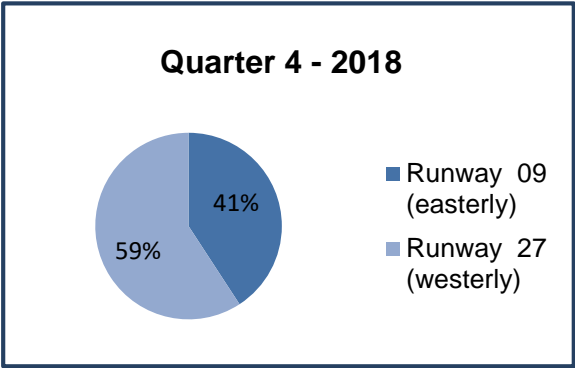
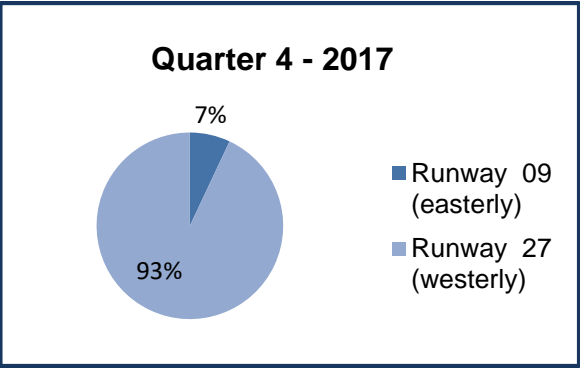


This report comprises updates on aircraft movements, runway utilisation, aircraft noise complaints, incentive and penalties scheme, air quality performance and Construction Sound Insulation scheme progress between 1st October to 31st December 2018.

2.1 AIRCRAFT INFORMATION

Key stats dashboard		October	November	December	Total Q4 2018
Passengers	2017	403,856	396,215	323,348	1,123,419
	2018	437,337	409,717	346,739	1,193,793
	Variance	+8.2%	3.4%	7.2%	+6.3%
Aircraft Scheduled Movements	2017	6,658	6,367	5,134	18,159
	2018	6,773	6,426	5,609	18,808
	Variance	1.7%	0.9%	+9.3%	3.6%

2.2 RUNWAY UTILISATION

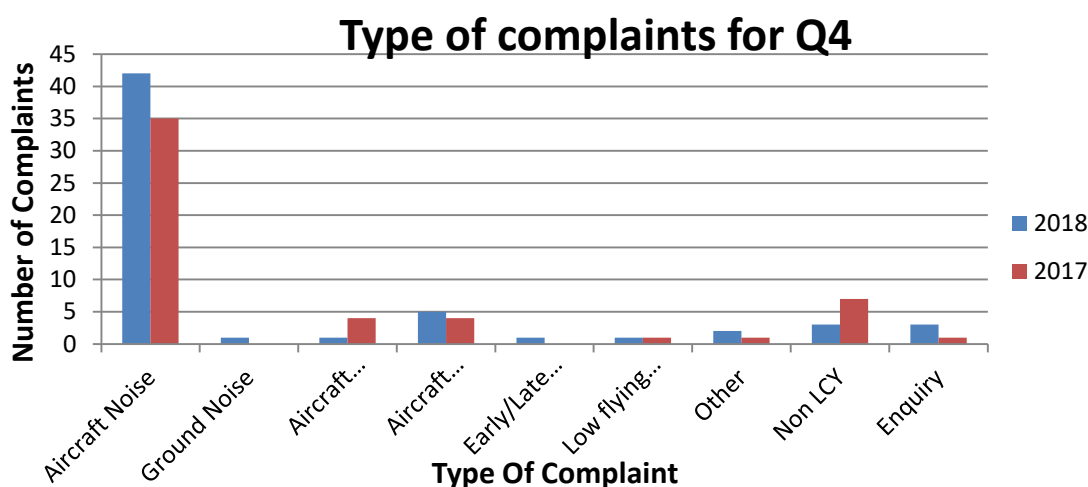


2. Airspace & environment

- 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 and leaving the airport because each end of the runway has its own routes.

2.3 NOISE, COMPLAINTS & ENQUIRIES

- During Q4 2018 all Noise Monitors (NMT's) were fully operational and data received for each day with the exception of NMT2 on the 28th of November 2018, due to low power. The monitors are powered by solar power and ethanol cannisters, which ran out due to low light levels. Data was also captured intermittently on 6th of December 2018.
- The airport's Noise Action Plan 2018-2023 has now been adopted by the Department for Environment, Food & Rural Affairs (Defra) and is now available on the airport's [website](#).
- During Q4, the airport received a total of 59 correspondences, 53 of these were complaints, and 6 related to non- airport operations and enquiries. In the same period last year, 45 complaints were received representing a 17.8% increase. A likely contribution to the increase in complaints could be due to the publication and outcome of the Civil Aviation Authority (CAA) report on post-implementation review of the London Airspace Management Programme (LAMP) Phase 1A.

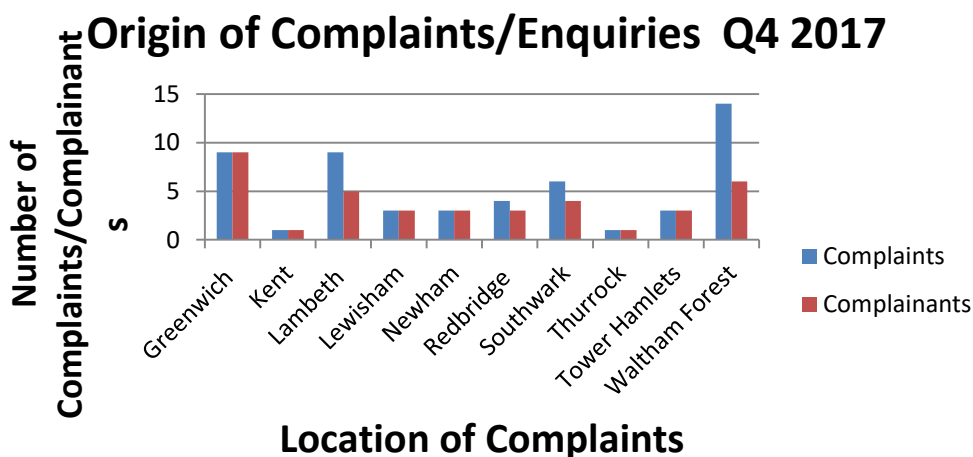
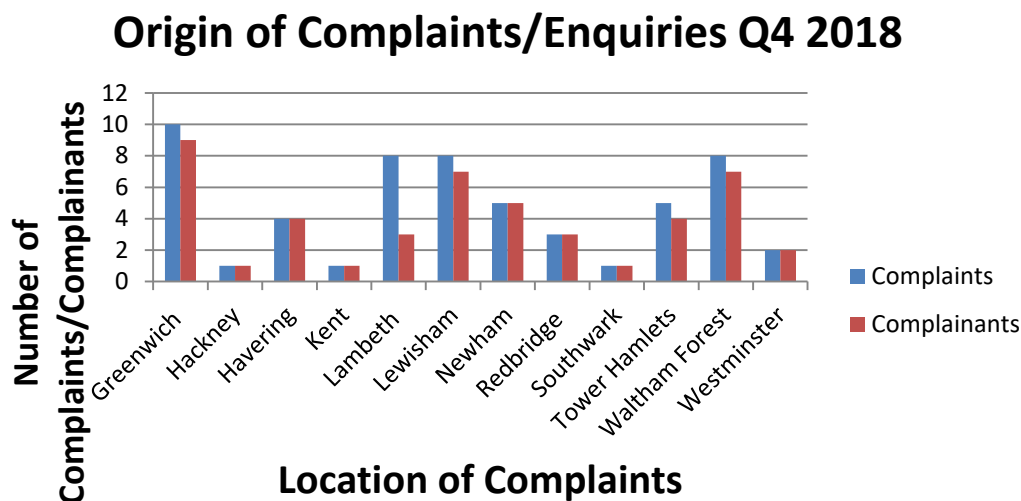


- **Complaint breakdown** - the monthly breakdown of total complaints and events generating a complaint relating to London City Airport:

October 2018	19 complaints
November 2018	28 complaints
December 2018	6 complaints

- The airport met with Kate Hoey MP and 'Plane Hell Action' to discuss noise complaints in Lambeth in January and will meet with Forest Hill residents group in March 2019.
- **Origin of complaints:** the charts on the next page show the breakdown of complaints related to the number of complainants and from which boroughs these were received for Q4 2018 and 2017.

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2.4 QUOTA COUNT

- The airport operates a quota count system, whereby aircrafts are banded in 1dB categories based on their noise certification (adjusted for the 5.5^o approach angle), with louder aircraft allocated a higher quota count. The quota budget is 22,000 per calendar year and 742.5 in any one week. The highest weekly total for Q4 was 313.

Period	Quota Count Total
Jan – March	3693.2
Apr – Jun	4084.6
Jul-Sep	3971.9
Oct – Dec	3831.5
Jan – Dec 2018	15581.2

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2.5 INCENTIVES AND PENALTIES SCHEME

- A new incentives and penalties scheme came into full effect on 1st November 2018. The purpose of this scheme is to incentivise aircrafts to be flown in a quieter manner by rewarding improved performance (credit award) and penalising poor performance (credit removal). Below are the monthly penalties, credit removals and credit awards during Q4 2018.

MONTH	Fixed Penalty	Fixed Penalties (total Value)	Credit Removal	Credit Awards
October	*	*	(18)	(297)
November	1	£600	32	317
December	0	£0	16	233
Total	1	£600	67	847

* Financial penalties were introduced on 1st November 2018

2.6 SOUND INSULATION SCHEME

- All properties identified in the 2014-2016 Annual Performance Report (APR) that have fully accepted the works have been treated under the sound insulation scheme.
- The airport is seeking permission from some of the larger freeholders to extend the treatment to their properties.
- Over 200 residents that became eligible in the 2017 APR (published June 2018) have now expressed an interest in receiving treatment and the surveys and installations are underway on these properties. 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 (index linked) per property towards high performance double glazing.

2.7 CONSTRUCTION SOUND INSULATION SCHEME

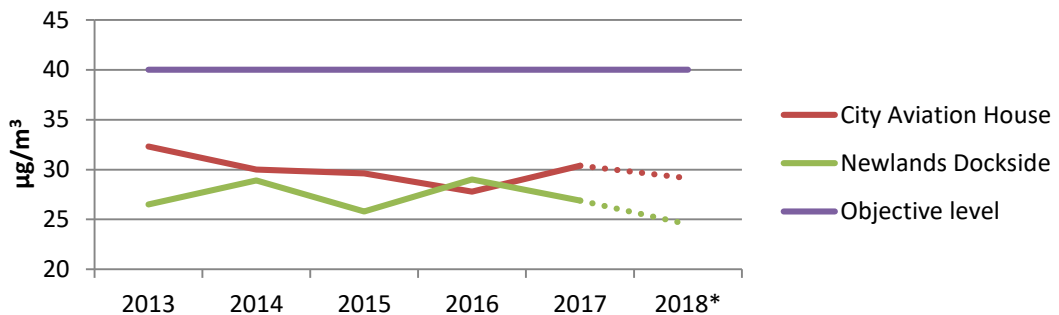
- The construction sound insulation scheme is now complete apart from 41 properties that sit within the Gallion's Point Estate. Consent to treat these properties was granted at the end of January 2019 and installations are due to be completed in April.
- Once complete, uptake of the scheme is anticipated to be over 90%. This is extremely high compared to other similar schemes, reflecting the efforts the airport and LBN have made to promote the works.

2. Airspace & environment

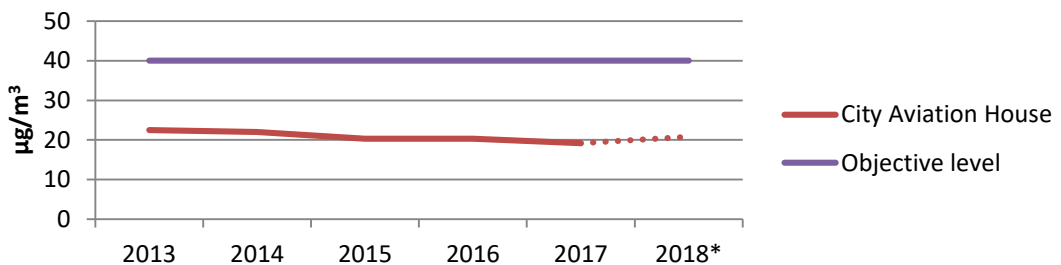
2.8 AIR QUALITY

- The graphs below show the levels of nitrogen dioxide and PM10 (two air pollutants) over the last 5 years at the airport 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 London City Airport is acceptable. The PM10 concentrations have also been dropping over the last 5 years, reflecting airport's efforts in reducing emissions.

Nitrogen Dioxide Annual Concentration



PM10 Annual Concentrations



*2018 data is based on Q1-2 data only, prior to any bias-adjustment ratification

- The data for 2018 will be ratified shortly. A new PM2.5 monitor was also recently installed along the dock. Data from this monitor will soon be available on our website and will be included in the LCACC's Airspace and Environment report for Q2 2019.

2.9 ENVIRONMENTAL PERFORMANCE

- E190 operated within the maximum permitted noise limit during 2018, averaging 94.25 PNdB against a limit of 94.5 PNdB.
- 61% of waste was recycled during the quarter. A plastics strategy is being developed to reduce single-use plastics across the airport.

2. Airspace & environment

- Guidance for local developers on how to maximise biodiversity whilst managing the risks that birds pose to aerodrome safety has been added to the airport's [website](#)

2.10 AIRSPACE CHANGE UPDATE

- The Government's airspace modernisation programme: 'Our Future skies' is in the early stages, with the objective to deliver quicker, quieter and cleaner journeys with more capacity for the benefit of both passengers and communities. LAMP phase 1A was an early stage to this, in which London City Airport upgraded the navigation technology along all departure and arrival routes. In October 2018 the CAA published the post implementation review of this change, confirming 1.2 million people are no longer being regularly overflown below 7,000 ft, arrivals stay over the sea for longer and in a narrower area over land, and departures climb high quicker.
- As part of the next steps in this modernisation programme, NATS are currently developing an airspace change proposal to modernise the airspace structure and route network above 7,000 ft. All airports in the South East are key consultees in this process and are planning to review their arrival and departure routes to determine how best to connect with these high-altitude network changes.
- The airport will therefore be launching an airspace change proposal this year in line with the CAA's guidance (CAP1616). Engagement and consultation with local stakeholders and communities will be integral through every step of this process, starting with engagement on design principles. The modernisation programme is due to be completed in 2025.

3. Community



This report comprises key community updates covering the education, employability, community investment, community engagement and local business initiatives since the last meeting of the committee in December 2018

3.1 EDUCATION

In 2018, the airport engaged with nearly 2,000 students from 68 schools, colleges and universities through our educational programmes across 7 key boroughs which included: Newham, Tower Hamlets, Greenwich, Redbridge, Barking and Dagenham, Waltham Forest and Havering.

- **Primary school** – the airport welcomed a total of 842 primary school students to the airport, either facilitated by the airport itself or through our collaboration with the education charity 15billion EBP workweek programme.
- **Secondary school** – the airport hosted its 3rd award winning 'STEM in Aviation Day', with the Aviation Minister, Baroness Sugg in attendance. A total of 400 secondary students from 25 East London schools participated in our flagship education event. The programme aimed to give young East Londoners insight in the application of science and technology in the aviation industry and to inspire them to choose science, technology, engineering and maths subjects in school. The winning students from Barking Abbey School will have the chance to visit the Emirates Aviation Experience. A video of the event can be found here: <https://www.youtube.com/watch?v=fbRYGqlaqEw&t=7s>.

- **Secondary school** - The airport engaged an additional 634 students either through airport visits, our Future Prospects STEM focused education programme, employability awareness programmes and a 'Bring your Daughter to Work day'.
- **Higher education** – the airport has provided tours and seminars for a total of 120 college and university students.

3.2 EMPLOYABILITY & SKILLS

- **Local Recruitment** - London City Airport has over 2,200 staff employed across the site making it one of the largest employers of local residents in East London. In 2018, 43 of the new recruits directly hired by the airport are residents in Newham an increase of 12% in comparison to 2017. A total of 67% of new recruits, hired directly by the airport, live in East London. Of the overall onsite recruits 29% are residents in Newham and 65% live in East London.
- **CADP Recruitment** - LCY is working closely with Newham Workplace on construction jobs. A new Industrial Relations (IR) forum has been established to support construction contractors to recruit locally.

3. Community

- **Take off Into Work** - a local employment scheme delivered in collaboration with Newham Workplace which provides Newham residents over the age of 18 with a variety of training, work experience and first-hand access to onsite job opportunities. In 2018 a total of 76 Newham residents were supported into a job at the airport through the programme.
- **Work Experience** - a total of 16 students undertook work experience at the airport in which they familiarize themselves with different departments, e.g. finance, customer service, Corporate Affairs and the jet centre.
- **National Citizen Challenge** – the airport hosted the National Citizen Challenge where 20, 15-17 year olds from East London volunteered and presented their community project ideas.
- **Sponsorship** – the airport sponsored the following events:
 - The Royal Docks Ferry Festival;
 - The pride float from METRO charity
 - The Summer of Festivals in Barking and Dagenham
 - Havering Show
 - Royal Docks biodiversity events
 - Bridges Charity Christmas dinner for homeless people in East London
 - East London charities through our volunteering initiatives
 - Stephen Timms politics school
 - Christmas card competitions
 - Newham Fireworks show
- **Fundraising** – airport staff and passengers fundraised for Richard House Children's Hospice, a local Newham charity which provides care for children and young people with life-limiting illnesses. Funds are raised by staff and passengers through collection points at the airport and selling of confiscated goods. The airport has maintained a longstanding support for Richard House Children's Hospices raising more than £950,000 since it first began fundraising initiatives over two decades ago.

3.3 COMMUNITY INVESTMENT

- **Volunteering** – A total of 1,750 volunteer hours were delivered in 2018 across 7 East London Boroughs through our 'Volunteering Fortnight' and '12 Days of Giving' initiatives, an increase of 20% in comparison to 2017. Airport staff supported the following charities:
 - Newham: Ascension Church, Cody Dock Gasworks,
 - Tower Hamlets: Core Landscapes, Stepney City Farm, Bow Foodbank,
 - Redbridge: Redbridge Foodbank Core Landscapes
 - Hackney: Spitalfields City Farm

Press release on the volunteering opportunities can be found here:

<https://www.londoncityairport.com/media-centre/press-release>

- **Community Food Enterprise (CFE)** – through a partnership with CFE the airport has donated over 2000kg of food to local charities in East London including the Royal Docks Learning and Activity Centre, E17 Disco Soup, Climbing Centre Disco Soup, Emmanuel Church and Mission Possible.

3.4 COMMUNITY ENGAGEMENT

The airport engaged with the local community through a multitude of channels such as the quarterly Community Magazine: 'Inside E16', the London City Airport Consultative Committee, the Royal Docks Community Forum, monthly engagement meetings and several community events. Specific information on the City Airport Development Programme has been shared through the Community Magazine and on the airport's website.

- **Community Magazine Inside E16** – the airport distributed 2 leaflets and 2 Community Magazines as well as a letter informing about the commencement of piling works, as part of the Development Programme, was sent to a total of 6,110 local residents in the Royal Docks, North Woolwich and Beckton. In 2019 the distribution will be extended to residents living in Britannia Village. This was part of a wider community engagement programme which included the following community events:

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- Launch of the Ferry Festival at Royal Docks Learning and Activity Centre;
- Summer festival in Britannia Village;
- Royal Docks Ferry Festival in Royal Victoria Gardens

During these events the airport also consulted with residents about the draft Noise Action Plan.

- **Construction Noise Complaint Procedure** - Local residents can get in contact with the airport to raise a complaint through four 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

3.5 BUSINESS ENGAGEMENT

- **Royal Docks Meet the Buyer event** – to support local SMEs to capitalise opportunities within the airport's supply chain, we organised the inaugural Royal Docks Meet the Buyer event. The event was attended by 150 East London SMEs and led to £1.3 million in contract value win. A video featuring the event can be found here: <https://www.youtube.com/watch?v=NYI509QxQ0U>
- **Beyond Zone 1 video** - the airport published its first Beyond Zone 1 video in collaboration with the Londonist showcasing visitor destinations and businesses in Greenwich. The Greenwich video can be found here: <https://www.youtube.com/watch?v=sSj3ION1TZs>
- In 2019 additional 5 video's will be published featuring the best of East London boroughs. A video featuring Newham was published in February 2019.
- **Business Awards** – to celebrate local businesses the airport sponsored both the Newham Business Awards and the Best of Greenwich Business Awards.

3.6 FUTURE COMMUNITY ACTIVITIES

- **Beyond Zone 1** - The next Beyond Zone 1 video will be featuring Waltham Forest and will be published in March 2019
- **Community Magazine Inside E16** - The airport will issue the next Community Magazine in March 2019 which will focus on 'Women in Aviation';
- **Women in Aviation Programme** - The finale of the 'Women in Aviation Programme' will be held in April 2019. Through the programme 300 East London secondary students from 10 schools across eight East London boroughs will participate in a 3 month Science Technology Engineering and Maths focused education programme.
- **Sound insulation Scheme** – as requested by the LCACC the airport has produced a video to increase awareness about the airport's sound insulation scheme for local residents. The video will be published in 2019.

4. Planning



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

4.1 CITY AIRPORT DEVELOPMENT PROGRAMME (CADP)

Approval of Details Applications

- On 23rd of January 2019, London Borough of Newham (LBN) approved minor revisions to the details previously approved under CADP1 conditions 36 (landscape) and 38 (screening of plant).
- LBN is also currently considering some minor revisions to the details previously approved under CADP1 condition 34 (materials). The proposed revisions relate to changes to the cladding along parts of the East Pier airside elevation for maintenance purposes.

Aircraft Noise Categorisation Scheme (ANCS)

- Following a successful 1 year trial and a subsequent review process with LBN, the new Aircraft Noise Categorisation Scheme (ANCS) has been agreed in principle. An application has been submitted to LBN with a decision expected in March 2019. The ANCS introduces a quota count system based on aircraft noise certificates and brings us in line with other UK airports. The old Noise Factored Scheme will be replaced upon approval.

4.2 CADP PLANNING COMPLIANCE

2019 Update

- Since the last LCACC meeting, no issues of non-compliance with the CADP planning permission have been identified by the Airport or LBN.
- The Development Management Contribution of £50,000 (index linked) was paid to LBN under the terms of the S106 Agreement in January 2019.

Approval of Details Applications

- Our 2018 compliance will be reported in the Annual Performance Report (APR) which will be submitted to LBN on 1 June and published on the London City Airport Consultative Committee (LCACC) and airport websites by the 30th June 2019.

4. Planning

Provisional reviews with LBN have confirmed that, to date, there were no reported non – compliance issues with any of the main operational and environmental controls of the CADP permission in 2018 (including 97 conditions; 100 S106 obligations and a further 42 detailed schemes), despite one administrative issue in January 2018 which led to the late submission of a passenger number report to LBN by 3 days. LBN is currently reviewing flight trial approval procedures followed during the year.

4.3 BEYOND CADP

- The airport's continues engagement with LBN, GLA and TfL ahead of consulting on a draft Master Plan sometime in 2019. Meetings were held with LBN in January and GLA/TfL in February to discuss programme and technical assessments with relevant officials.
- At this point there is no substantive update for the committee. However, an extraordinary meeting of the LCACC will be held to brief members on the proposed programme; consultation strategy and content of the draft Master Plan before a draft is launched.

5. Airport Transport Forum



The last meeting of the Airport Transport Forum (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** – Draft Travel Plans have been prepared and have been discussed in principle with officers at LBN. Subject to review, the key objectives of the Travel Plans will be shared with the Airport Transport Forum (ATF) for comment at the March meeting ahead of submission to LBN for formal approval.
- **Elizabeth Line Connection**
 - To link the Crossrail Elizabeth Line, the airport is currently looking to utilise the existing interchange at Stratford station with the DLR. Discussions with TfL on including the airport as part of the in-carriage signage were recently concluded and the airport is currently being added to all DLR and London Underground in-carriage maps.
 - Looking further ahead (2020 – 2021), discussions with TfL are ongoing about their development of the Poplar DLR depot and Billingsgate Market area. Our long term ambition remains to have a dedicated Crossrail Station in North Woolwich and we are awaiting government's response to the Thames Growth Commission Report before deciding next steps.
- **Cycling and Walking**
 - The dockless cycle hire initiative led by LBN and the Royal Docks Team remains in progress subject to agreeing a provider. The airport has an area allocated for this initiative and await confirmation of next steps.
 - The airport is working with LBN as they move into design development of new cycle and pedestrian routes through the borough. The airport is feeding into the design and development of North Woolwich Road scheme so a link between Hartmann Road and Connaught Bridge is created to enable improved cycling and walking access to the local area.

5. Airport Transport Forum

Update on surface access

- The airport's car sharing scheme has had a positive start with 90 members signed up to the scheme. There are four teams who are regularly sharing and have saved around 500kg of CO2 – which is the equivalent to the energy use of an average house for 14 days.
- Residents Parking Zone (standing ATF agenda item): No concerns have been raised with the airport directly since the previous meeting.
- The airport has been continuing to work with TfL and KAD to look at providing additional DLR staff at various points around the airport to help passengers with advice for onward travel and/or sale of Oyster cards to reduce queuing in the DLR station area.
- We recently hosted TfL commissioner where we discussed a range of ways in which we can work together moving forward.