

# Airport Reports

London City Airport Consultative Committee  
6th June 2019



**CITY  
AIRPORT**

27th May 2019







# 1 CEO report

This report comprises key business updates since the last meeting of the committee in March 2019

## 1.1 Business Performance

---

- LCY has been officially accredited as a London Living Wage (LLW) Employer and has committed to extend the London Living Wage to key suppliers and contractors by July 2019. The announcement was welcomed by the Mayor of Newham and a range of local political stakeholders. The [Newham Recorder](#) also reported the news.
- As part of the Airspace modernisation programme the first engagement workshop on design principles was held on 29th of May with key stakeholders.
- The airport's new brand identity was launched with supporting PR activity, find a press release [here](#), generating coverage in The Drum, Design Week and Travel Weekly.
- The future LCACC public meetings will be held on different venues across the Royal Docks after feedback received from members.
- Over 1.1 million passengers used London City Airport in Q1 2019 which is a 9.4% increase on the Q1 2018 figure. It is expected to reach over 5million passengers in 2019.
- LOT Polish Airlines launched a new Vilnius route. The airport hosted a group of Lithuanian media on the first flight, with [Business Traveller](#) among the titles to cover. Celebratory events in Vilnius and London were held with both the British Ambassador to Lithuania and the Lithuanian Ambassador to the UK in attendance.
- BA Cityflyer to launch a new summer route to Split in June 2019 with flights operating 3 times daily.
- London City Airport was the focus of national and international media following the discovery of a small incendiary package at City Aviation House, later claimed to be the work of a group called the 'New IRA'. The incident caused minimal disruption and no one was harmed.
- London City Airport collected the 'Airport of the Year' award at the London Transport Awards, organised by Transport Times.

- For the second year running London City Airport has won 'Best Airport under 5 million passengers' at the annual Skytrax World Airport Awards. The winners are voted for by customers taking part in a survey and the award ceremony took place at the Passenger Terminal Expo event.

## 1.2 LCY Stakeholders Relations

---

- The Chair of the newly set-up Independent Commission on Civil Aviation Noise (ICCAN) visited LCY and met with the CEO, COO and the Director of Corporate Affairs.
- The airport met with a range of national and local political stakeholders including: Stephen Timms MP (Labour, East Ham), Clive Betts MP, Chair of The Housing, Communities and Local Government Select Committee, Chris Law MP (SNP, Dundee West)

## 1.3 LCY Media Engagement

---

- The airport published a report [\*Building better: the role of transport infrastructure and services in improving mental health\*](#), written by an ex-Treasury economist, was issued to media with this [press release](#) carrying supporting quotes from Rajesh Agrawal, Liz Sugg and Andy McDonald. It was covered by the [Evening Standard](#), [Metro](#), Press Association, [Politico](#), and an opinion editorial by our CEO was published in [City AM](#).
- 'Marmite Amnesty' took place at airport as part of British Airways' centenary celebrations, with passengers receiving a 70g BA100 special edition. The BA press release, with a quote from the Director of Customer Operations, [is here](#). Media coverage included [Daily Express](#), [Daily Star](#) and [Business Traveller](#).

## 1.4 LCY in the Community

---

- LCY officially launched its £75k Community Fund to support local charities and not-for-profit organisations across East London. A [press release](#) was issued with a quote from Stephen Timms MP (Labour, East Ham). The London City Airport Community Fund can be found [here](#).
- The 'Women in Aviation programme', an initiative to address the gender balance in the aviation industry and show how the sector offers an attractive career path for young women, including those from BAME communities was completed, with over 300 East London female students from 10 different schools participating in the programme and Jane Middleton (Chair of Airlines UK), Wilma Allan (CFO London City Airport) and Julianne Marriott (Cabinet member for Education from London Borough of Newham) in attendance for the finale. Students from Wanstead High school won the overall challenge and a [press release](#) and a [video](#) were published.





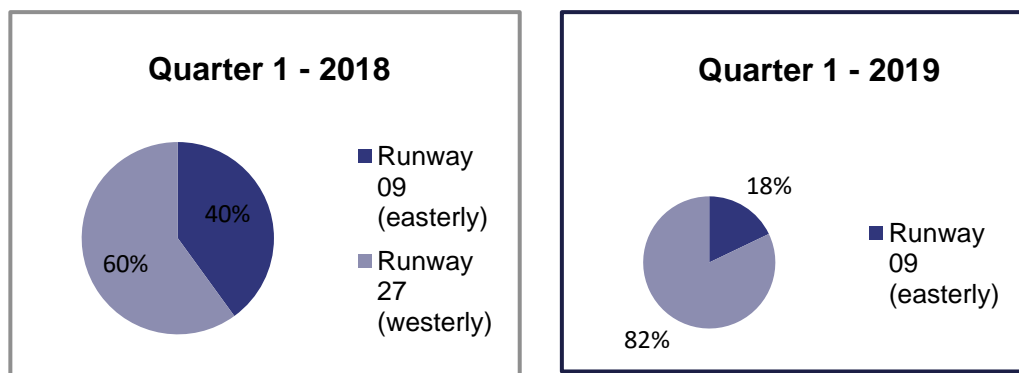
## 2 Airspace and Environment

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 January to 31st March 2019.

### 2.1 Aircraft Information

Key stats dashboard		October	November	December	Total Q4 2018
Passengers	2018	319,991	329,118	382,490	1,033,617
	2019	340,354	364,670	423,994	1,131,037
	Variance	+6.4%	+10.8%	+10.9%	+9.4%
Aircraft Scheduled Movements	2018	6,278	6,275	7,168	21,739
	2019	6,519	6,458	7,299	22,295
	Variance	+3.8%	+2.9%	+1.8%	+2.6%

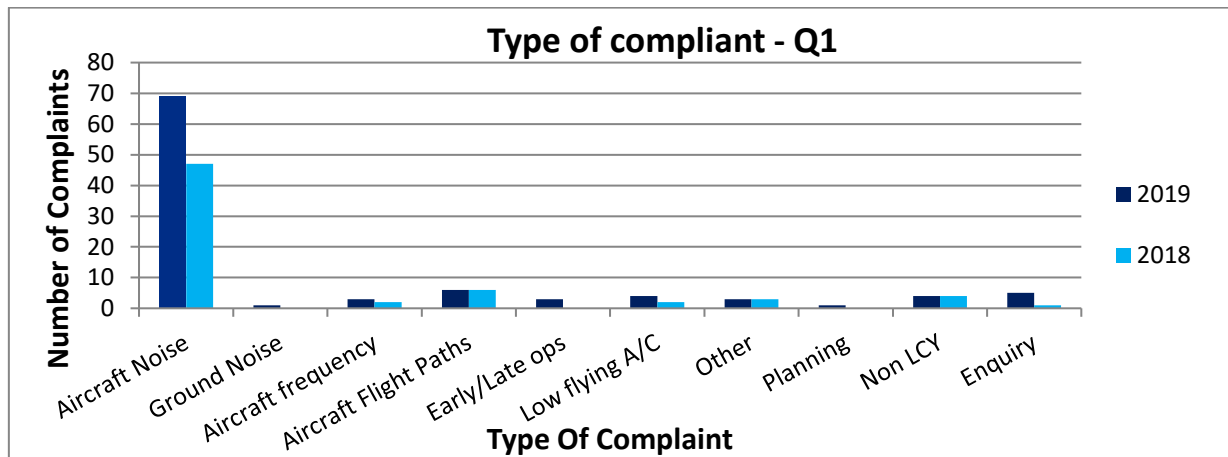
### 2.2 Runway Utilisation



- 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.

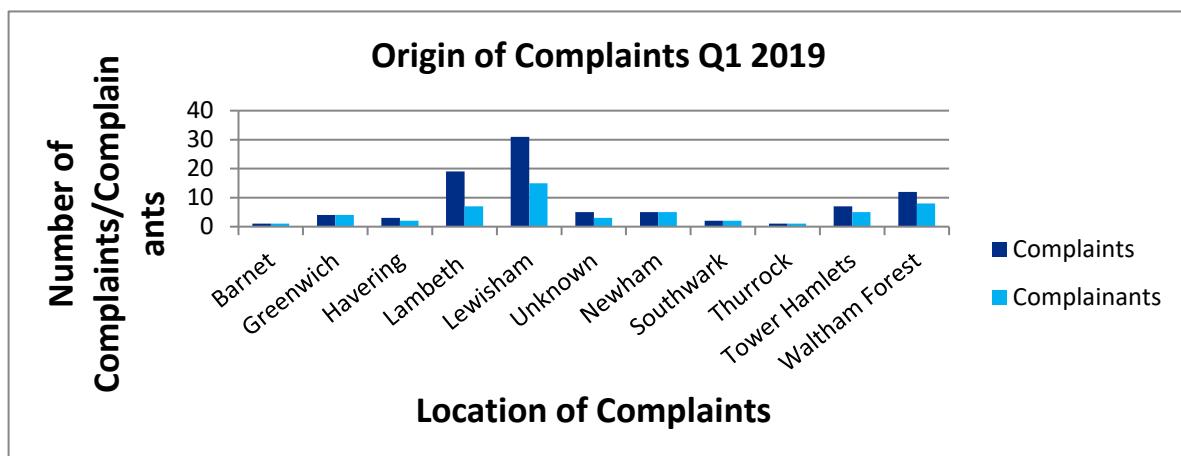
## 2.3 Noise, Complaints & Enquiries

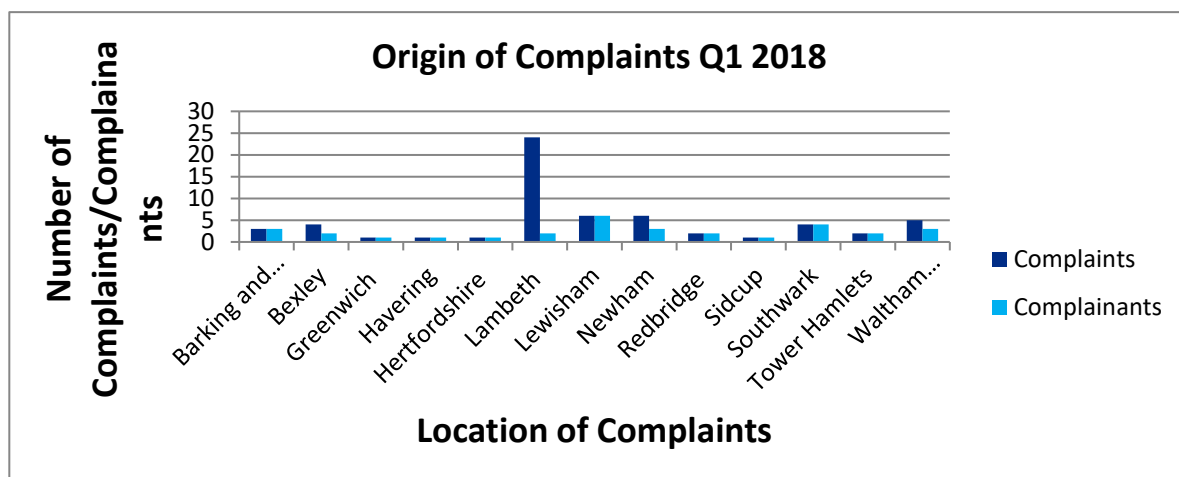
- During Q1 LCY received a total of 99 correspondences with 30.3% were from four individuals. 90 of the correspondences were complaints, and 9 related to non-LCY operations and enquiries. In the same period last year 60 complaints were received representing a 51.7% increase. The majority of complaints received during this period were when LCY were operating on runway 09 (63.64%) which mainly attributed to complainants from Boroughs of Lambeth and Lewisham. This quarter one individual in Lewisham complained about each individual day that LCY were operating on runway 09.



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

- January 2019 19 complaints
- February 2019 35 complaints
- March 2019 36 complaints
- The airport met 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 Q1 2019 and 2018.





## 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 $\alpha$  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 332.

Period	Quota Count Total
Apr – Jun	4085
Jul-Sep	3972
Oct – Dec	3831
Jan - Mar	3891
Apr 2018 – Mar 2019	15,779

## 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 Q1 2019

MONTH	Fixed Penalty	Fixed Penalties (total Value)	Credit Removal	Credit Awards
October	0	£0	9	256
November	0	£0	7	286
December	0	£0	5	213
Total	0	£0	21	755

## 2.6 Sound Insulation Scheme

- All properties identified in the 2009-2016 Annual Performance Report (APR) that have fully accepted the works have been treated under the sound insulation scheme.
- Properties identified as eligible in the 2017 APR were notified in July 2018, with subsequent reminders sent in December 2018 and May 2019. For this APR, the treatment of properties in Tier 2

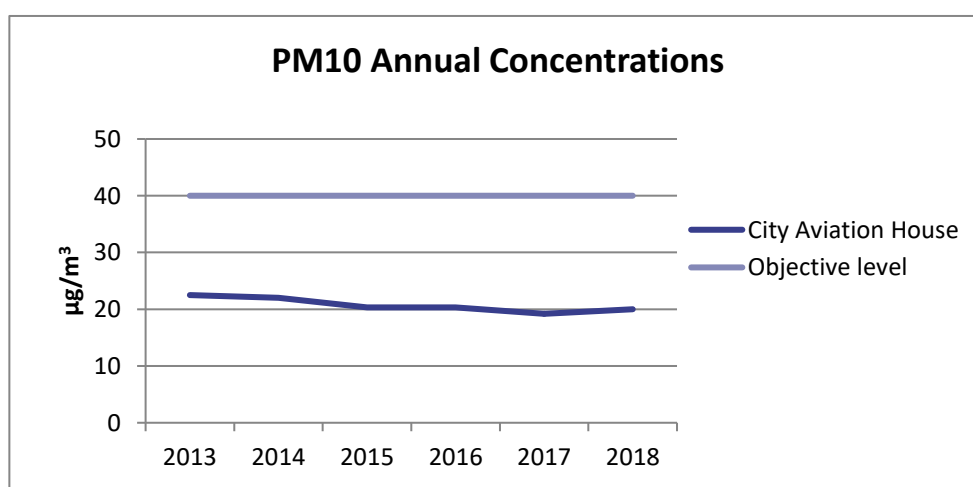
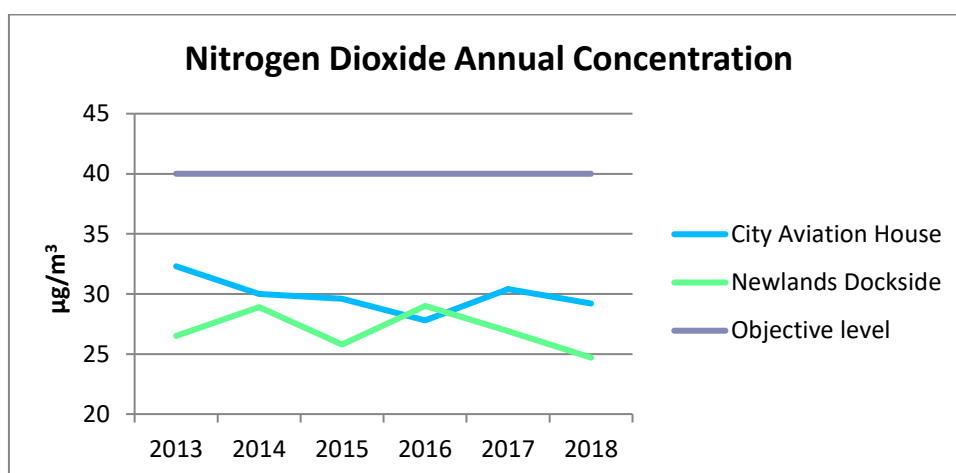
has been completed: 94% of properties were treated, while 6% refused works. Tier 1 is progressing well, with 40.9% properties surveyed and 24% treated. Properties that sit within the newly introduced contour of 63 dB LAeq, became eligible in the 2017 APR, and have been offered secondary glazing or £3,000 per property towards high performance double glazing. Treatment of these properties is ongoing

## 2.7 Construction Sound Insulation Scheme

- Installations have been completed on 82% of the eligible properties.
- All outstanding properties sit within the Galleons Point Estate, and permission to treat these properties was received in January 2019. These properties have been surveyed and installation is due to be completed by end of Q2 subject to access.

## 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 table below details LCY's air quality performance during Q1 of 2019. Again the concentrations of nitrogen dioxide and PM10 are below the objective levels published in the UK



Air Quality Strategy, indicating that air quality at LCY is acceptable. The data from Q1 2019 should not be directly compared to ratified, annual data but is compared to the annual objective levels below as an indication.

		Objective Level	Q1 2019 Performance
NO <sub>2</sub>	Period Mean (µg/m <sup>3</sup> )	40	CAH: 37.5 ND 32.2
	No. 1-Hour Mean > 200 µg/m <sup>3</sup>	18 (annually)	0
PM <sub>10</sub>	Period Mean (µg/m <sup>3</sup> )	40	CAH: 23.8 KGV: 18.4
	No. 24-Hour Means >50 µg/m <sup>3</sup>	35 (annually)	CAH: 4 KGV: 4
PM <sub>2.5</sub>	Period Mean (µg/m <sup>3</sup> )	25	KGV: 12.9

- A new monitor was installed at the end of 2018 at KGV Dockside, measuring PM<sub>10</sub> and PM<sub>2.5</sub>. Data has been included from this monitor in the table. It is intended that this monitoring location will replace that at City Aviation House when the building is demolished.
- Slightly elevated levels of NO<sub>2</sub> were observed during the quarter compared to recent years. There was a good correlation between observed peaks at the Airport sites and other London sites, suggesting that these occurrences were due to regional sources and changing weather conditions that affect the dispersion and dilution of pollutant emissions.

## 2.9 Environmental Performance

- LCY have a target in place to become a carbon neutral organisation by 2020. LCY have reduced their carbon emissions by 28% per passenger since 2013, and continue to invest in energy saving projects. 2018's carbon footprint is being finalised and options to offset residual emissions are being considered.
- The Aircraft Noise Categorisation Scheme has been reviewed with LBN following 12 months of implementation. It was concluded that the scheme is working as intended and has therefore now fully replaced the previous categorisation scheme.

## 2.10 Airspace Modernisation

- Following the submission of the statement of need to the CAA at the start of the year, and engagement on design principles as part of the airspace modernisation programme 'Our Future Skies'. Design principles encompass the safety, environmental and operational criteria and strategic policy objectives that the change sponsor aims for in developing the airspace change proposals. The design principles form a high-level framework against which airspace change design options will be developed and evaluated in the future stages.
- LCY engaged with affected stakeholders in the development of these principles, in a first meeting on 29th May with a workshop, following with a 2-month engagement with wider stakeholders will commence. The design principles must be finalised and submitted to the CAA by October 2019.



## 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 March 2019.

### 3.1 Education

---

- Between 1<sup>st</sup> January and 31<sup>st</sup> March 2019 the airport engaged with 420 students from 12 schools and university through our educational programmes across 7 key boroughs which included Newham, Tower Hamlets, Greenwich, Redbridge, Barking and Dagenham, Waltham Forest and Havering.
- **Primary School** – Mayflower Primary School (Tower Hamlets), Upminster Infant & Junior school, visited the airport for a tour, learning more about the different job roles at the airport.
- **Secondary School** – the airport hosted over 300 students from 10 different schools.
- **University** – Metropolitan University received an airport tour and a seminar.

### 3.2 Employability & Skills

---

- **Local Recruitment** – the airport has over 2000 staff employed across the site. In the first quarter of 2019, 38% of the new recruits directly hired by the airport are residents in Newham and 79% of the new recruits hired directly by the airport live in East London. A total of 27% of the onsite new recruits are from Newham and 54% 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 Q1 of 2019 a total of 20 Newham residents were supported into a job at the airport through the programme.
- **Work Experience** – the airport hosted two work experience placements within the customer service and corporate affairs department.

### 3.3 Community Investment

---

- **Biodiversity events** – the Sow & Grow events at St. Johns Garden was held with support from the airport's sponsorship.

### 3.4 Community Engagement

---

- **Monthly airport drop-in sessions** – Since March, the airport initiated monthly evening drop-in sessions taking place each 2nd Tuesday of the month at Royal Docks Learning and Activity Centre.
- **Royal Docks Community Forum** – the airport participates in the monthly Royal Docks Community Forum.
- **Airports Operators Association (AOA) Safety Week** - to promote the vital need for a strong safety culture across 52 UK airports. A community focused event was organised to raise the awareness of safety among communities living near the airport. Guest speakers included the MET Police, Airport Fire Service and the CAA Drone Awareness team.

### 3.5 Business Engagement

---

- **Beyond Zone 1 videos** – to support the visitor economy in East London boroughs, the airport initiated, in partnership with Londonist.com, the Beyond Zone 1 video series, the latest videos were published, focussing on Barking & Dagenham and Havering, featuring the Leaders of the Councils - Councillor Darren Rodwell and Councillor Damien White, respectively.

### 3.6 Future Community Activities

---

- **Volunteering Fortnight** – the airport's annual volunteering initiative will take place between 3rd and 14th of June with a range of activities for a 2 week period, during which LCY staff will spend time volunteering with local charities and community groups.
- **Community Magazine 'Inside E16'** – The airport will distribute the next Community Magazine in June 2019 which will focus on sustainability at the airport.
- **Royal Docks Meet the Buyer Event** – the airport in partnership with the London Borough of Newham will host the next business event for East London SMEs on the 25th of July 2019.
- **Ferry Festival** – the airport will sponsor the next Ferry Festival event for residents in the Royal Docks.
- **Summer of Festivals** – the airport will sponsor the iconic 'Summer of Festivals' events which is organised by the London Borough of Barking and Dagenham and will take place in June and July.
- **Havering Festival** – the airport will be the main sponsor for the Havering community festival organised by the London Borough of Havering in August 2019.





## 4 Planning

This report comprises key planning updates covering the City Airport Development Programme since the last meeting of the committee in March 2019.

### 4.1 City Airport Development Programme

---

#### Approval of Details Applications

Since the last consultative committee the following have been approved by London Borough of Newham (LBN):

- March 2019 - minor revision to the details previously approved under CADP1 condition 34 (details of design). The changes relate to the east pier cladding and minor changes to improve maintenance.
- March 2019 – review of the Aircraft Noise Categorisation Scheme (ANCS) under CADP1 condition 18 following a 12 month implementation has been finalised. The ANCS has now fully replaced the old noise factoring system for aircraft with a more modern quota count system, based on aircraft noise certificates and brings us in line with other UK airports.
- April 2019 - minor revisions to the details previously approved under CADP1 condition 31 Noise Management and Mitigation Strategy (NOMMS) to reflect the outcome of the newly introduced incentives and penalty limits and temporary measures to improve delivery of the Sound Insulation Scheme (SIS).

### 4.2 CADP Planning Compliance

---

- The Airport will submit the 2018 Annual Performance Report (APR) to LBN at the beginning of June and will publish it online by 30 June in accordance with our planning requirements. Once LBN officers have reviewed we expect that the headlines will be reported to LBN's Development Management Committee by their Airport Monitoring Officer sometime later in the year. We will circulate a link to the APR once published.
- No issues of non-compliance with the CADP planning permission have been identified by the Airport or LBN to date in 2019.

## 4.3 Beyond CADP

---

- As reported at the previous meeting, we are currently working on an update to the 2006 master plan and expect to be able to commence consultation on this ahead of the summer holiday period. We continue engagement with LBN, GLA and TfL ahead of that.
- Prior to the launch of the draft master plan, we will provide the LCACC with a briefing on the key details including the proposed consultation timetable and process. We will also look to schedule a special meeting of the LCACC to discuss the draft in more detail and receive feedback.



## 5 Airport Transport Forum

The last meeting of the Airport Transport Forum (ATF) was held on the 14th March 2019. The next ATF meeting is scheduled for 4th July 2019. This report covers the surface access and transport focused activities progressed since the last LCACC meeting in March 2019.

### 5.1 ATF Working Groups

- **Travel Plans** – Draft Travel Plans have been prepared and have been discussed in principle with officers at LBN. The content of the travel plan is still under review, with some additional technical works being undertaken to set mode share targets and mitigation. Target for ATF member review is June 2019.
- **Elizabeth Line Connection**
  - Remain engaged with TfL on short and long term options to create an interchange between the airport and the railway.
  - Following government awarding of funding to the C2E consortium to progress the project, we are engaged with the group and look forward to working with them on the next steps.
- **Cycling and Walking**
  - We are continuing to engage with LBN and Royal Docks Team to ensure we can facilitate dock less cycle hire initiative when this is agreed. We also are continuing to work with LBN as they develop the North Woolwich Road scheme.

#### Update on surface access

- The airport's car sharing scheme continues it's positive start with 6 new teams, now a total of 10. There are six teams who are regularly sharing and have saved around 2500kg of CO2 – which is the equivalent to the energy use of an average house for around 70 days.
- Residents Parking Zone (standing ATF agenda item): No concerns have been raised with the airport directly since the previous meeting.