

Airport Reports

London City Airport Consultative Committee
16th September 2021



**CITY
AIRPORT**

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1 CEO report

This report comprises key business updates since the last meeting of the committee in June 2021.

1.1 Business Performance

- The airport has seen consistent, stable growth over the summer driven by an increase in demand for leisure travel. Since June, passengers have returned to the airport for summer getaways to key leisure destinations such as Ibiza, Palma, Nice, Malaga, Skiathos and Mykonos.
- In August, the airport had connections to 21 domestic and European leisure and business destinations, including new routes to Split, Gibraltar, Jersey, and Guernsey.
- Domestic routes to Edinburgh, Belfast and Glasgow continue to perform strongly with high load factors, and we have also seen a strong rebound in demand for flights to other European destinations such as KLM's flights to Amsterdam.
- More airlines have also returned to the airport, including SWISS with a daily rotation to Zurich (operated by Helvetic Airways) as demand for business travel starts to pick up. Lufthansa will also resume operating their flights to Frankfurt from mid-September.
- The airport also welcomes the return of more BA routes this month, including Dublin, Amsterdam, Zurich, Geneva, and Rotterdam, as more of the airport's core business travel routes are restored.
- However, despite a recovery in traffic over the summer period, the airport's passenger volumes remain in the order of 75-80% down on the equivalent levels seen pre-pandemic in 2019, and there is a possibility that overall passenger volumes in 2021 will not be higher than in 2020.
- The UK Government's overly cautious approach to restarting international travel, notably the complex traffic light system, and extensive and expensive testing rules and processes, continue to suppress demand and market confidence.
- But we are hopeful that the UK Government will announce a more comprehensive relaxation of international travel rules at the next review due by the end of the month.

1.2 Operational and Passenger updates

- Despite the removal of the legal requirements, the airport continues to ask staff and passengers to wear **face coverings** whilst in the airport in line with the latest Department for Transport guidance.
- The airport opened a new, larger, onsite **Covid-19 Testing Centre** in June. Located adjacent to the terminal, the facility is delivered in partnership with Collinson. It enables the airport to administer over 200 tests per hour and offers passengers the full range of approved Covid-19 tests for arriving and departing passengers for all international markets. Passengers can pre-book their tests and benefit from fast results. Demand has picked up and the feedback has been positive.
- A major milestone for the airport was achieved on 2 September with the inaugural flight of the **Embraer E190-E2** with a Helvetic Airways flight arriving from Zurich. This new aircraft, recently certified for steep approach at the airport, is 17% more efficient in terms of fuel burn and emissions and is also much quieter than the previous generation of Embraer aircraft currently operating from the airport. Developments such as this will enable us to continue to build a better and more sustainable airport for the benefit of passengers, staff, and the local community.
- The upgrade of the airport's **E-Gates** was successfully delivered, with a 'go live' at the end of July. The airport now has 10 fully operational E-Gates that can be used by arriving passengers from green and amber list countries. The E-Gates upgrade brings several benefits, including automating passenger locator form checks and a faster approach to clearing immigration. London City was one of the first airports to have had this upgrade installed and the feedback from passengers has been very positive.
- Our excellent customer service and quick and easy passenger experience was recognised in a recent **CAA passenger survey**. The airport's NPS score (which measures overall brand favourability) was 86.7% in June - this was the highest score achieved by any UK airport and a 17% increase on our score of 70 in Q4 2020.
- We recently conducted a trial of a **sustainable security bag** with passengers. The bag, which is fully compostable, doesn't leave any trace of plastics in the environment, and can be composted at home by passengers or disposed of as food waste at the airport. In addition, the airport has been trialling electric buses in its airside bus fleet. The airport's new **Sustainability Roadmap**, which will outline new environmental targets and initiatives, will be published later in the year.
- At the start of August, the airport unveiled its first ever public art commission - **Destination London**, by East London artist, Anne Hardy. This unique work, situated in the West Pier arrivals corridor, will greet millions of international visitors over the next two years as passengers return to the airport.

1.3 LCY in the Community

- **Community Fund** - the airport announced in July that 12 local charitable organisations had secured grants from our £75k Community Fund to enable significant and positive change for our local communities in East London. In the latest funding round, £35,940 was allocated to local groups covering eight East London boroughs, including Newham, Tower Hamlets, Hackney, Southwark, Lewisham, and Barking and Dagenham.
- **IASTI London City** - the airport is supporting the new International Air & Space Training Institute (IASTI) based at the London Design and Engineering University Technical College in the Royal Docks. Starting this month, a post-16 course in ground operations will train young people for

specific roles in aviation, from customer handling and security to aircraft dispatch. The airport is sharing training materials and offering operational insight to assist the students' learning.

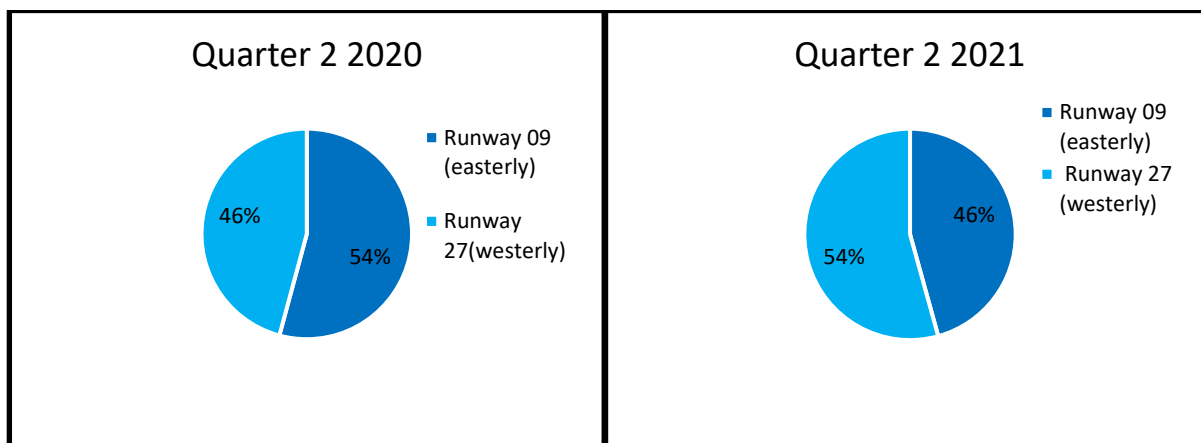
2 Airspace and Environment

The purpose of this report is to detail environmental performance. This is shared with the LBN, the Consultative Committee and the local community.

2.1 Aircraft Information

Key Stats Dashboard		April	May	June	Q2 Total
Passengers	2020	-	-	103	103
	2021	10,851	18,873	31,325	61,049
Aircraft Scheduled Movements	2020	-	-	18	18
	2021	360	514	732	1,606

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 and Track Keeping System Performance

During this quarterly period all Noise Monitors (NMT's) were fully operational and data received on all days.

NMT	Calibration	Data
1	OK	Data received on all days
2	OK	Data received on all days
3	OK	Data received on all days
4	OK	Data received on all days
5	OK	Data received on all days
6	OK	Data received on all days

2.4 Quota count

LCY operates a quota count system, whereby aircrafts are banded in 1dB categories based on their noise certification (adjusted for the 5.5° 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. In Q2 the rolling 12 months QC total is 1,109.

Period	Quota Count Total ¹
Apr – Jun 2020	4
Jul - Sep 2020	387
Oct - Dec 2020	308
Jan – Mar 2021	99
Apr – Jun 2021	315

¹ QC totals are rounded to nearest whole number. Rolling totals are sum of unrounded values and therefore may differ slightly from the sum of the relevant quarters.

2.5 Incentives and Penalties Scheme

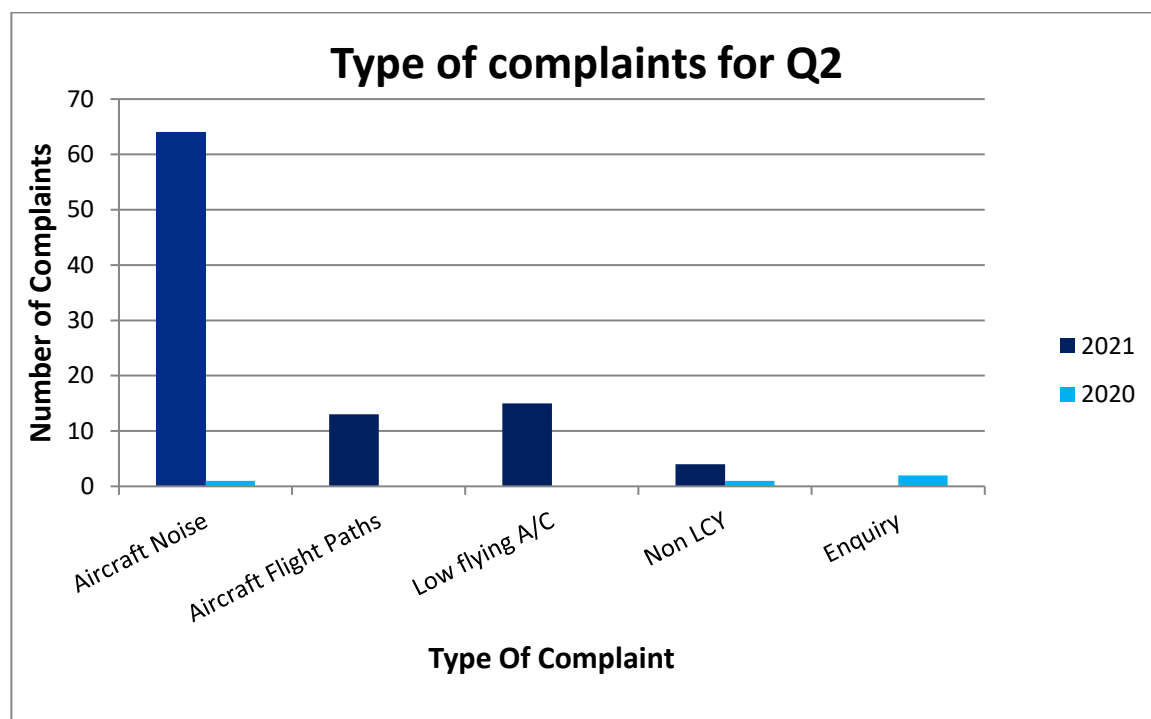
A new incentives and penalties scheme came into full effect on 1st November 2018. The purpose of this scheme is to incentivise aircraft to be flown in a quieter manner by rewarding improved performance and penalising poor performance. Below are the monthly penalties, credit removals and credit awards during Q2 2021.

Month	Fixed Penalty	Fixed Penalties (Total Value)	Credit Removal	Credit Awards
April	0	0	0	49
May	0	0	0	35
June	0	0	0	46
Total	0	0	0	130

2.6 Aircraft complaints & enquiries

During Q2 2021 LCY received a total of 96 correspondences, 92 of which were complaints, and 4 were related to non-LCY operations or enquiries. There was only 1 complaint received in Q2 2020 as the airport only operated 24 flights during this period due to the pandemic and Airport closure. As the Airport has begun to ramp up movements, we have seen an increase in complaints from 25 complaints in Q1 2021 to 92 complaints in Q2 2021.

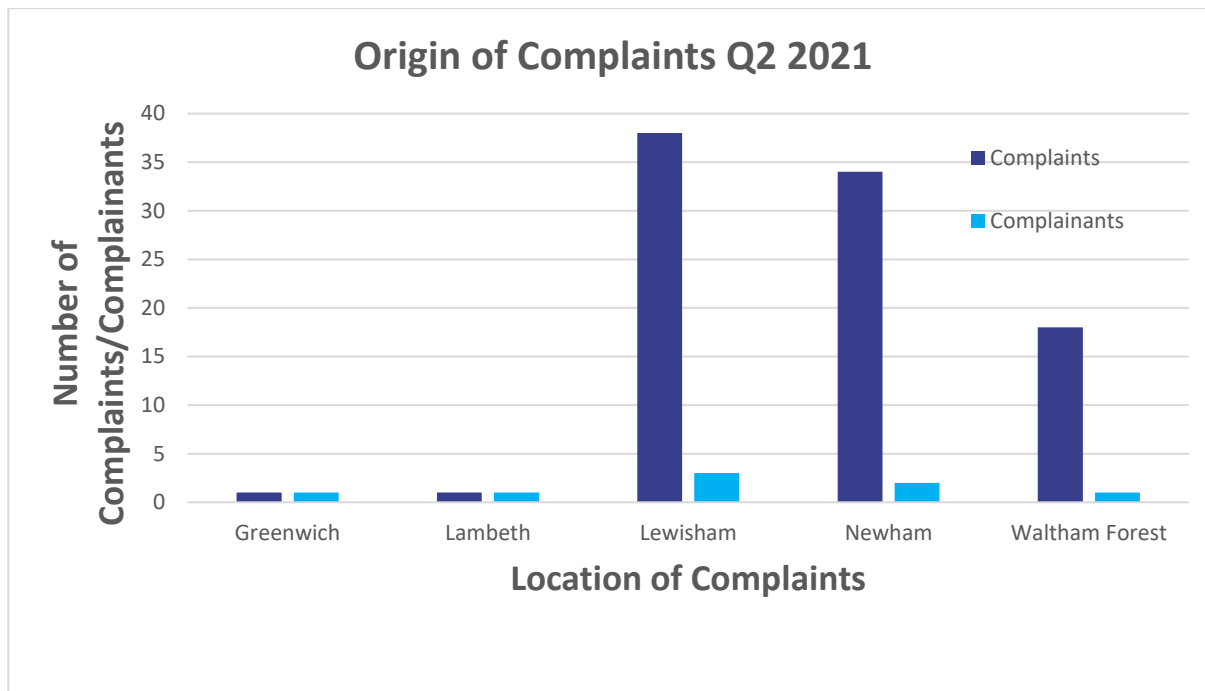
During Q2 2021, 92.3% of complaints were from four individuals, 2 complainants were from Newham, 1 was from Lewisham and 1 from Waltham Forest.



The monthly breakdown of total complaints and events generating a complaint relating to London City Airport is as follows:

April 2021	09 complaints
May 2021	26 complaints
June 2021	57 complaints

The chart below show the breakdown of complaints related to the number of complainants and from which boroughs these were received for Q2 2021.



2.7 Sound Insulation Scheme

Tier	Explanation	2018 APR	2019 APR (re-inspections)
Tier 1 Widest geographical area, 57dB LAeq,16hr	<p>Single glazed properties are offered either secondary glazing or thermal double glazing plus acoustic ventilators</p> <p>Double glazed properties are offered acoustic ventilators</p>	<p>Of 714 properties:</p> <ul style="list-style-type: none"> 317 installs (44.4%) 547 surveys 66 refused by the resident or property owner <p>167 no interest expressed</p>	<p>Of 39 re-inspections properties:</p> <ul style="list-style-type: none"> 33 installs 38 surveyed 3 refused
Intermediate Tier Second widest contour, 63dB LAeq,16hr	<p>Option 1: Secondary glazing and sound attenuating ventilators, with the installation managed by LCY.</p> <p>Option 2: £3,000 contribution (index linked to April 2016) towards the cost of installing high acoustic performance double glazing and sound attenuating ventilators</p>	<p>Of 56 properties:</p> <ul style="list-style-type: none"> 26 installed (46.43%) 38 surveyed 3 refused 16 no interest expressed 	

Tier 2 Smallest contour, 66dB LAeq,16hr	All properties in Tier 2 are offered a 100% contribution to the cost of high-performance double glazing	Of 5 properties: <ul style="list-style-type: none"> • 4 installed • 1 refused by the resident or property owner 	
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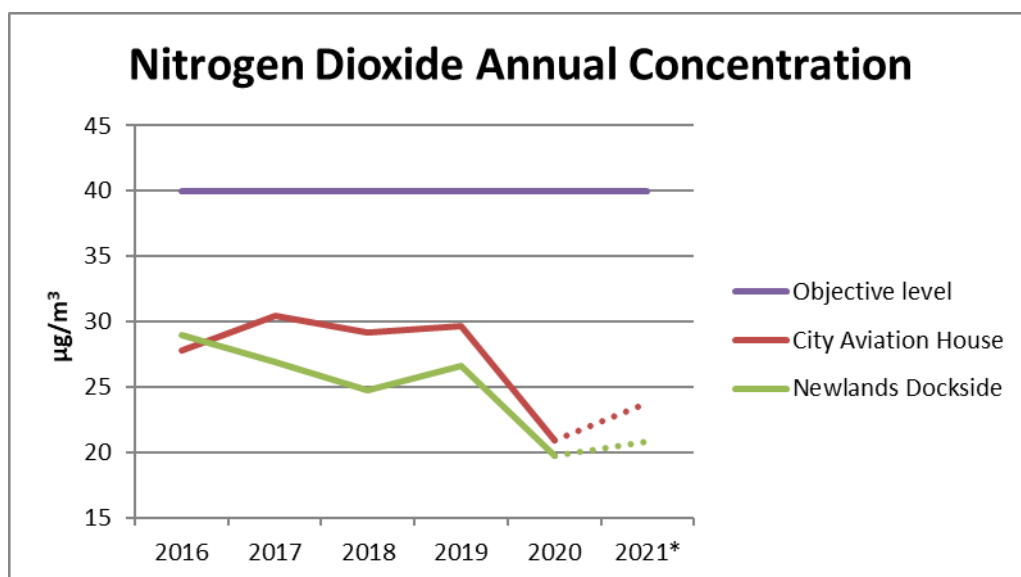
No new properties became eligible in the 2020 APR as the noise contour was smaller than it was in 2019.

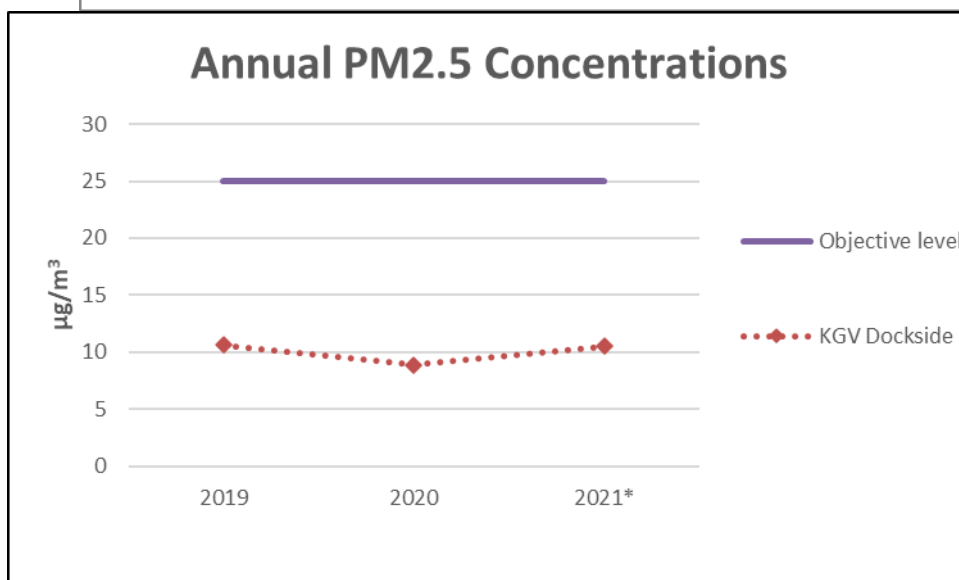
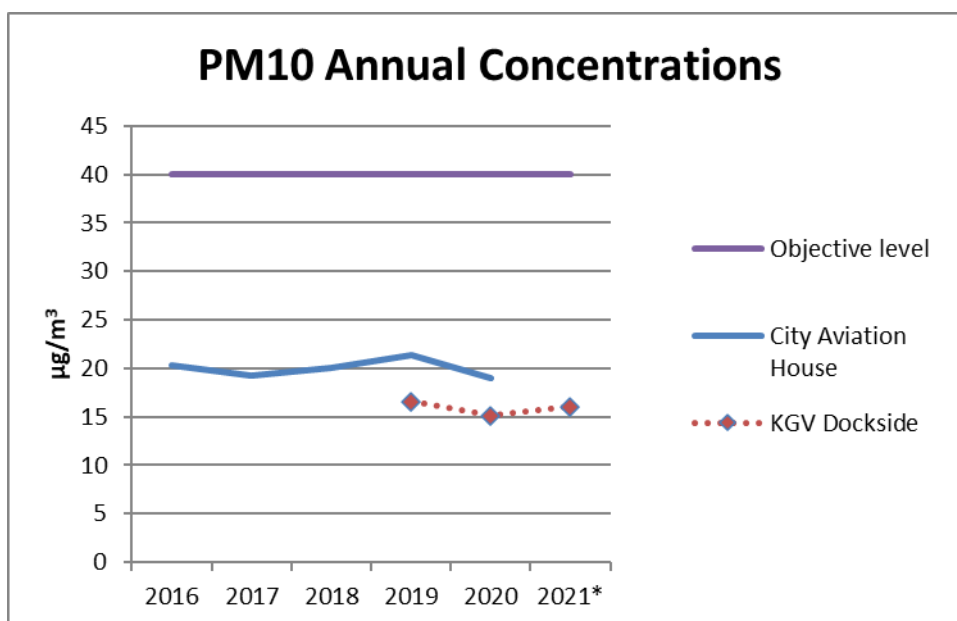
A small number of properties however became eligible for reinspection. This is based on them having works carried out 10 years ago.

2.8 Air Quality

The graphs below show the levels of nitrogen dioxide, PM10 and PM2.5 (three air pollutants) over the last 5 years at LCY compared to the objective levels published in the UK Air Quality Strategy. A new monitor was installed at the end of 2018 at KGV Dockside, measuring PM10 and PM2.5 (hence why data is not available before this date). This monitoring station replaced the PM10 monitor at CAH at the end of Q3 2020 and the NOx monitor at CAH will also be relocated to KGV in due course.

The data shows that the levels of these pollutants are below the objective levels, indicating that air quality at LCY is acceptable.





* 2021 data will be ratified at the end of the year and is therefore not directly comparable. The figures for 2021 include Q1-Q2 data only.

The table below details LCY's air quality performance during Q1 of 2021. Again the concentrations of nitrogen dioxide, PM10 and PM2.5 are below the objective levels published in the UK Air Quality Strategy, indicating that air quality at LCY is acceptable. The data for Q2 should not be directly compared to ratified annual data but is compared to the annual objective levels below as an indication.

		Objective Level	Q2 2021 Performance
NO₂	Period Mean (µg/m ³)	40	CAH: 19.2 ND: 17.5
	No. 1-Hour Mean > 200 µg/m ³	18 (annually)	0
PM10	Period Mean (µg/m ³)	40	CAH: - KGV: 14.2
	No. 24-Hour Means >50 µg/m ³	35 (annually)	CAH: - KGV: 1

PM2.5	Period Mean ($\mu\text{g}/\text{m}^3$)	25	KGV: 8.9
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2.9 Airspace Modernisation

The Airspace Change Programme (ACP) is now restarting following the Government's funding announcement to provide the necessary support to get UK airports to the next stage of the CAP1616 process. This allows remobilisation of resources to complete the remainder of ACP Stage 2. As part of the restart, a short list of options for the airspace change has been internally discussed. This will require further assessment and engagement with NATS and other space users to be finalised.

2.10 Other environmental updates

LCY are continuing working with industry partners on low/zero carbon aviation projects looking at the commercial and operational viability of future flights. This is part of the government's Future Flight programme.



3 Community

This report comprises key community updates covering the education, employability, community investment, and community engagement and volunteering since the last meeting of the committee in June 2021.

3.1 Education

- **Partnerships with local schools** - in partnership with ELBA, the airport has supported local students via activities including careers talks, mock interviews and CV/LinkedIn profile reviews. The airport is re-engaging with schools in September to understand how to best support them going forward.

3.2 Employability & Skills

- **Youth mentoring** - the airport's new youth mentoring scheme, delivered in partnership with 15 BillionEBP, commenced over the summer. The programme has recruited airport staff to volunteer to mentor Year 9 students from the Oasis Academy Silvertown over the next two years.

3.3 Community Investment

- **Community Fund** - the successful applicants to the latest round of Community Fund grants were announced in July. £35,940 was awarded to 12 charities and not-for-profit organisations covering 8 East London Boroughs. Grant recipients included the Learning Revolution Trust, Disability Sports Coach, South London Cares, and the Romford Town Swimming Club. The Fund has awarded a total of £75k funding to 26 local groups in 2021, and since launching in May 2019, £237k has been awarded to 78 charitable organisations based in East London. Photographs and video footage of key projects will shortly be showcased on the Community Fund website.

3.4 Community Engagement and Volunteering

- **LCY Helpers** - volunteers from the airport have supported local food banks' weekly deliveries of food parcels to families and children at risk of food poverty.
- **'Inside E16' community magazine** - the next edition of the newsletter will be distributed to E16 residents later this month.



4 Planning

4.1 Planning Compliance

In accordance with its Section 106 obligations, the airport published the 2020 Annual Performance Report (APR) on both the airport and consultative committee websites at the end of June 2021. The APR can be viewed by clicking [here](#). The APR includes a detailed overview of how the airport performed against all planning controls and requirements in the 2020 calendar year.

During the course of 2020 the Local Planning Authority (LPA) used its discretion to agree to the suspension of a number of operational and construction controls while the airport had either temporarily suspended commercial operations or was operating at significantly reduced levels due to the severe impacts of the Covid-19 pandemic. Despite this, there were no breaches of planning compliance reported by the airport in 2020.

Given the ongoing pause of the CADP build programme, all construction noise monitors have been decommissioned. A revised monitoring programme will be agreed with the LPA prior to any works re-commencing. All aircraft noise monitoring remains in place and operational.

In July 2021, the LPA approved planning permission for the airport's airside operational buildings (known as the Ledger Village) to remain in situ until 2026. This will allow for the phased transition of the current facilities into the new CADP buildings over time.

4.2 Airport Transport Forum

The airport has commissioned a trial of new electric charging facilities which will include the provision of up to 8 new chargers on the airport campus and provide important infrastructure for our passengers, staff and taxi drivers and enable them to travel to and from the airport by more sustainable means.

The new chargers will be in place by the end of this year and coincide with the extension of the Ultra Low Emissions Zone (ULEZ).

Subject to the usage of the new chargers, the airport will review the case for further investment in additional chargers in 2022.

The airport continues to review the possibility to partner with the Brompton Bike Hire scheme and provide facilities at the airport.