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1. CEO Report



This report comprises key business updates since the last meeting of the committee on July 26th, 2018

1.1 BUSINESS PERFORMANCE

- In August, LCY announced the return of Aer Lingus to the airport. Aer Lingus, in partnership with CityJet, will operate LCY to Dublin, the airport's 3rd busiest route. The news also makes onward connections, to one of Aer Lingus' 13 North American destinations, far easier. Aer Lingus are scheduled to commence services from October 29th.
- BA CityFlyer has added 4 new Embraer E-190 aircraft to their LCY fleet, bringing the total fleet number to 26. Additionally, from November 11th, BACF will launch a daily service to Rome and a fifth daily service will be added to Zurich on week days.
- July 2018 was the busiest ever month at LCY with 471, 519 passengers travelling through the airport – a 15.7% increase on July 2017.
- Current end of year passenger projection is 4.7- 4.8m.
- Airport Service Quality (ASQ) scores showed an increase in overall passenger satisfaction from 4.07 (out of 5) in Quarter 1 to 4.24 in Quarter 2.

1.2 LCY STAKEHOLDERS RELATIONS

- LCY, along with other UK airports, met with the Aviation Minister and senior DfT officials to discuss aviation and Brexit matters.
- LCY held meetings with a number of MP's including Stephen Timms, Jim Fitzpatrick and the new leaders of Havering and Greenwich councils.
- LCY met with the Crossrail to Ebbsfleet team to understand their objectives, lobbying programme and to evaluate ways in which the teams could work together.

1.3 LCY MEDIA ENGAGEMENT

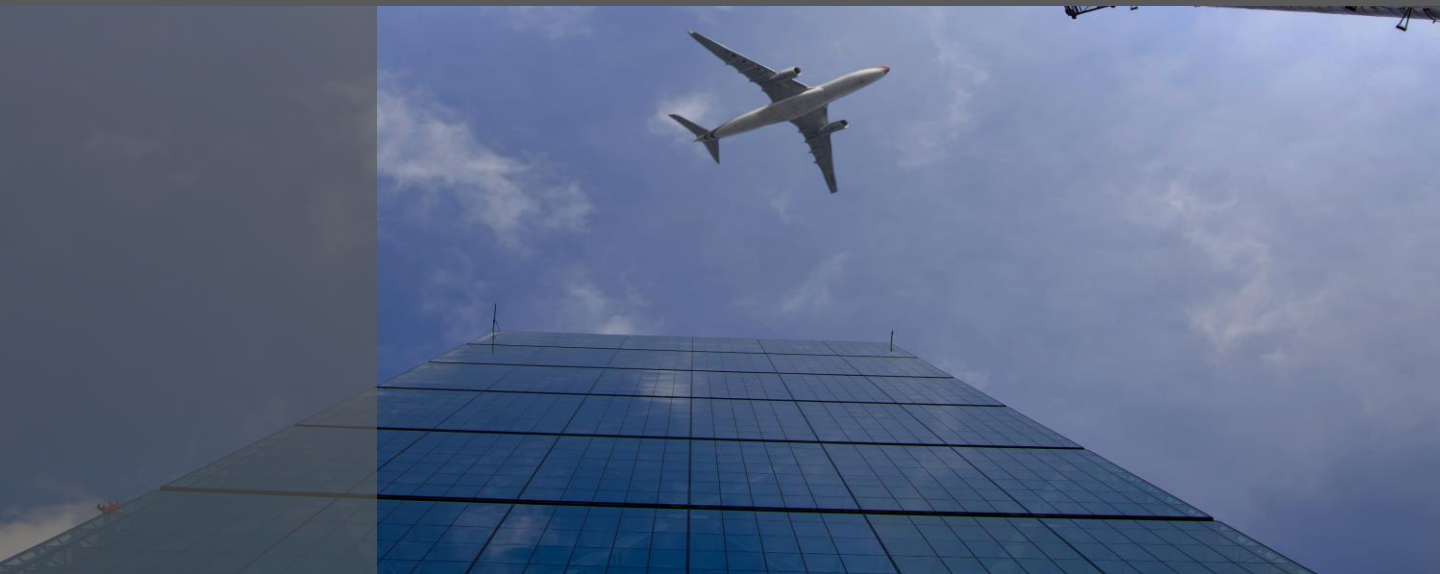
- LCY's "smartphone amnesty" story was covered by Sky News, the Evening Standard and LBC
- The BBC's Travel Show recorded an episode from LCY
- The BBC Asian Network Breakfast show broadcasted from LCY on "Celebrity Summer Jobs" focussing on ramp services positions at the airport

1. CEO Report

1.4 LCY IN THE COMMUNITY

- CADP partner BAM Nuttall held an inaugural “bring your daughter to work” day which saw 20 children accompany their parents to work learn about careers in engineering.
- LCY attended and sponsored the Royal Docks Ferry Festival providing information on airport activity as well as the Noise Action Plan Consultation

2. Airspace & environment



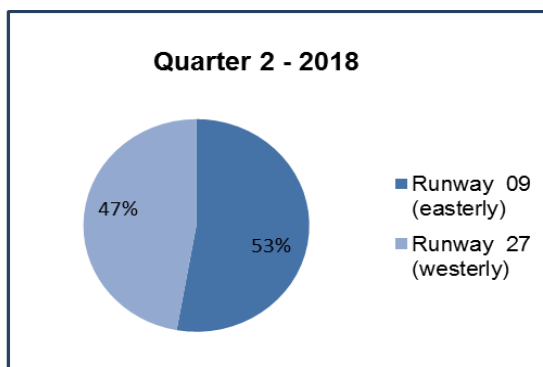
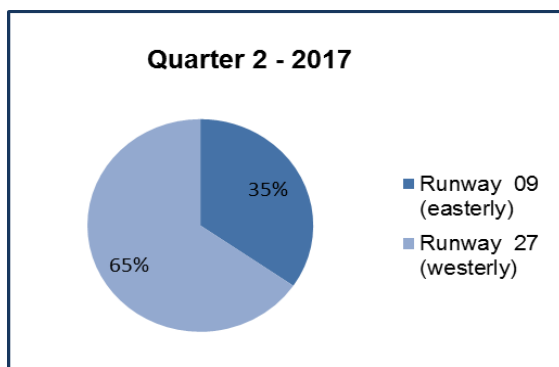
This report comprises updates on airport movements, runway utilisation, aircraft noise complaints, air quality performance and construction Sound insulation scheme progress between April to June 2018.

2.1 AIRCRAFT INFORMATION

Passenger numbers increased by 9% in the Q2 2018 in comparison to Q2 2017 with aircraft movements only increasing by 1.2%.

Key Stats Dashboard		April	May	June	Total
Aircraft Scheduled Movements	2017	6,041	6,693	6,702	19,436
	2018	6,236	6,786	6,653	19,675
	Variance	+3.2%	+1.4%	+0.7%	+1.2%

2.2 RUNWAY UTILISATION

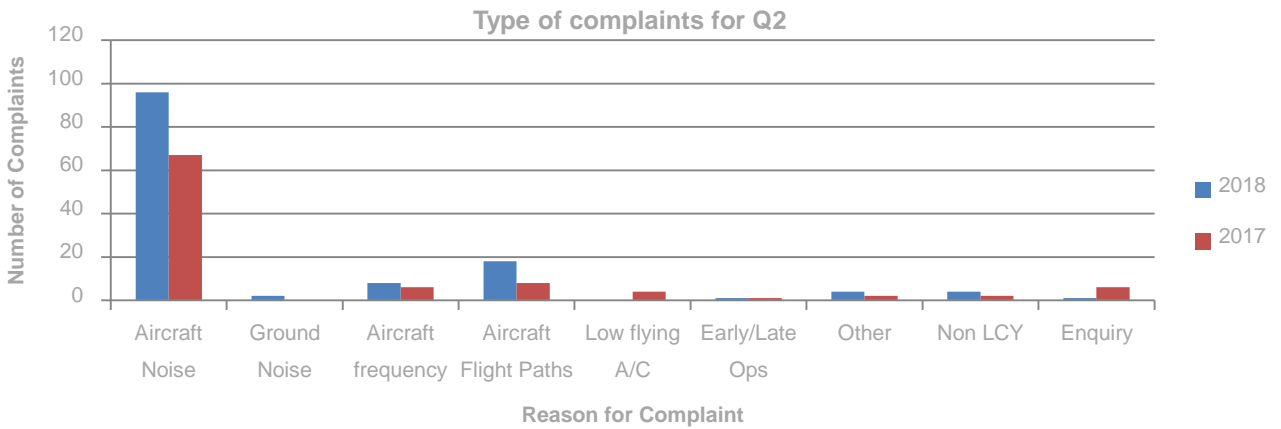


The use of either end of the runway for departures and arrivals is based on wind direction as aircraft must take off into the wind. Wind direction therefore changes where aircraft will fly in general when arriving leaving the airport because each end of the runway has its own routes.

2. Airspace & environment

2.3 NOISE, COMPLAINTS & ENQUIRIES

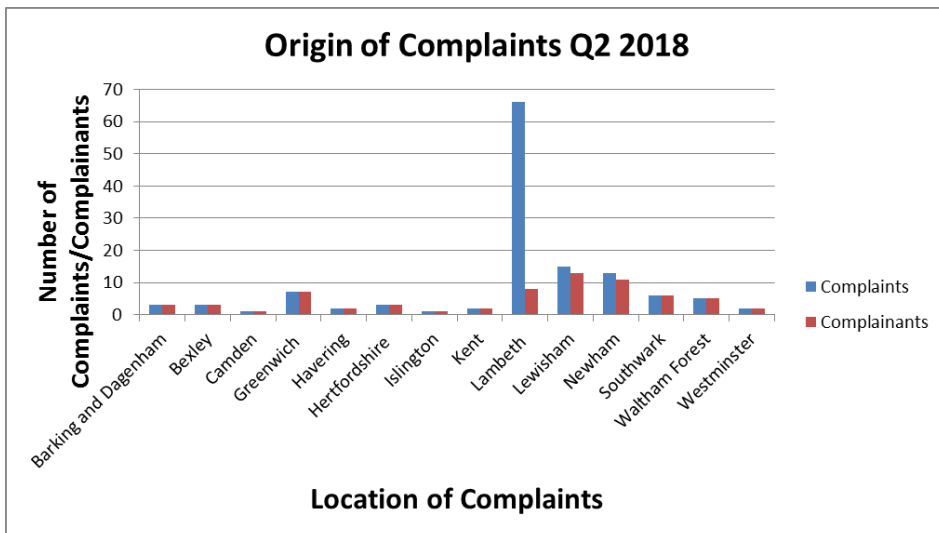
- During Q2 2018 all Noise Monitors (NMT's) were fully operational and data received for each day.
- LCY launched the consultation on the new Noise Action Plan to cover 2018-2023 in July 2018.
- During Q2 LCY received a total of 129 complaints relating to the operation. 41% was from one individual. In the same period last year, 88 complaints were received representing a 46.6% increase. This is partly attributed to an increase in 09 runway usage over the same period with 52.8% (09 runway usage) in Q2 2018 compared to 34.6% in Q2 2017. The largest amount of complaints was related to aircraft noise.



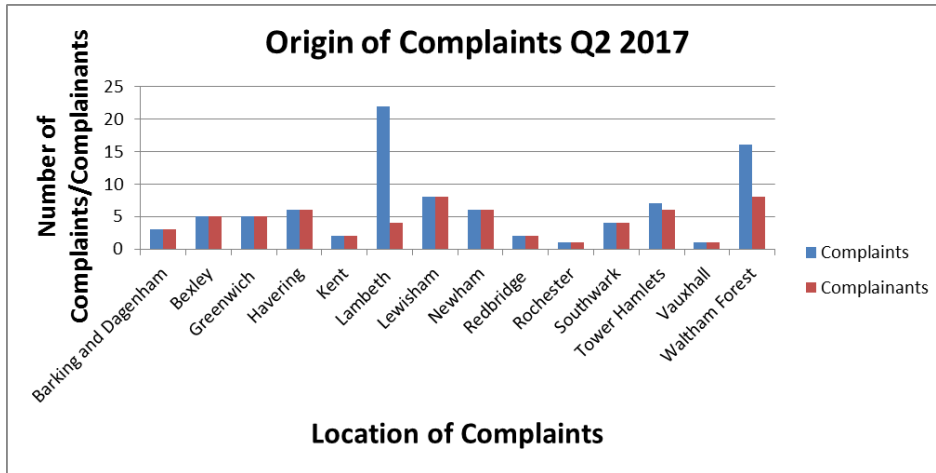
- **Complaint breakdown** - the monthly breakdown of total complaints and events generating a complaint relating to London City Airport:

April 2018	30 complaints (60% were from one individual)
May 2018	44 complaints (52.27% were from the same individual)
June 2018	55 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 Q2 2018 and 2017.



2. Airspace & environment



2.4 SOUND INSULATION SCHEME

- Proton, Elektron, Neutron, Switch House – 181 surveyed and 123 have been fitted (as of 20th July 2018). The project is progressing well and is expected to be completed by September 2018.
- Treatment will also commence in properties in Drew House and Wards Wharf Approach in the next few months, along with other smaller buildings.

2.5 CONSTRUCTION SOUND INSULATION SCHEME

LCY has added 201 properties into the scheme as a result of a proposal to accelerate the CADP programme and shorten the duration of construction. These properties have recently been offered the works via letter, and have been added to the table above since the last report.

	Zone A	Zone B	Zone C
Total Properties	83	148	363
Surveyed	71	92	89
Fitted	48	25	63
Rejected works	5	6	46
Surveys complete	86%	62%	25%
Installation Complete	58%	17%	17%

The CSIS scheme is anticipated to be finished by the end of 2018. The increase in uptake of the programme can be explained due to the following actions which were undertaken:

- London Borough of Newham (LBN) have made the works compulsory for all local authority owned properties
- LCY have enlisted an LBN Community Liaison Officer to increase uptake
- Commissioned a prototype window to display in communal areas for eligible buildings
- Letters and posters have been circulated within the catchment area
- Scaffolding for Dunedin House and Westland House (2 of the 3 main tower blocks) has commenced.

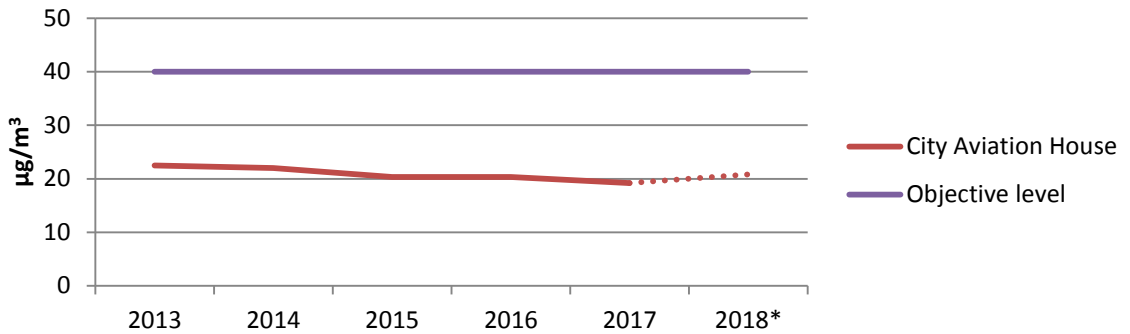
In 2018, the airport has received a total of 34 construction noise related complaints from a total of 16 people 41% of the complaints were made by 2 complainants.

2. Airspace & environment

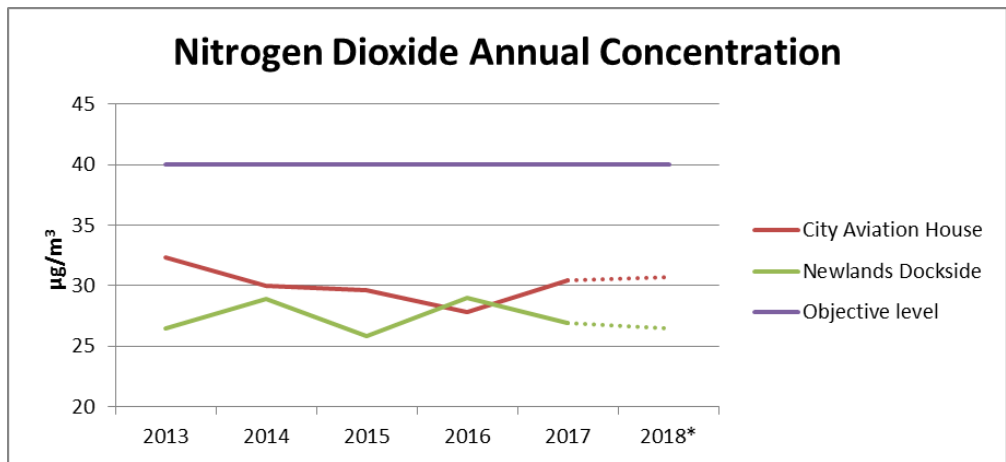
2.6 AIR QUALITY

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.

PM10 Annual Concentrations



Nitrogen Dioxide Annual Concentration



*2018 data is based on Q1-2 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: 27.3 ND 23.0
	No. 1-Hour Mean > 200 µg/m ³	18 (annually)	0
PM10	Period Mean (µg/m ³)	40	21.6
	No. 24-Hour Means >50 µg/m ³	35 (annually)	1

2.7 ENVIRONMENTAL PERFORMANCE

- LCY has a waste recycling target of 70% by the end of 2018. In Q2 of 2018, 55% of waste was recycled. The airport undertakes the following activities to reach this target:
 - Staff awareness campaigns
 - Reduce bins in the office areas
 - Segregating waste
- In July 2018, the airport achieved accreditation to the international standard ISO14001:2015 for Environmental Management Systems in July 2018. This is to ensure that the airport effectively manages environmental risk and continuously improves its sustainability performance.

3. Community



3.1 EDUCATION

Between June and August London City Airport engaged with a total of 646 students through our educational programmes which were delivered across 7 key boroughs which included: Newham, Tower Hamlets, Greenwich, Redbridge, Barking and Dagenham, Waltham Forest and Havering.

- **Primary school** - A total of 64 primary school students received an airport tour.
- **Secondary school** - 300 East London students received an airport related challenge through which they developed their Science, Technology, Engineering and Math's (STEM) skills. Schools which participated were: Kingsford Community School (Newham), Seven Kings School (Redbridge), Heathcote School and Science College (Waltham Forest), Harris Academy Rainham (Havering), and Coopers' Company and Coborn School (Havering). The winning group was Kingsford Community School. The prize for the winners will be an airside tour of the airport, and the chance to visit the Emirates Aviation Experience, where the winners can test their take-off and landing skills on the Flight Simulator. Before the programme, only 40% of students agreed or strongly agreed that they had a good understanding of possible career paths at the airport, by the end this was 98%.

3.2 EMPLOYABILITY & SKILLS DEVELOPMENT

- **Local Recruitment** - London City Airport has over 2000 staff employed across the site making it one of the largest employers of local residents in East London. In the second quarter of 2018, 54% of the new recruits directly hired by the airport are residents in Newham and 68% of new recruits hired directly by the airport live from East London. 35% of the onsite recruits are residents in Newham and 76% of the onsite new recruits come from East London. In 2018 a total of 30 residents living in the E16 Royal Docks and Canning Town area were recruited by the onsite companies.
- **CADP Recruitment** - LCY is working closely with Newham Workplace on construction jobs and recently Workplace attended the airport's Contractors Forum.
- **Take off Into Work** - is a flagship local employment scheme 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 33 Newham residents were supported into a job at the airport through the programme.
- **Work Experience** - a total of 5 students undertook work experience at the airport in which they get familiar with different departments. London City Airport also facilitated 19 additional work experience placements for a collaboration with 15 Billion EBP.

3. Community

3.3 COMMUNITY INVESTMENT

- **Sponsorship** – the airport sponsored the following events:
 - The Royal Docks Ferry Festival;
 - The pride float from METRO charity, which provides health community and youth services in London;
 - The Summer of Festivals in Barking and Dagenham
 - Havering Show
- **Fundraising** – since the start of the partnership the airport has raised £935,824 for Richard House Children's Hospice.
- **National Citizen Challenge** – the airport hosted the National Citizen Challenge where 20 15-17 year olds from East London volunteered their time by developing a community project.

3.4 COMMUNITY ENGAGEMENT

The airport engaged with the local community through the leaflet the London City Airport Consultative Committee, the Royal Docks Community Forum and several community events.

- Ahead of the commencing of the piling and decking works on Saturday 23rd of June, a letter has been distributed among 6,100 local residents. This is part of a wider community engagement programme which included the following community events:
 - 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 into 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** – A video of the successful Royal Docks Meet the Buyer event has been shared on social media channels. The 3 month review of the event showed a contracts win of £1.01 million with 20% of the suppliers which attended the event received. In August the Steering Group met to plan the next Royal Docks Meet the Buyer event.
- **Mayor Business Breakfast** – The airport attended the Newham Business breakfast at Stratford East Theatre to discuss community engagement activities in Newham.

3.6 FUTURE COMMUNITY ACTIVITIES

- The airport has created a video about the piling and decking which is part of the City Airport Development Programme. The video can be found here: <https://www.youtube.com/watch?v=pzRZFW4sJe0&feature=youtu.be>
- The airport will sponsor the Thames Estuary Growth Day on the 31st of October.
- The airport will issue a Community Magazine which will be shared with local residents in the Royal Docks area. The first issue will be shared in October.
- The airport, in collaboration with East London Business Alliance, will host the 3rd annual STEM in Aviation event on Thursday 15th of November. A total of 400 students will learn about STEM subjects in the aviation industry.

4. Planning



This report comprises key planning updates covering the City Airport Development Programme since the last meeting of the committee on July 26th, 2018

4.1 CITY AIRPORT DEVELOPMENT PROGRAMME (CADP)

Recent CADP Approvals

- On 16 August 2018 London Borough of Newham (LBN) approved some minor changes to the design of the CADP Decked Car Park including tweaks to the approved building footprint and enclosing the upper car park deck with a roof (LBN Ref. 18/02109/NONMAT).
- Some revised details were also approved under Condition 73 (Parking Areas) to align with the minor changes (LBN Ref. 18/02102/AOD). The changes do not alter the approved number of parking spaces.

Upcoming Planning Submissions to LBN

- An application for some minor non-material design changes to the elevations of the Terminal and East Pier will be submitted to LBN shortly. These minor changes are required following detailed design development and some tweaks to improve customer experience

4.2 CADP PLANNING COMPLIANCE

- Since the last LCACC meeting in July 2018, all 97 planning conditions and obligation in the Section 106 Agreement have been fully complied with.
- Following publication of the 2017 Annual Performance Report (APR) on 30 June 2018, LBN's Airport Monitoring Officer will present LCY's 2017 performance to the LBN Strategic Development Committee in October 2018 [DATE TBC]. The 2017 APR can be viewed on the LCACC website at this link:
 - <http://lcacc.org/meeting-papers-key-documents/airport-annual-performance-report/>

4. Planning

4.3 BEYOND CADP

- LCY has reviewed how the LCACC was engaged in the production of the current Master Plan, and have also spoken to the LCACC Vice-Chair to further understand what was done. There will be opportunities via future LCACC meetings and its Community and Environment Sub-Committees to share information ahead of the formal publication of the draft Master Plan sometime in 2019.
- LCY has recently appointed specialist communications and consultation advisors and a strategy to engage with the LCACC will be shared at the December meeting to ensure there are “no surprises”. We have also discussed commencing the update of the Master Plan with the LBN, the GLA and TfL in recent weeks.

5. Airport Transport Forum



The last meeting of the ATF was held on the 9th August 2018. The next ATF meeting is scheduled for 15 November 2018. This report covers the three Work Group topics being progressed 2018 and also summarises the surface access and transport focused activities progressed since the last LCACC meeting

5.1 ATF WORKING GROUPS

- **Travel Plans** - The travel plans are being drafted and internal review is being progressed. Comments will be sought from ATF members in Q3 2018. Publication of the document is planned to be Dec 2018.
- **Elizabeth Line Connection**
 - In terms of a short term link (2018 to 2019) discussions with ExCeL for a shuttle bus using their taxi pick up area have been positive. A cost for providing this is being considered by LCY's Leadership Team. A decision on this is likely to be made by Oct 2018. Discussions with TfL on including the airport on in-carriage signage are still progressing. A review is currently underway as part of a London-wide mapping update prior to the commencement of the Elizabeth Line.
 - For the medium term (2020-2021), the option to connect Poplar DLR to Canary Wharf Elizabeth Line station – across the North Quay site - doesn't look feasible at present. LCY understand that Canary Wharf Group is looking to submit a planning application in December 2018 and start construction around December 2019. LCY will keep talking to them to see if any opportunity for a pedestrian link arises. TfL has approached the airport to supply input to their feasibility work for development of the Poplar DLR depot and Billingsgate Market area. The airport is to send a note to the TfL team by the end of August 2018.
 - Long term ambition remains a dedicated station and the airport has had positive discussions with Crossrail to Ebbsfleet (C2E) group who are campaigning for an extension of the Woolwich branch to Ebbsfleet International station.
- **Cycling and Walking**
 - The dockless cycle hire initiative led by LBN and Royal Docks Team is in a process 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 expected to be started this year and the airport will provide input on a link between Hartmann Road and Connaught Bridge.

5. Airport Transport Forum

5.2 UPDATE ON SURFACE ACCESS AND TRANSPORTATION MATTERS

- **Travel Plans** - The travel plans are being drafted and internal review is being progressed. Comments will be sought from ATF members in Q3 2018. Publication of the document is planned to be Dec 2018.
- The ATF recommended measures to reduce staff car parking at the airport in the form of car sharing initiative. The airport are looking to appoint Liftshare, a provider of car sharing website and apps, to run a car sharing service for the airport employees.
- 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.