



Simply easier.

**London Southend Airport
Annual Report
2014-2015**

London Southend Airport Annual Report 2014-15

Foreword



Welcome to London Southend Airport's third annual report.

After nine years with Grant Thornton, I joined Stobart in 2004 after advising on the acquisition of the Group by W.A. Developments International Ltd and became Chief Financial Officer in 2007. More latterly, I have assumed responsibility of the Aviation and Investment divisions which include London Southend Airport, Carlisle Lake District Airport and the airline, Stobart Air.

This report details London Southend Airport's performance against a number of planning conditions for the period March 2014 to February 2015. I am pleased that in the current economic environment, the airport has continued to deliver against its promises for growth and employment while performing well against set targets. We continue to take positive steps in reducing our environmental impacts while helping to boost jobs and regeneration in the local area.

As we move forward, we remain committed to providing excellent customer service whilst operating sustainably, understanding both the needs of the local community and our passengers.

I would like to express my thanks to the Airport Board and to all of London Southend Airport's employees for their continued support and successful efforts throughout the year.

A handwritten signature in black ink, appearing to read 'Ben Whawell'.

Ben Whawell

CFO and Executive Responsible for Aviation, Stobart Group

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Section 1 - Development

Investment

Over £120 million has been invested in London Southend Airport by owners Stobart Group since it was acquired in 2008. Phase one of the development included:

- Air Traffic Control Tower - Officially opened by the Minister for the Thames Gateway, Bob Neill MP on 21 July 2011.
- Southend Airport Railway Station - Officially opened by the Minister of State for Transport, The Rt. Hon. Theresa Villiers MP on 21 September 2011.
- 300m Runway Extension - Opened in March 2012.
- New Passenger Terminal - Officially opened to passengers by the Secretary of State for Transport The Rt. Hon. Justine Greening MP on 5 March 2012.
- Stobart Executive Handling Lounge - Opened during July 2012.
- Holiday Inn Southend - Opened during October 2012.

Phase 2 Terminal Extension

Opened during April 2014. The Rt Hon Patrick McLoughlin MP, Secretary of State for Transport, declared the extension to London Southend Airport's terminal officially open.

With the opening of Phase 2 terminal extension there is significant additional capacity being made available to London Southend Airport which provides operators with the opportunity to cost effectively base aircraft in the London market.

Controlled Airspace

The Civil Aviation Authority announced in January 2015 that it gave the go ahead to a plan to reintroduce controlled airspace at London Southend Airport. The Controlled Airspace was implemented on 2 April 2015.

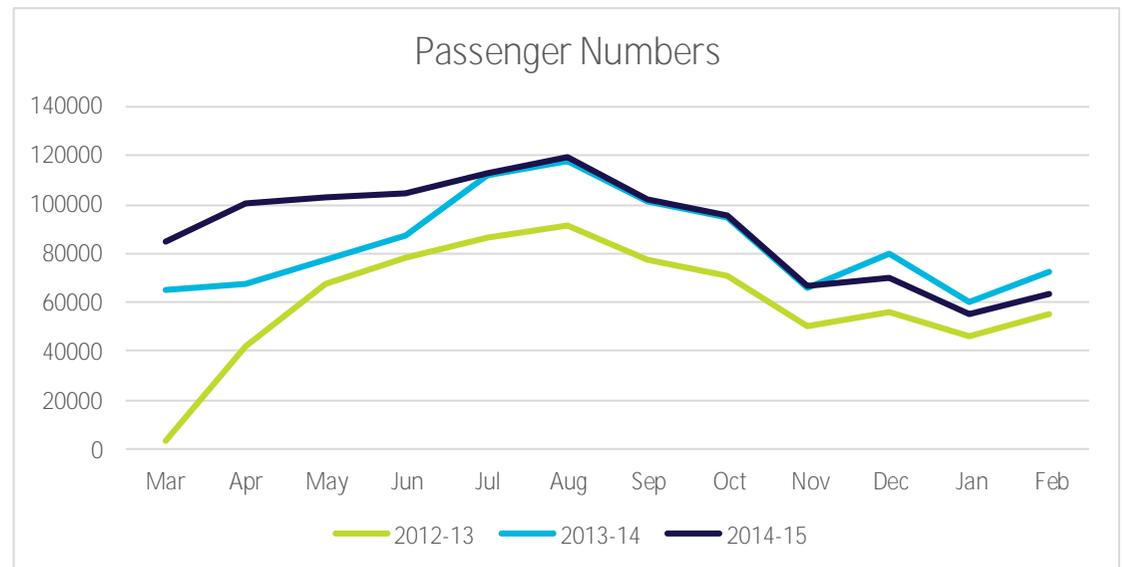


Passenger Growth

London Southend Airport has grown in recent years from just over 4,000 passengers a year to handling over 1 million in 2014 with the core capacity to handle up to 5 million passengers in the newly extended terminal building.

Typically the summer season (April – October) brings the most passenger footfall to the terminal. In August 2014 over 119,000 passengers used London Southend Airport. The Christmas period also shows high traveller spikes as individuals look to return home for the Christmas period.

London Southend Airport's population catchment is simply vast. The area of easy access stretches well into London and of course covers the affluent densely populated areas of Essex, Kent and Eastern Surrey. A staggering 5.4 million people live within a 60 minute drive of the airport, with just under 20 million people within a two hour car journey. London Southend Airport's dedicated new mainline rail station offers up to 8 trains an hour through Stratford to Liverpool Street in Central London; offering unrivalled links across the capital through the underground and onward to all parts of the UK via extensive mainline rail connections.





Airlines and Route Development

During the current reporting period the following new routes and operators have been added;

January 2015 saw the popular tour operator Transun announce it would be operating a one-off charter to Lapland in Winter 2015.

easyJet also announced in December 2014 that it would be commencing a seasonal summer route to the island of Menorca. The twice weekly route to Mahon will commence operation in June 2015.

In July 2014 the Swiss airline SkyWork Airlines announced it would be moving its daily service from London to Bern from London City Airport to London Southend Airport due to Southend's reputation for fantastic customer service.

New routes and operators added in recent years include;

In July 2012 TUI (First Choice and Thomson) announced that they would be starting a weekly service to Palma, Majorca, to offer their wide variety of package holidays from London Southend Airport; which has continued to perform well as a popular summer package holiday destination.

Flybe announced in early 2014 that it would be starting regular services with London Southend Airport to a variety of UK and Northern European destinations. This forms part of a franchise agreement with Stobart Air.

Aer Lingus Regional, operated by Aer Arann, also expanded its services from London Southend Airport, scheduling three daily flights to Dublin with onwards connections to USA and Canadian destinations (Boston, Chicago, New York, Orlando, San Francisco and Toronto). In October 2014 Flybe took over the franchise with Stobart Air to operate the London Southend - Dublin route.

In 2012 London Southend Airport was very pleased to welcome easyJet as a new based airline operator. Within the reporting period March 14 - February 15 easyJet continued to operate 13 routes, increasing frequency on the more popular destinations such as Amsterdam, Malaga, Faro and Barcelona.

In 2011, London Southend Airport offered regular passenger services with Aer Lingus Regional, operated by Aer Arann, to Galway and Waterford in the Republic of Ireland, plus a summer Flybe service to Jersey in the Channel Islands.

We continue to talk to different airlines and tour operators about future operations at London Southend Airport.



Awards and Achievements

During the current reporting period London Southend Airport managed to retain the Which? Award for the second year running;

Which?

In August 2014 London Southend Airport, for the second year running, was named Best in Britain in the *Which?* airport passenger survey.

London Southend Airport topped the poll with a customer score of 85% and a maximum five star rating in seven of the ten categories assessed.

Categories surveyed included queues at security, pick-up and drop-off, queues at passport control, queues for bag drop, queue for baggage reclaim, space following security and distance to boarding gate; all of which London Southend Airport scored the maximum five stars.

Previous awards in recent years include;

easyJet Spirit Award

In January 2014 London Southend Airport was presented with the 'Ground Operations Medium Volume Airport of the Year 2013' at the easyJet Spirit Awards.

The award is presented to an airport which has achieved the most impressive results meeting easyJet's objectives for on time performance, customer satisfaction and overall operational performance.

New Build 2013 - Design Commendation

Southend-on-Sea Borough Council awarded the Holiday Inn Southend a design commendation for new build 2013. The panel of assessors visited all the schemes entered for the awards. The panel thought that the hotel had created a new landmark for the town and that it integrated well with the airport complex as a whole. They considered that the rooftop restaurant and viewing area in particular had taken full advantage of the aspect overlooking the airport and was an asset to the scheme.

easyJet Customer Satisfaction Survey

London Southend Airport was rated highest in easyJet's Customer Satisfaction Survey across European airports in January 2013.

Over 26,000 passengers were asked for their opinion when travelling through London's newest airport, which resulted in a satisfaction score of 92% - the highest result. This beat scores from more than one hundred airports across Europe, including other London airports such as Luton, Gatwick and Stansted.

The research showed that 95% were satisfied with London Southend Airport, 98% were satisfied with the length of time at check in and 100% of passengers were satisfied with the efficiency of check-in staff. The punctuality of easyJet's flights from London Southend Airport also featured highly, along with the warmth and friendliness of the based crew.

UK AIRPORTS

Southend and Doncaster come joint top in our latest airlines survey. See how they perform and how switching airports could save you money

London Southend airport is still top of our latest UK airport member survey table. But this year it shares the honour with Doncaster, as both score an impressive 85%.

Smaller airports are clearly providing a better experience as eight of them scored highly enough to be awarded Which? Recommended Provider status but no large airports qualified for the award.

Even the highest-scoring airport, Newcastle, fell well at 66%. The lowest-scoring Luton, managed only 37% was bottom of the list for second year running.

We rated airports matter the most to were pick-up and seating provis'

OUR RESEARCH

In June 2014, we asked Which? members to complete an online survey about their experiences of flying from and to...



Section 2 - Airport Surface Access Strategy

London Southend Airport, has continued to work with Southend-on-Sea Borough Council, Rochford District Council and Essex County Council to deliver the Airport Surface Access Strategy (ASAS) published in December 2011. This included a number of targets and commitments to actively promote and monitor the use of sustainable transport; passenger numbers at London Southend Airport reached 1mppa in February 2014 and in accordance with target ATP 16 of the 2011 ASAS, the document was reviewed. An updated ASAS was approved in September 2014. The latest ASAS document can be found at www.southendairport.com/corporate-and-community/environmental-responsibility/. London Southend Airport's progress against both the 2011 and 2014 ASAS targets are included as appendices i and ii at the back of the Annual Report.

London Southend Airport has continued to perform well against the targets and commitments. The multi million pound investment in the rail station conveniently located adjacent to the passenger terminal continues to attract passengers and total air passenger use of public transport is ahead of the target. The highest priorities are to seek improved early morning and late evening trains which serve early and late flights, and to ensure that quality of the trains is improved. The Department for Transport (DfT) has issued a consultation about the proposed East Anglia franchise, scheduled to commence in Oct 2016, London Southend Airport has submitted a response to that consultation setting out the airport's requirements and will be meeting potential bidders during the course of 2015.

London Southend Airport is committed to providing sufficient, reasonably priced, secure and safe car parking for both air passengers and staff. Pre-booked parking peaked in July and August at around 63% of capacity. A contingency plan remains in place for implementing additional spaces if required.

Southend-on-Sea Borough Council has conducted regular parking surveys of the local roads surrounding the airport over the past 3 years; the evidence collected during the day, at night and at weekends suggests that no streets are full and that whilst pressure had grown around the airport, it was not at the levels generally recorded around train stations within the area. Future growth is possible but the current situation is fairly well balanced and very few complaints have been received from local residents. London Southend Airport will continue to collaborate with the Council to monitor demand.

Over 1,100 people currently work at London Southend Airport, of whom approximately 340 work for London Southend Airport and its associated companies. Another 300 are airline and other staff associated with the air passenger activity. Most of the remainder are associated with London Southend Airport's long standing maintenance, repair and overhaul businesses. In addition 450 are employed in aviation based businesses located in Aviation Way. Whilst businesses based in this area have historically been included in staff data to help guide staff travel initiatives, Aviation Way travel connectivity will be addressed within the Joint Area Action Plan and the airport will continue to report on staff only located within the airport boundary moving forward. The most recent staff travel survey showed that 61% of staff used car alone, beating the target set in the ASAS. Facilities for cycle users, including cycle racks, showers and lockers have been provided and London Southend Airport has participated in cycle promotions. Work continues to encourage the greater use of sustainable travel for staff.

Airport Transport Forum meetings are held annually and are attended by local authorities, local community representatives, transport operators and other stakeholders. Presentations typically include updates on activity at London Southend Airport, the Joint Area Action Plan, data from surveys, and discussions on topical and current matters regarding the airport and the wider transport network within the local area. In addition, quarterly Transport Liaison Group meetings are held to discuss any ongoing transport matters and to move the ASAS targets forward.

Passenger and Staff Mode Share - Survey Results

Passenger Mode Share The air passenger survey of 2012 remains the most recent source of data on air passenger travel. A new survey will be undertaken in 2015.	Staff Travel Survey The staff survey of 2013 remains the most recent source of data on staff travel. The 2013 survey involved 22% of staff, from London Southend Airport and its associated companies, easyJet and ATC (Lasham) Ltd. A new survey will be undertaken in 2015.
Key headlines from the 2012 survey were: <ul style="list-style-type: none"> • 29% of air passengers used public transport, ahead of the target which is 20% by the time London Southend Airport reaches 1.5mppa and 25% by 2mppa • 25% of air passengers used rail and 4% used bus and coach • 59% of air passengers used private cars, with 29% setting down, 3% using the short stay car park, 19% using on-airport long stay and 7% using off-airport long stay car parks • 1% of air passengers used rental cars and 9% used taxis 	Key headlines from the 2012 survey were: <ul style="list-style-type: none"> • 78% of staff home addresses were in SS postcodes, 11% in CM, 5% in London and 4% in Colchester, Cambridge and Ipswich • 61% of staff used car alone on the day of the survey, and 10% shared their car journey • 2% of staff used motorcycles, 5% used bicycles and 7% walked to work • 3% of staff used bus and 11% used the train to get to work

Section 3 - Employment

Airports are important economic generators, providing jobs, encouraging inward investment and boosting local tourism. Following the approval of the planning application for the runway extension, a recruitment campaign commenced in October 2011 offering a significant amount of diverse opportunities for local people.

London Southend Airport is committed to ensuring that jobs available are publicised locally and opportunities are advertised via the 'Careers' page of the London Southend Airport website. In addition, roles which require specialist expertise may also be advertised in specialist publications, for example those for air traffic controllers. Effective relationships continue to be maintained with local recruitment providers and when required, the services of local agencies may also be used.

London Southend Airport has a diverse range of roles and functions at the airport including Air Traffic, Fire, Ground Handling, Retail, Food & Beverage, Security, Customer Services, Finance, Facilities, Asset Management, HR, Operations & Dispatch and Business Development. Resourcing requirements require a mix of full and part time opportunities in addition to fixed term options.

Internal progression and development for employees at London Southend Airport is encouraged and supported through training and development opportunities.

Customer Service Excellence Programme

After winning the Which? Award for two years running in 2013 and 2014 for high customer service levels, London Southend Airport created the Customer Service Excellence Programme to continue to develop customer service excellence.

Launched in September 2014, this programme is designed to ensure employees are providing customer service excellence throughout the business. Excellent customer service is what sets the company apart from its competitors - going the 'extra mile' for customers and creating an experience that is 'simply easier' is what makes all the difference. Equally, London Southend Airport wants to ensure that its internal customer service is just as good as its external customer service which is why employees across the entire business have been encouraged to engage with this programme. The programme consists of a series of workshops, work-based projects and guided learning discussions delivered over the course of a year and offers the opportunity to delegates to achieve an NVQ in Customer Service Excellence.



Training

London Southend Airport offers many specialised roles, to ensure a high percentage of jobs are accessible to local people the airport actively looks to offer development and entry level opportunities where possible. All new staff are offered training which varies based on their role and experience. London Southend Airport invests heavily in staff training and development with all operational staff receiving between 2-10 weeks of initial training supported by an on-going development programme.

London Southend Airport benefits from a productive working relationship with South Essex College and offers various opportunities for students to experience and become involved with activities at London Southend Airport (including work experience for Travel & Tourism students). In addition to working with the college on bespoke requirements for training, in 2014 a number of students, attended the airport to support the testing of the equipment and overall passenger experience prior to the opening of the new terminal building in 2012. A number of graduated Travel and Tourism students are now employed by the airport.

London Southend Airport is a supporting member of a Prospects College initiative for a Group Training Association, Aviation Services and is actively engaged in the employers' forum of this group. It is currently identifying key skills required for specific aviation related roles to inform future apprentice requirements, schemes and opportunities. The airport has liaised with the Learning Skills Council and looks forward to growing this relationship in the future.

The successful Engineering Apprentice Programme run by Prospects College with ATC Lasham offers the opportunity for new engineering apprentice posts each year.

Developing the 'Right' People for the 'Right' Roles

'3P – People, Performance, Progress' provides a suite of development programmes for employees within the business who have the drive, ambition and commitment to grow and develop within the Group. This aids the succession planning by nurturing and growing talented emerging leaders of the future. The programmes have been designed by the business for the business, ensuring people have every opportunity to achieve their maximum potential. All sessions are delivered 'in-house'.

The 3P programmes include Introduction to Management, Introduction to Leadership and Leadership Development. The formal interactive training courses place special focus on the sharing of learning from work experiences, with all training materials being dyslexia-friendly.

The Programmes also enable delegates to work in small teams on the Schools Engagement Programme. Delegates enrolled on 3P programmes are required to design and deliver either a workplace visit or an industry insight workshop. By providing the



delegates on the management development programmes with the opportunity and responsibility of designing and delivering their own projects, it allows them to utilise and put into practice the skills and knowledge that they have developed throughout the course of their training. This exposure to managing their own projects equips them with skills and experience, which can be directly translated back to the workplace.

Hannah Lo Bao

"I am a true advocate of the LDP courses and believe the support Stobart Group offers its employees has clear benefits for the Company, as well as the individual employees." Hannah joined London Southend Airport in March 2013, as Stobart Executive Handling Manager. Upon joining it quickly became apparent to Hannah that the company were not only keen on developing their infrastructure, but their people too. Undertaking the 3P programme has given Hannah the tools to develop. The one day intensive courses on key skills she required to progress her career have all been invaluable. Hannah was promoted to Head of Customer Services in August 2014.



Local Staff Directly Employed by LSACL

In February 2015, London Southend Airport itself employed 272 people, of which 55 were part time. 79% were from the SS postcode area, 14% were from the wider Essex area and only 6% were from outside of Essex.



Whilst the numbers of staff employed can fluctuate during the 12 month reporting period (generally increasing during the peak summer period June – Sept) the table below shows the number of staff employed at the end of the reporting period, February 2014-2015.

	As at 28/02/14	As at 28/02/15
Total jobs	264	272
Full Time Staff	211	217
Part Time Staff	53	55
Full Time Equivalents (FTE)	231.61	242

London Southend Airport operates a resourcing model made up of a team of core staff across the year, which is supplemented with additional staff to support the seasonal peak for summer. The seasonal team increases the overall workforce by approximately 5%. The ethos of the company ensures that all employees fully understand and support operational roles, thereby contributing to service excellence in the passenger experience. This promotes multi skilling and enhanced employability options for employees of London Southend Airport, also widening potential opportunities for progression.

The pie chart below shows the locality of all staff directly employed by London Southend Airport Co Ltd at the end of the reporting period February 2015.



The initial redevelopment of London Southend Airport created over 500 new jobs in 2012. The number of staff directly employed by London Southend Airport continues to steadily increase year on year.

In April 2015, following the successful opening of the new £1 million Laker's Bar and Restaurant within the airside passenger departure lounge a further 20 jobs have been created.

In line with National and Government security guidelines London Southend Airport has also been creating additional roles within the security department.

Health and Safety Policies

London Southend Airport operates a Drugs & Alcohol Policy which has been in place since 2012. The policy was designed to include all employees to help promote a safe working environment.

General Airport Employment

London Southend Airport is a division of the Stobart Group which also includes ownership of the Holiday Inn Southend hotel and Southend Airport Railway Station. Together all three employ a total of 337 staff.

London Southend Airport supports employment for over 1,100 employees in 33 companies based within the airfield boundary.

A further 450 staff are employed in aviation based businesses located in Aviation Way. Whilst businesses based in this area have historically been included in staff data to help guide staff travel initiatives, Aviation Way travel connectivity will be addressed within the Joint Area Action Plan and London Southend Airport will continue to report only on staff located within the boundary moving forward.

Airport Employment 2014-2015	
Airport Operations, Terminal & Handling	272
Terminal Concessions	16
Aircraft Support & Catering	5
Onward Travel	30
Hotel	56
Airlines	163
Rail Station	9
Control Authorities	49
Aircraft Maintenance	407
Private Charter	72
Flying Clubs	26
Travel Agents	4
Other (Non-Aviation Related)	23
Total	1,132

Dave Brown Retires!

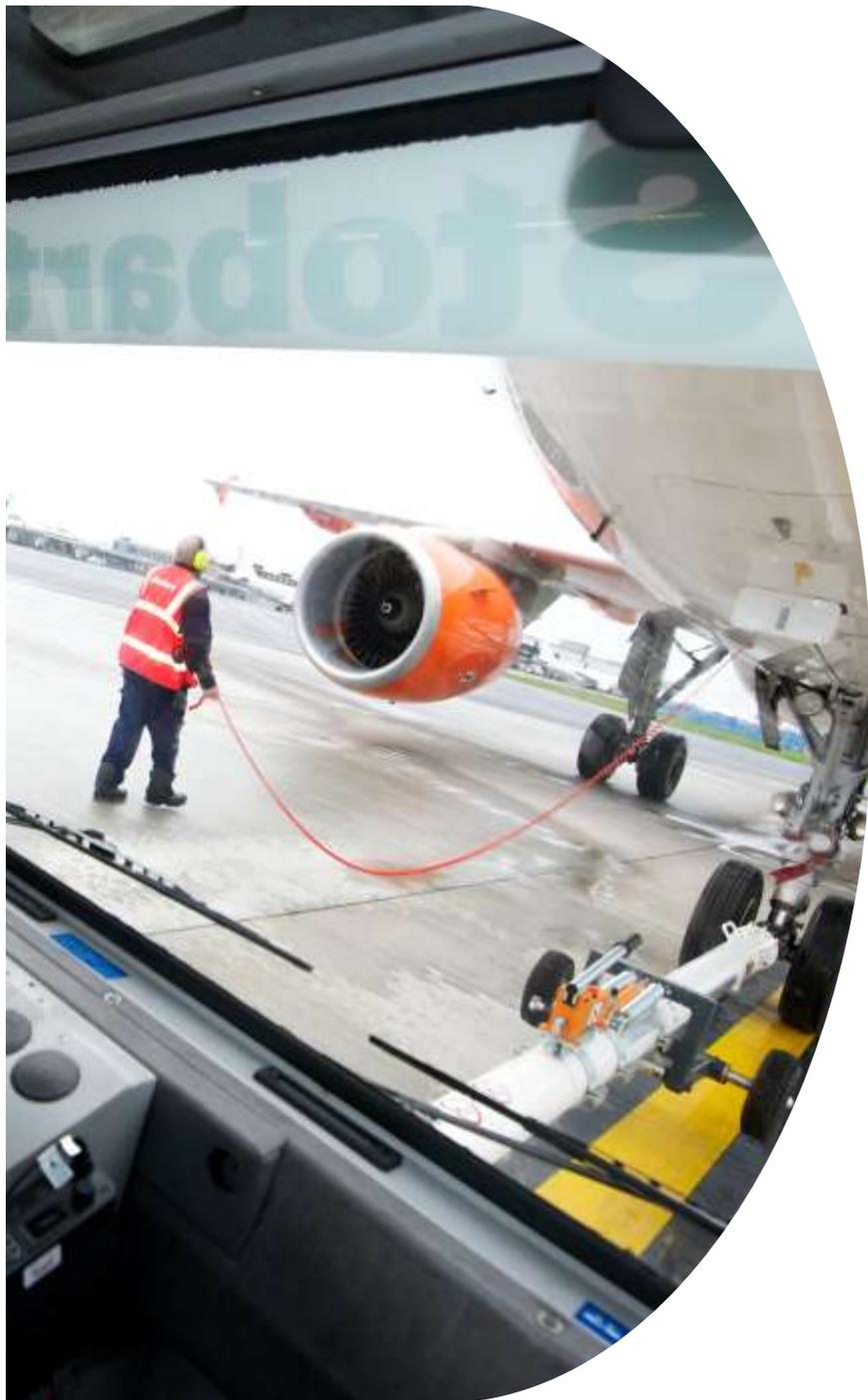
Since he was 18-years old, Dave has watched London Southend Airport grow over the decades into an award-winning gateway between Britain and Europe. Now, after 46-years, the airport's longest-serving member of staff is hanging up his hi-vis jacket.

Dave's first day at London Southend Airport was 5 August 1969 and in the years since, he has worked in several areas and departments across the site; from being a valued member of the maintenance team, to working with the fire crew and latterly, refuelling easyJet and Flybe passenger planes and visiting private aircraft .

Dave said: *"It was an overwhelming day. I have thoroughly enjoyed my years working at the airport and it has been really wonderful seeing it grow so busy again over the last few years. I am really going to really miss the place and, especially, all my colleagues – we always enjoyed a joke and a laugh. It's a real family atmosphere here."*



Section 4 - Quiet Ground Operations



London Southend Airport has put a wide range of measures in place to control and minimise ground noise. Airport ground noise is defined as any noise, other than that which is generated by aircraft in flight, taking off or landing. The main sources of airport ground noise are:

- Aircraft taxiing
- Aircraft mounted auxiliary power units (APU's).
- Testing (ground running) of aircraft engines

Aircraft Taxiing

One of London Southend Airport's main operators - Stobart Air - uses the technique of single engine taxiing at London Southend Airport reducing ground noise and NO₂ emissions. The other main operator – easyJet - have a policy of utilising single engine taxi for both arrivals and departures, where possible this process is utilised however it is not necessarily utilised 100% of the time due to the relatively short distance from stand to runway.

Fixed Electrical Ground Power (FEGP)

To ensure that the use of diesel fuelled Ground Power Unit's (GPU's) and aircraft Auxiliary Power Units (APU's) are kept to a minimum, almost all new aircraft stands are fitted with Fixed Electrical Ground Power (FEGP). In 2013 the number of FEGP stands was increased to 7. During the reporting period Mar 14 – Feb 15, London Southend Airport had up to 6 based aircraft (3 A319's, 1 A320 and 2 ATR's). Due to technical failures with 3 of the FEGP stands within the reporting period, FEGP was unavailable to some based aircraft and GPU's were used. Where possible GPU usage was minimised via. appropriate stand planning.

Stand	Period unserviceable	Aircraft affected	GPU usage
6	Mar 14 – Apr 14	A319	Up to 1hour x 3 daily
3	Jun 14 – Jul 14	ATR	Up to 1hour x 4 daily
7	Jul 14 – Sep 14	A320	Up to 1hour x 3 daily

Engine Testing

There have been large aircraft maintenance bases at London Southend Airport for many years. We ensure that all engine testing is carried out in accordance with our Engine Testing Best Practice Plan which stipulates the location of the testing site and the permitted testing times. For the 12 month period starting from 8 March 2012 there have been no incidents where the conditions of our Engine Testing Best Practice Plan have not been fully met.

Section 5 - Noise

History

Whilst airports bring employment to an area, and are important economic generators, providing jobs, encouraging inward investment and boosting local tourism, it is recognised they also have some negative effects too.

The number of flights and type of aircraft using London Southend Airport throughout its long history has varied greatly. In the 1960's and 1970's London Southend Airport was the third busiest airport in the UK, offering scheduled passenger flights to Europe using Carvair aircraft which passengers could drive their cars into. In the 1980's London Southend Airport was handling over 100,000 aircraft movements each year. Whilst passenger services declined in the 1990's the airport did remain a major hub for maintenance companies, with large aircraft - such as the B727 and BAC1-11 being regularly maintained at London Southend Airport. It also continued to handle freight, training and private flights.

In 2009 planning approval was sought to extend the runway by 300m to increase its length to 1856m long. This was in order to increase the range of destinations offered beyond the scheduled passenger services to Ireland and the Channel Islands.

Following a period of public consultation, Southend Borough Council and Rochford District Council agreed to the extension and introduced conditions for a number of new controls and incentives to help minimise any negative impact on the surrounding communities that the airport development might bring. These included:

- Tighter controls on night time operations – no passenger flights scheduled at night
- Increasing the classified night time period and limiting the number of night time movements to an average of 120 per month
- Introducing a Preferred Runway Scheme
- Introducing a Noise Preferential Route for departures
- Imposing a cap on the total number of aircraft movements to 53,300 per annum
- Imposing further caps on freight flights and B737 operations
- Minimising ground noise
- Encouraging quieter aircraft



Night Noise Restrictions

As part of the planning conditions, the night period was extended from midnight – 06:00 to 23:00 – 06:30. During this night period only aircraft classified with a Quota Count of 1 (QC) or less are permitted to take-off or land. Aircraft are assigned quota count (QC) classifications as shown in the table below.

Certified noise level (EPNdB)	Quota Count
96 – 98.9	QC/4
93 – 95.9	QC/2
90 – 92.9	QC/1
87 – 89.9	QC/0.5
84 – 86.9	QC/0.25

Aircraft are classified separately for take-off and landing. Schedules showing the QC classification of individual aircraft are published twice a year by the CAA.

The planning conditions also reduced the permitted night time movements from 940 to 120 per month. This became effective when the extended runway was opened in March 2012.

London Southend Airport may not schedule passenger flights during the night period. Up to 3 arrivals per night are allowed to be scheduled between 23:00-23:30 hours, scheduled arrivals within this time period would be counted towards the monthly night time quota.

Private helicopters* are also banned from operating during the night period.

**Exempt ATMs by helicopters are permitted; please refer to pg. 35 for the definition of exempt ATMs.*

Preferred Runway Scheme

During the night period – when weather and safety conditions allow – London Southend Airport is committed to operating all aircraft movements from and to the north east (over Rochford) as this is a much less densely populated area than that to the south west of the airport.

During the daytime - when weather and safety conditions allow and movement volumes allow the runway direction to be changed - London Southend Airport agreed to ensure that more than 50% of aircraft operations occur to and from the north east of the airfield over Rochford.

For safety reasons and to maximise performance capabilities, aircraft take off and land into wind. The prevailing wind in the south east of the UK means that arrivals will typically come from the north east and depart to the south west around 70% of the time.

Noise Preferential Routes

To minimise the number of local residents being overflown by departing aircraft, a Noise Preferential Route was introduced. This means that all aircraft weighing over 5700kg must follow a straight departure heading for 2.5 miles when departing towards the south west (over Leigh-on-Sea) and 1 mile when departing towards the north east (over Rochford). This ensures that within the surrounding areas, departing passenger aircraft will only overfly those residents already living under the arrival path to the airport.

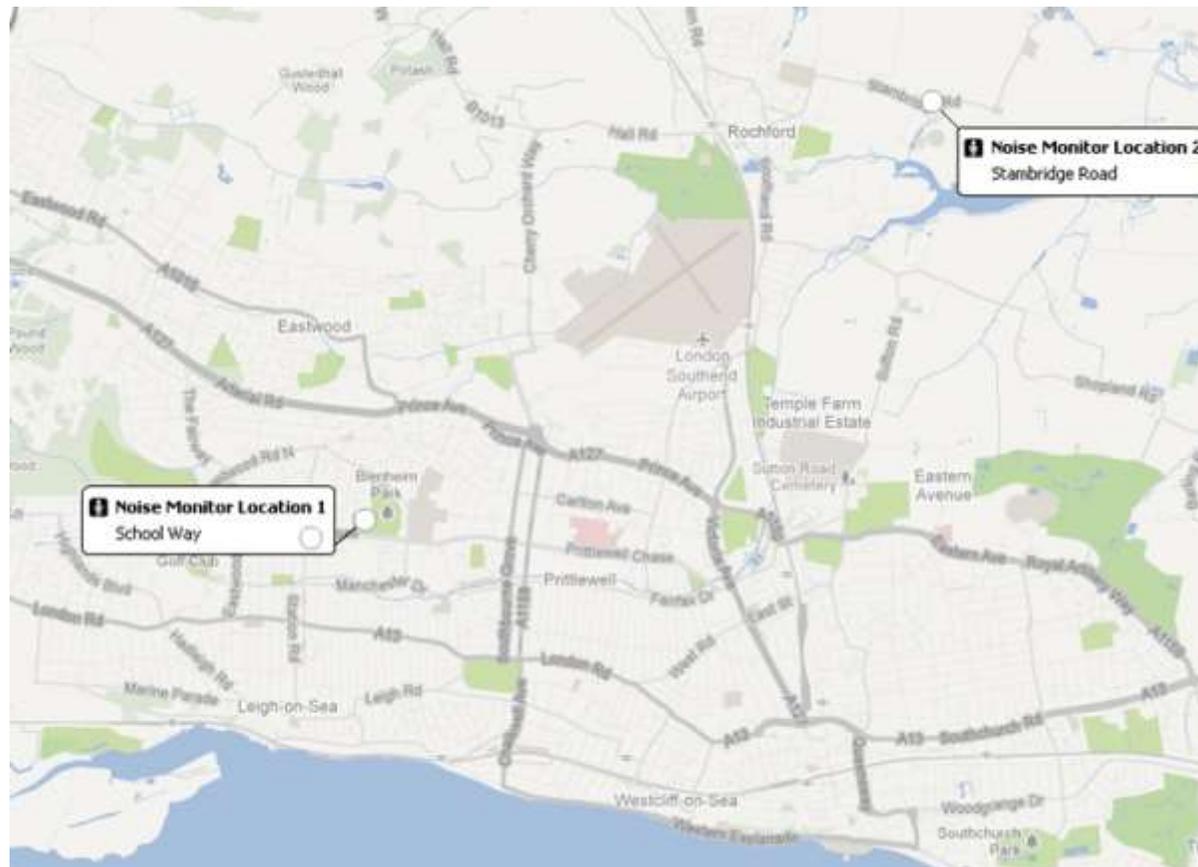
Noise Monitoring

Most airports have noise and track keeping systems which take radar data from air traffic control and combine it with flight information such as a call sign, tail number, type and destination. London Southend Airport is no exception.

London Southend Airport operates a Noise and Track Keeping System that captures data from two fixed noise monitors which are located approximately 1 mile from each end of the single runway - as shown on the map below.

£114,000 has been invested in noise and track monitoring equipment with an on-going annual maintenance cost of £18,000.

In addition to the two fixed noise monitors, London Southend Airport also has a mobile noise monitor which is used at a number of other locations in the local area. The data captured by all these systems is used to investigate noise and route keeping complaints and also to validate noise contour data.



NOISE FORM

Name *

House number/name *

Road *

Town *

Postcode *

Telephone number *

Email Address *

Date of disturbance (dd/mm/yyyy) *

Time of disturbance (hh:mm) *

About the complaint

- Low flying
 Noisy

Noise Complaints Handling Service

London Southend Airport has a comprehensive noise complaints handling service which responds to comments and complaints about aircraft noise and routing.

Following feedback from the local community, improvements were made to this service in 2012. A new digital submission form was introduced on our website to make feeding back to us easier and also to ensure that all of the data required in order to investigate a specific incident is captured (the form can be seen here www.southendairport.com/noise/noise-form/). This new system also enables us to keep an accurate record of all the complaints submitted to us. However, for those without access to a computer, noise complaints can also be made in writing.

London Southend Airport aims to investigate and respond to complaints within 7 working days.

If a complainant is dissatisfied with the airport's response in relation to a noise matter, the relating correspondence may be referred to the Airport Consultative Committee (ACC) for further consideration.

All noise complaints are regularly reviewed by the ACC.

A full summary of noise complaints contained within this annual report has been reviewed and approved by the ACC.

Noise and Track Keeping Complaints

Using our Noise and Track Keeping System we are able to log and record all complaints individually and then fully investigate specific flights. The system records aircraft data as well as a summary of the response provided.

The screengrab below shows how a noise complaint is recorded and then investigated using the airports *Noisedesk* system. By entering data provided by the complainant via the online submission form, *Noisedesk* then automatically detects the closest flights to the person's location at the time of the disturbance.

The screenshot displays the 'Process Inquiries' interface for the period 21 Jan - 3 Feb 2013. On the left, an inquiry form for 'Inquiry 2283' is shown, detailing the complainant's location (Fairview Gardens, Leigh-on-Sea), time (07:16), reason (Low flying), and comment (Aircraft too low and noisy). The cause is identified as EZY970Y (A319) at 0.8 mi. The status is 'Closed'. A 'Notes' field contains: 'Standard departure operating within agreed NPR. Letter sent 02/02/2013'. At the bottom left, there is an 'Accept' button.

The main map area shows the location of the complaint (Fairview Gardens, Leigh-on-Sea, Southend-on-Sea, UK) with a red pin. A blue line indicates the flight path of EZY970Y. A table of 'Closest Flights' is displayed over the map:

Flight	Time	Alt	Dist	Alt	Dist
		ft	mi	ft	mi
EZY970Y	07:16	0.5	0.1	2,635	
CFE46P	07:28	1.0	0.5	4,940	
BCY78A	07:07	1.1	0.6	4,056	

A second pop-up window provides details for the selected flight:

- EZY970Y**
- A319
- AMS: 2,835 ft
- Distance to Inquirer**
- 2,735 ft / 543 ft / 2,680 ft

The map includes standard navigation controls and a Google Maps logo. A timeline at the bottom shows the time 07:16:42.

Airport Consultative Committee

Through the Airport Consultative Committee, which meets each quarter, London Southend Airport maintains a close working relationship with representatives of its local authorities and resident groups.

Membership of the Consultative Committee includes representatives from all of the following authorities and organisations:

- Essex County Council
- Castle Point Borough Council
- Maldon District Council
- Rochford District Council
- Southend-on-Sea Borough Council
- Rochford Hundred Association of Local Councils
- Leigh Town Council
- Thames Gateway South Essex
- Southend Flying Clubs
- West Leigh Residents Association
- Residents of Eastwood and St Laurence
- Southend Trades Council
- South Essex Chamber of Commerce

Issues discussed include employment opportunities, training, new investment and environmental management together with recommendations for London Southend Airport to consider and progress.

Minutes of the quarterly ACC meeting are available on our website; www.southendairport.com/community-relations/

Data relating to noise and track keeping complaints is regularly reviewed by the committee.

Annual Report

Within the Section 106 planning agreement London Southend Airport is required to present the Annual Report to the ACC for review and approval ahead of general publication.

A draft report was presented to the ACC in June 2015 and following the feedback from the committee was approved in June 2015.

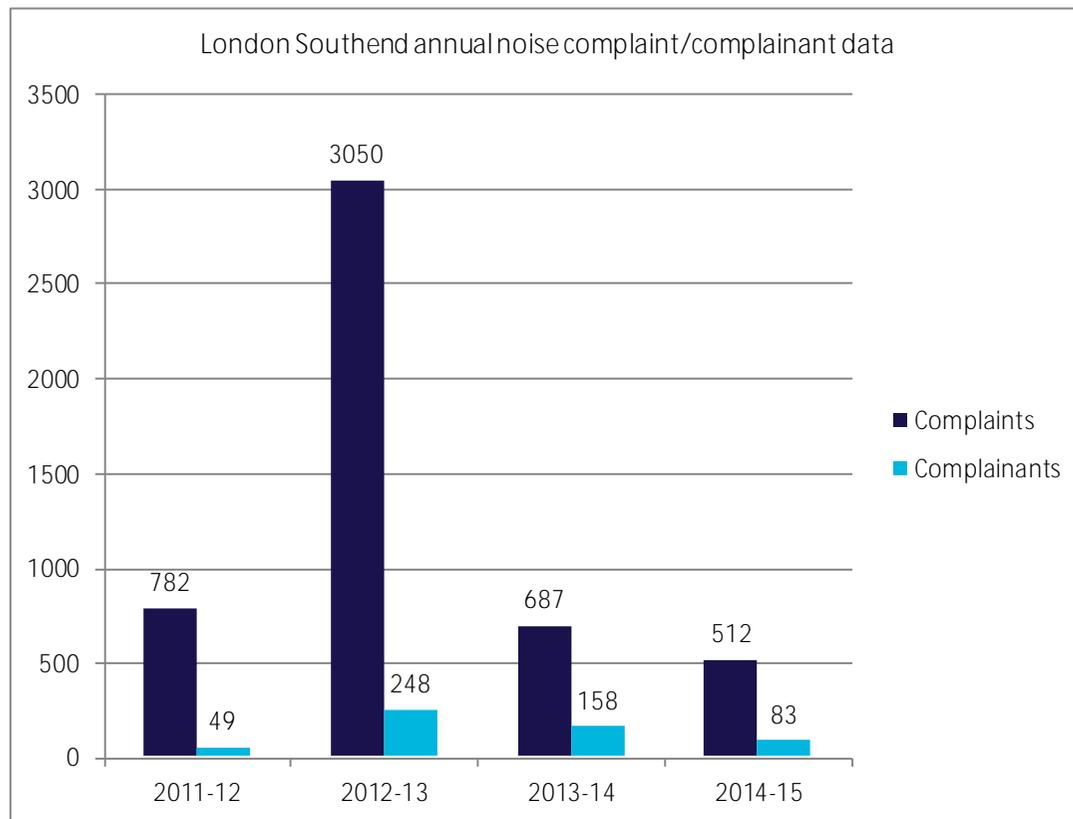
The Annual Report is published on the London Southend Airport website; www.southendairport.com/community-relations/

Noise Complaint Statistics

London Southend Airport regrets that some residents have felt the need to complain about aircraft noise. In the reporting period March 2014 - February 2015 a total of 512 noise complaints were received and investigated. Not one of the aircraft investigated was found to have operated outside of London Southend Airport agreed control framework.

Whilst the number of noise complaints did increase to 3,050 following the opening of the runway extension in March 2012 this number has significantly reduced by 83% and continues to fall annually.

The graph below shows the volume of complainants and complaints received and investigated by the airport from March 2011 to February 2015.



In August 2012 – after reviewing correspondence from a number of individuals - the ACC approved changes to the Noise Complaints Handling Service.

It laid out the way in which London Southend Airport should handle and respond to those complainants who continuously submitted complaints over an extended period of time whereby following investigations of their complaints it was found that all of the aircraft concerned had operated legitimately and within the airports operating controls.

The Chairman of the ACC reviewed all of the correspondence for 9 complainants (3 from the same address) within the 12 month period March 13 – February 2014 and recommended that London Southend Airport suspend correspondence with them for a period of 6 months.

At the end of the six month suspension period complainants are invited to meet with the Operations Director and the Noise Manager to discuss their individual concerns regarding noise. A number of complainants have taken up this offer and the airport has agreed to continue to log future complaints but not to engage in extended correspondence over legitimate aircraft operations.

Over the past 3 years the total number of complainants that have been suspended in this manner is 16, of which 6 have agreed to attend meetings with London Southend Airport to discuss their individual concerns about noise. Two of the previously suspended complainants reside at one address and following a meeting to address their concerns it was agreed that London Southend Airport would continue to log any future complaints received but would cease regular correspondence. Of the 512 noise complaints investigated during the reporting period 36% were received from this one address.

London Southend Airport does not log complaints or correspond with complainants that ignore or decline the invitation to attend a meeting after the suspension period has ended.

Sound and Thermal Insulation Grant Schemes

In accordance with the conditions set out in the S106 Planning Agreement, London Southend Airport commissions an independent firm of aviation noise specialists to produce noise contours every two years for the summer period. This started in 2012 when the runway extension was opened.

These contours have been used to identify any properties which are in residential, educational or hospital use that qualify for either;

- **Property Acquisition** - for properties that fall within the 69dB $L_{Aeq\ 16\ hr}$ noise contour*
- **Sound and Thermal Insulation Grant Scheme** – for properties that fall within the 63dB $L_{Aeq\ 16\ hr}$ noise contour*

* $L_{Aeq\ 16\ hour}$ is the standard way of measuring aircraft noise around airports and is the measurement the airport is required to use under the S106 legal agreement. It is the 'equivalent continuous sound level', i.e. the average sound level calculated over a defined measurement period. In the UK, L_{Aeq} noise contours are produced for the average summer day, where 'summer' is defined as the 92-day period from 16 June to 15 September and 'day' is defined as the 16-hour period 0700-2300 (GMT).

In accordance with the agreement, London Southend Airport commissioned Bikerdike Allen Partners (BDA) to produce the summer 2012 and 2014 noise contours. BDA is widely recognised within the aviation industry and has undertaken strategic noise mapping and noise action plans under the European Noise Directive for numerous airports in the UK and Europe including Manchester, Stansted and London City. BDA is a founder member of the [Association of Noise Consultants](#) and bound by their Code of Ethics. BDA is also a member of the British Standards Institute.

Based on Ordinance Survey mapping, the results of the 2012 noise assessment carried out by BDA identified 17 properties that fell within the 63 dB L_{Aeq} noise contour and therefore qualified for inclusion within the Sound and Thermal Insulation Grant Scheme.

Whilst the 2014 noise contours have changed in shape slightly, the 63 dB L_{Aeq} noise contours did not extend to include any additional properties than those already identified in the 2012 noise assessment. The properties currently included in the scheme are shown in the table below.

Properties within 69dB $L_{Aeq\ 16\ hr}$ that qualify for Property Acquisition		
Street	No. of properties	No's
N/A	0	N/A
Properties within 63dB $L_{Aeq\ 16\ hr}$ that qualify for Sound and Thermal Insulation		
Street	No. of Properties	No's
Eastwoodbury Lane	5	Eastwoodbury Cottages Nos. 1-4, 19 Smallholdings
Southend Road	12	12 Nos. 66-88 (even)

There are no properties within the 69 dB $L_{Aeq\ 16\ hr}$ noise contour. 17 dwellings are shown within the 63 dB $L_{Aeq\ 16\ hr}$ noise contour.

Of these 17 properties, five were purchased by London Southend Airport and demolished as part of the runway reconfiguration works.

London Southend Airport has written to the 12 properties within Southend Road that qualified for the Sound and Noise Insulation Grant Scheme. Of the 12 property owners that were contacted 4 have now expressed an interest in the scheme and the airport carried out a survey of their properties and has contacted the home owners to discuss the available options provided within the scheme.

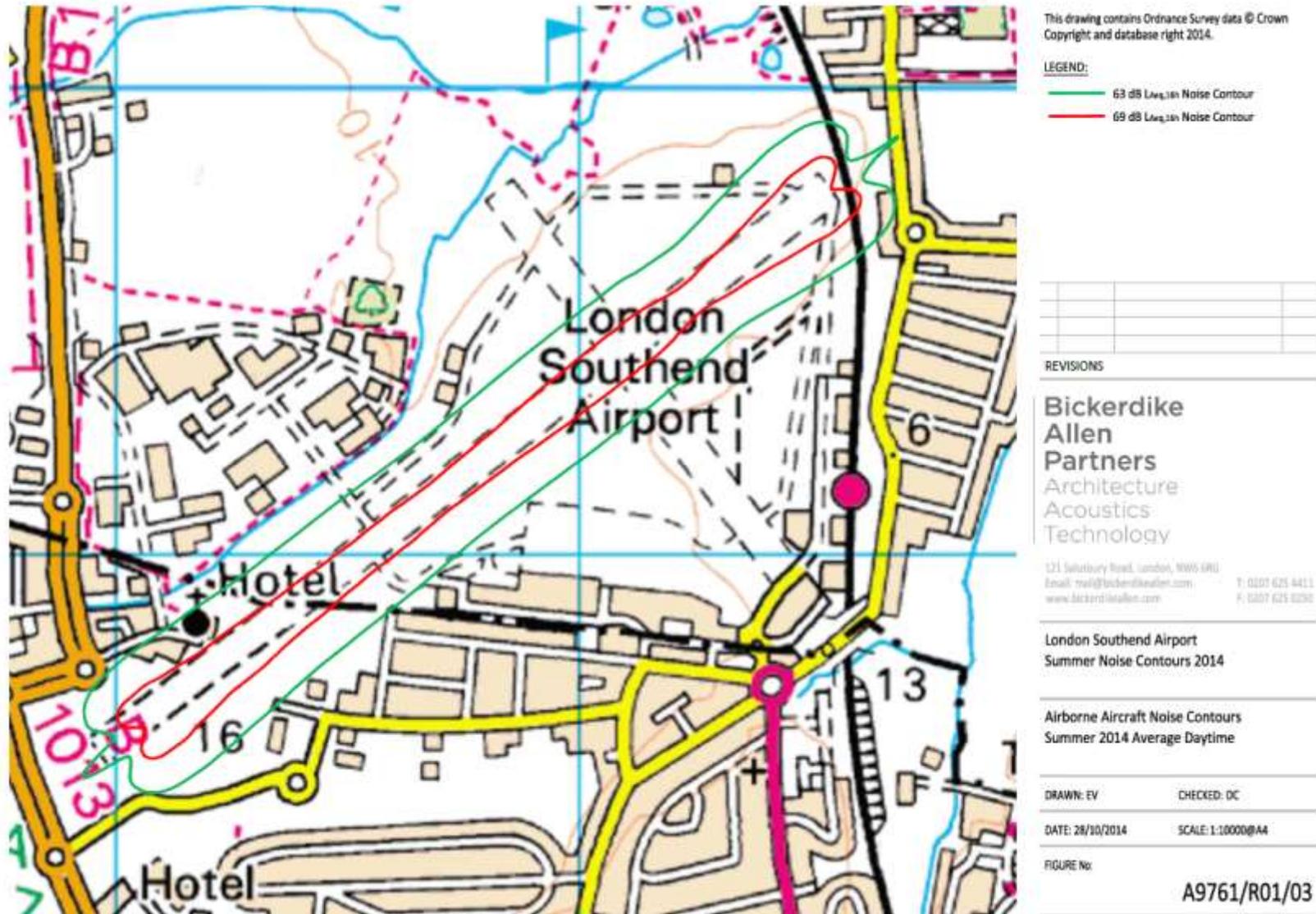
Summer 2012 and 2014 Noise Contours

The map below compares the 2012 and 2014 63dB $L_{Aeq,16hr}$ noise contours. It shows that there has been very little change to the 63dB $L_{Aeq,16hr}$ contour; the width of the contour at the north east end of the runway has reduced slightly due to an increase in the number of aircraft departing towards the North East in accordance with the preferred runway scheme.



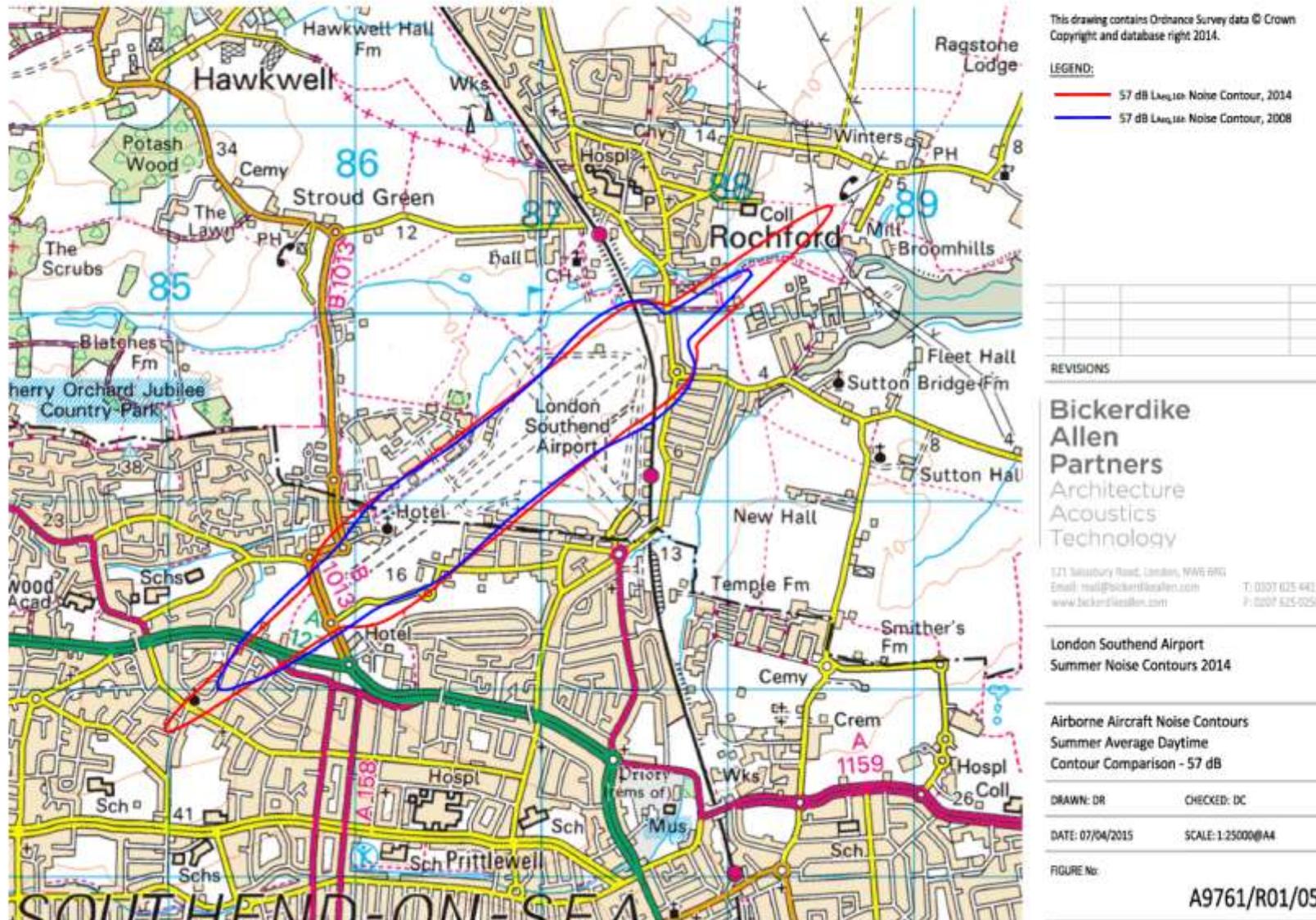
Summer 2014 Noise Contours

The map (Figure-3) shows the daytime airborne aircraft noise contours for summer 2014.



Government guidance is that 69 dB $L_{Aeq,16hr}$ represents high levels of community annoyance, whereas 63 dB $L_{Aeq,16hr}$ represents moderate levels of community annoyance. 57dB $L_{Aeq,16hr}$ is considered to be the level at which there is an onset of community annoyance.

The map (Figure-C) shows the 57dB $L_{Aeq,16hr}$ contours for both 2008 (before the runway extension) and 2014 (following the runway extension).



Section 6 - Air Quality



London Southend Airport recognises that air quality is important to everyone and that poor air quality can impact upon health. The air quality in the area surrounding London Southend Airport is generally good and consistently remains below the 40 µg/m³ value limit of NO₂ at which the Government would require further assessment and the implementation of an Air Quality Action Plan (AQAP) to reduce air pollution concentrations so that the objectives are met.

London Southend Airport is committed to monitoring air quality around site and ensuring that it remains below all of the guideline values within the Government's Air Quality Strategy.

Our S106 planning agreement commits us to:

- Develop a Surface Access Strategy that promotes a move away from the private car to less environmentally damaging forms of travel
- Adopt operational practices that seek to minimise the polluting emissions from airport operations
- Undertake regular air quality monitoring and share the results with both Rochford District Council and Southend Borough Council.

Nitrogen Dioxide (NO₂)

In order to safeguard health, the Government's Air Quality Strategy establishes a limit for nitrogen dioxide. Legislation is set at National and European levels to limit emissions of NO₂

Legislation	Annual Limit
EU First Daughter Directive (99/30/EC)	40 µg m ⁻³
Air Quality Strategy (2000)	40 µg m ⁻³

The objective is not to exceed an annual mean average of 40µg/m³ for NO₂ levels.

London Southend Airport tests for NO₂ at a number of permanent locations.

Testing Sites

These locations were selected due to their proximity to the residential properties which are closest to London Southend Airport. As the primary source of nitrogen dioxide is road transport, the testing sites were located where the greatest impacts from the runway extension were expected - mainly as a result of any changes to traffic on the roads, but also taking into account emissions from the operation of the airport.

The location of each testing site is shown on the map below.

Air quality testing is carried out at each of these locations on a monthly basis. As agreed, we share these results with both Southend Borough Council and Rochford District Council.



Results

Concentration levels of NO₂ measured around London Southend Airport have consistently remained below Government limits.

The recorded annual mean values for each testing site have been adjusted by the relevant bias adjustment factor following DEFRA guidance.

The pollutants of greatest concern in the local area are oxides of nitrogen. The majority of pollutants in the local area come from road traffic.

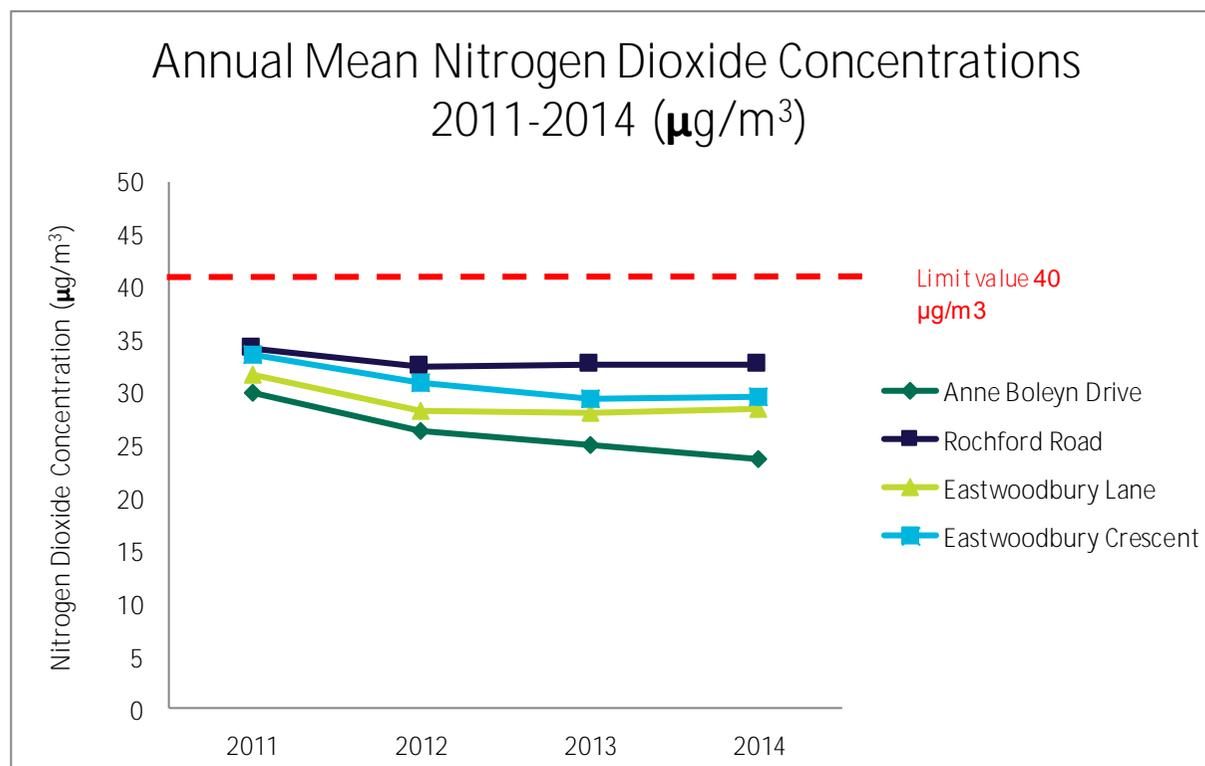
The annual results for NO₂ monitoring at all four testing sites around the airport are reported in the table (fig. 1).

These results are also plotted on the graph (fig. 2), which also demonstrates that NO₂ levels at all four sites continue to remain well below the 40 µg/m³ Government limit value, and that the 2014 results for all sites are lower than those recorded in 2011 (before the runway extension was opened).

Figure 1.

Results of Nitrogen Dioxide (NO ₂) Testing				
Site	2011	2012	2013	2014
Anne Boleyn Drive	29.9 µg/m ³	26.3 µg/m ³	24.8 µg/m ³	23.6 µg/m ³
Rochford Road	34.2 µg/m ³	32.4 µg/m ³	32.7 µg/m ³	32.6 µg/m ³
Eastwoodbury Lane	31.6 µg/m ³	28.3 µg/m ³	28.0 µg/m ³	28.4 µg/m ³
Eastwoodbury Crescent	33.6 µg/m ³	30.9 µg/m ³	29.4 µg/m ³	29.5 µg/m ³

Figure 2.



Section 7 - Carbon Management & Air Quality



Introduction

Energy consumption is essential to the operation of an airport. London Southend Airport is committed to improving energy management practices and reducing associated greenhouse gases from operations and to minimise the overall impact on the environment.

Carbon reduction has been considered throughout the design and implementation of a number of the development projects across the airfield, including the new control tower, rail station and terminal building. CO₂ reductions were considered alongside financial aspects when making capital investment decisions.

London Southend Airport invested in a new rail station on the Southend Victoria to London Liverpool Street line to provide an excellent sustainable transport option for passengers. The new rail station is just 100 paces from the passenger terminal.

Construction

Before construction of the runway extension could start, London Southend Airport agreed a Construction Environmental Management Plan (CEMP) in accordance with the S106 planning agreement. This ensured that the impact on the environment and surrounding communities was minimised.

London Southend Airport agreed that during the construction period, wherever possible, materials would be recycled. The aim would be for a balance of cut and landfill so that no landfill materials would need to be brought onto or taken off the site. Soil removed during the construction of the new road was re-used for the 300m runway extension.

The BREEAM pre-assessment of the new passenger terminal stated that London Southend Airport had the potential to achieve a 'very good' assessment result, which is encouraging as an airport development is particularly challenging.

BREEAM is an environmental assessment method and rating system for buildings. BREEAM sets the standard for best practice in sustainable building design, construction and operation and has become one of the most comprehensive and widely recognised measures of a building's environmental performance. It encourages clients to think about low carbon and low impact design, minimising the energy demands created by a building before considering energy efficiency and low carbon technologies.



Energy Management and Control

The main source of energy at London Southend Airport is electricity. All incoming electricity is metered monthly through remote access meters and London Southend Airport uses this information to monitor overall consumption as well as for financial tracking and forecasting.

One of the main ways London Southend Airport controls energy consumption is through its Building Management System (BMS).

This allows London Southend Airport to carefully monitor and control energy consumption in all areas of the new terminal building and provides data on electricity kW/h and CO₂ consumption as well as rain water harvesting.

Utilising Natural Resources: Water

London Southend Airport utilises two 60,000 litre underground water reservoirs that hold rainwater collected from the new terminal roof for use on site. The harvested water is fed through a series of filters in a Stormsaver rainwater recovery system, making it suitable for use on site.

Since March 2014 this system has harvested 20,043 m³ of rainwater. This means that 4.91% of water utilised in the terminal extension effectively replaces mains water for functions such as the airport's 59 flush toilets. This environmental advantage improves sustainability and usage will be continuously monitored to measure impact for London Southend Airport and cost and environmental savings on an ongoing basis.

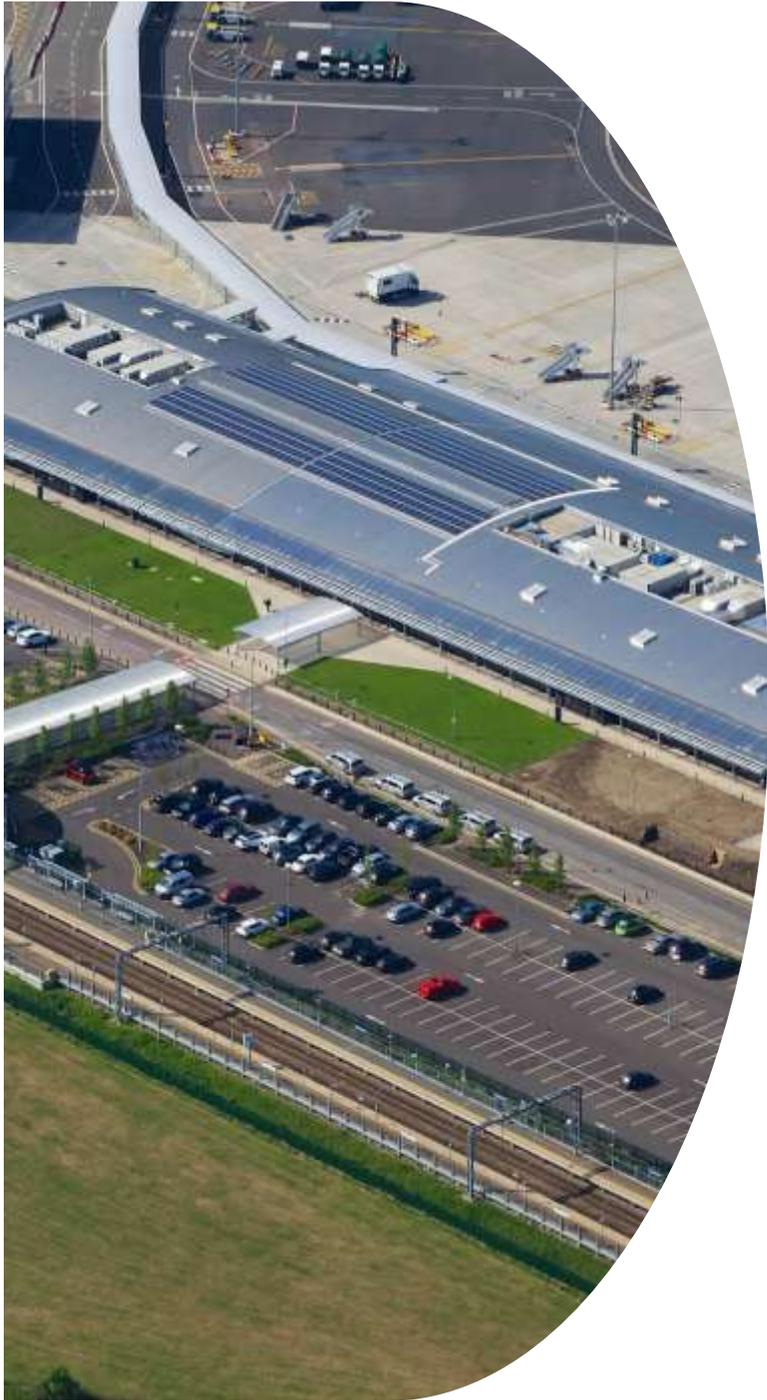
Energy Consumption: Electricity

The new passenger terminal at London Southend Airport is very energy efficient when measured on an energy per passenger basis. The table below shows the kW/h per passenger energy use for the 3 years since the new building has been operational.

To compare this rating with other UK Airports we would need to include the energy for the total airport. However, there are a large number of businesses based in Aviation Way which is located around the perimeter of the airport site. These draw their electricity from London Southend Airport's own ring main, meaning that the total airport consumption would include these non-airport based businesses.

	2012-13	2013-14	2014-15
Total kW/h (Passenger Terminal)	1,523,116	1,438,398	2,292,060
Total passengers	724,986	1,001,580	1,088,377
kW/h per passenger	2.10	1.44	2.11

In April 2014 the new terminal extension was opened. The overall size of the passenger terminal more than doubled whilst the passenger numbers remained steady which resulted in a slight increase in kW/h per passenger for 2014/15.



Minimising Energy Use

A number of energy saving products and principles were incorporated into the new passenger terminal including:

- At least 10% of energy from on-site renewable sources
- Solar photovoltaic panels to provide circa 9% of energy needs
- Air source heat pumps provide around 3% of energy needs
- Extensive use of LED lighting
- Dimmable concourse lighting to react to daylight
- PIR sensors in office lighting
- Highly insulated building envelope
- Tinted glass and solar shading to reduce solar gain and limit cooling requirement
- Energy saving mode on escalators
- Rainwater harvesting and waterless urinals

Sustainable Energy

The new £10 million terminal extension achieved a BREEAM (Building Research Establishment Environmental Assessment Methodology) “Very Good” certification with an overall score of 57.9%. A project’s overall BREEAM score is based on ten criteria, with categories including land use and ecology, water and minerals. It encourages architects, builders and clients to work together to deliver low carbon and low impact designs that minimise energy demands created by the building itself, whilst maximising energy efficiency and utilising low carbon technologies. London Southend Airport introduced a number of features into the terminal extension that reflected both the public sectors partners’ wishes and those of the general public.

10% of the building’s energy is sourced from renewables, which has been achieved through photovoltaic (PV) panels on the terminal roof. 496 solar panels supply the terminal’s expanded range of shops, cafes and restaurants with clean solar electricity for decades to come, using London Southend Airport’s private electricity network. The panels are expected to help avoid around 1,000 tonnes of carbon dioxide emissions over the next twenty years.

Air source heat pumps absorb heat from the outside air and then use it to warm the interior of the building. Even with a temperature as low as -15C outside, these remarkable pumps continue to create heat from natural resources. London Southend Airport also created a wildflower meadow to increase the biodiversity of the site and raise the overall ecological value of London Southend Airport’s footprint.

Waste Management & Recycling

The number of people using London Southend Airport has grown significantly since 2012. As numbers increase so can the amount of waste collected. London Southend Airport is fully committed to reducing the amount of waste sent to landfill sites. Recycling points are available in all public areas of London Southend Airport.

To promote recycling within internal departments all waste bins have been removed from desk areas and replaced with recycling/general waste points.

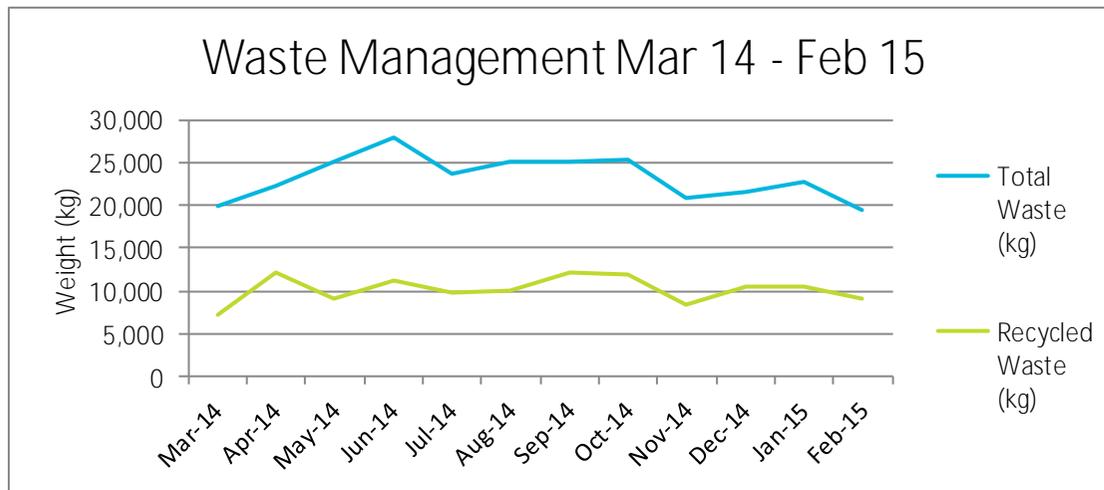
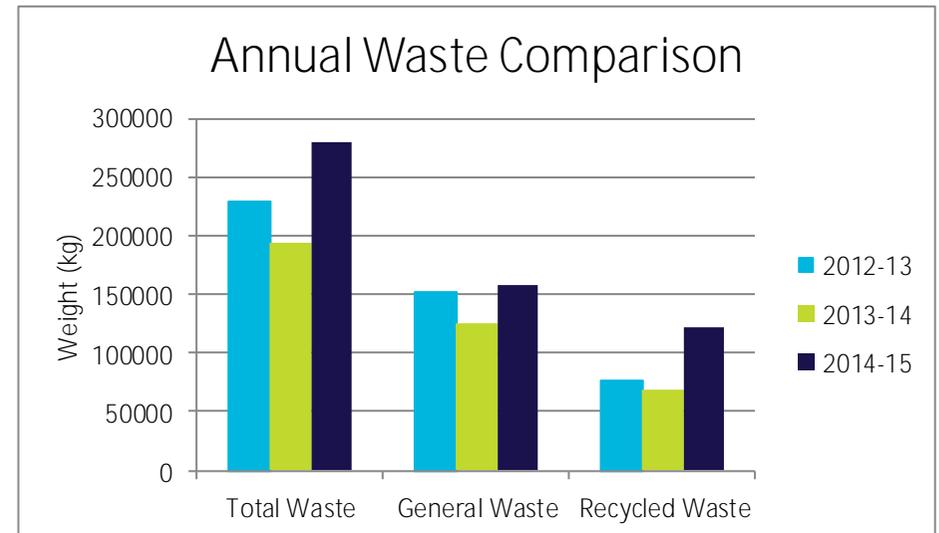
London Southend Airport monitors the amount of waste that is recycled. During the busier summer months the amount of waste produced increases, peaking in June 2014 at 28,000 kg. In April 2014 the percentage of waste sent for recycling peaked at 54.53%. The overall annual percentage for recycled waste for the reporting period 2014-2015 was 44%, a 9% increase on the previous year.

Recycling is regularly promoted within internal departments through emails and staff notices. London Southend Airport aims to monitor recycling progress and set targets to increase the amount of recyclable waste collected from the airport site. Wherever possible, equipment and materials are re-used and shared between departments or donated to local charities.

London Southend Airport works very closely with its based operators and supports airline initiatives to reduce weight carried on board aircraft. easyJet has recently reviewed its aircraft cleaning procedures to minimise the amount of water and traveller magazines carried on board its aircraft.

The Annual Waste Comparison chart shows that there has been a reduction in the amount of waste collected compared to the last reporting period.

Further carbon reduction incentives are considered within the Airport Surface Access Strategy (ASAS) and the Quiet Ground Operations Scheme.



Sustainable Procurement

London Southend Airport has set out its Sustainable Procurement Policy in accordance with S106 planning conditions. The policy applies to Airport development projects as well as the procurement of goods and services by London Southend Airport Company Limited.

Third Party Contractors

Buckingham Group was awarded the contract for the construction of the new terminal building phase one development. Key elements for sustainable procurement were considered during the tender process.

Buckingham Group delivered against the following targets:

- At least 50% of orders by value to be placed with local companies
- Subcontractors encouraged to recruit local labour

During the construction of the new terminal building in 2011, Buckingham Group employed 85% of sub-contractors locally.

Protecting and Enhancing Biodiversity

In September 2011 London Southend Airport completed a new link road between Eastwoodbury Crescent and Nestuda Way which allowed for the closure of Eastwoodbury Lane to make way for the runway extension.

The new route was carefully chosen and designed in order to minimise impact on St Laurence Park. A new children's play area was constructed, including £800k of state-of-the-art play equipment, and a new wildflower meadow was created. The park is now over a hectare larger than before.

Over the past 24 months the new planting has become established, the wildlife has flourished and many local children now enjoy a safer environment with a better equipped play area.

The area to the north of the terminal extension was seeded with a wildflower meadow mix to increase the ecological value of the site and encourage insects such as bees.

Communication

Key events in the progress of the development are communicated to local residents using hand delivered letters, public meeting and airport tours. These have provided information regarding each stage of the new development works. Information and press releases are regularly made available on the London Southend Airport website www.southendairport.com

Procurement of Goods and Services other than for Developments

London Southend Airport applies sustainable principles to the procurement of goods and services, paying particular attention to the procurement of the following:

- Energy supplies
- Aviation fuel
- Office consumables (including recycling)
- Catering supplies
- Electrical equipment
- Transportation (vehicles and travel)



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Section 8 - Air Traffic Movements (ATM) Controls

During the planning consultation for the runway extension at London Southend Airport, a number of new controls were agreed in order to reduce the impact of the development on the local community.

An annual cap on the total number of aircraft movements was introduced at 53,300. This is about half of the total of aircraft movements recorded at London Southend Airport in 1989.

In addition the number of permitted night time movements was reduced from 940 per month to 120. Further caps were imposed on the number of cargo flights and B737 movements at London Southend Airport.

Quarterly Reporting

In accordance with our S106 planning agreement, we regularly report on our performance against a number of agreed controls to the Airport Consultative Committee. These reports are also shared with our local councils.

Once the first Annual Report has been published, quarterly reports will also be made publicly available on our website (www.southendairport.com).

Annual Reporting

For the 12 month period March 2014 - February 2015, London Southend Airport has operated within all of the agreed limitations on aircraft movements.

The table below shows London Southend Airport's performance and compliance against the total Aircraft Traffic Movement (ATM) controls for March 2014 - February 2015.

Ref.	Aircraft Traffic Movement Type	Quota Annual Limit	Annual Total Mar 14 - Feb 15	% of agreed Annual Limit
i	Total ATMs (excluding exempt ATMs)	53,300	30,735	57%
ii	Cargo ATMs (permitted lesser of 10% of Total ATMs or 5,300 p.a.)	3,073	192	6.2%
iii	Boeing 737-300 ATMs	2,150	7	0.2%

ATM's in the Night Quota Period

The table below shows London Southend Airport's performance and compliance against the total night time Aircraft Traffic Movement (ATM) controls for March 2014 - February 2015.

	Flights in Night Quota Period (23:00 – 06:30)	Quota Annual Limit	Annual Total Mar 14 - Feb 15	% of agreed Annual Limit
iv	Total night time ATMs		410	
v	Diverted ATMs (of which all were QC1 or less)		6	
vi	Delayed ATMs (of which all were QC1 or less)		86	
vii	Exempt ATMs (of which all were QC1 or less)		56	
	Night time ATMs to be included in Quota Total (120 per quota month)	1,440	262	18%

The definitions of diverted, delayed and exempt ATM's were agreed within the S106 planning agreement and are as follows:

Diverted ATM's – Unforeseen diversions of ATM's from airports to London Southend Airport due to weather conditions, industrial action or temporary runway closure/repairs.

Delayed ATM's – An ATM where the aircraft was scheduled to take off or land prior to the agreed night time period, but was delayed due to unforeseen weather conditions, industrial action, temporary runway closure/repairs at the airport or air traffic control delays or clearances beyond the control of the aircraft operator and/or the owner or the operator (as the case may be).

Exempt ATMs – ATM's by the police and/or HM Customs and/or the Coastguard and/or the military and/or the Air Ambulance Service and/or ATMs collecting or delivering human blood and/or organ transplants and/or ATMs carrying or meeting officials on Government business and/or any ATM which is made an emergency consisting of an immediate danger to the life or health of humans or animals.

Of the 6 diverted ATM's, all were diverted to London Southend Airport due to poor weather conditions at their destination airports.

Of the 86 delayed ATM's, all fall within the criteria that allows passenger aircraft to return to London Southend Airport during the night time period due to unforeseen weather conditions, industrial action and/or unforeseen air traffic control delays.

Of the 56 exempt ATM's, all aircraft operated on behalf of the police, military, and/or coastguard, or operated an air ambulance flight.

Preferred Runway Procedures

London Southend Airport has just one main runway which is aligned 060°/240°. For reasons of safety and to maximise aircraft performance capabilities, aircraft usually take-off and land into wind. In the south east of the UK the prevailing winds are south westerly, meaning that about 70% of the time aircraft take off to the south west and arrive from the north east.

In order to minimise the number of properties overflown in the more densely populated area to the south west of London Southend Airport, (e.g. the Leigh-on-Sea area) a Preferred Runway Procedure has been introduced.

The S106 planning agreement identifies a number of reasons whereby the Preferred Runway Procedure may not be implemented:

- *Safety*
- *Any reasonable requirements of the air traffic control of the airport to ensure the safe operation of the airport and aircraft using it*
- *Standard separation requirements of National Air Traffic Services*
- *Weather conditions prevailing at the time of the relevant ATM making it unsafe for an aircraft to take off to the north east of the airport or land from the north east of the airport*
- *Performance capabilities of the aircraft to take off from or land at the airport in the prevailing conditions at the time of the relevant ATM and/or*
- *Limitations of the approach aid facilities at the airport*

Airport Initiatives

London Southend Airport regularly monitors the use of the Preferred Runway Procedures. Our Air Traffic Control (ATC) team record specific information relating to each ATM and where the Preferred Runway has not been used, ATC record the reason why.

Pilots are advised of the requirement to follow Preferred Runway Procedures at London Southend as part of the Noise Abatement controls provided to pilots within the UK AIP (Aeronautical Information Publication). An internal audit was conducted of the Preferred Runway usage throughout November and December 2012 and it was found that in every instance where the prevailing weather conditions had been recorded as a reason for not following the Preferred Runway Procedures, the tailwind recorded was greater than 5 knots.

We pride ourselves on having good working relationships with our based airline operators and will continue to work closely with them to maintain and, wherever possible, improve the use of the Preferred Runway Scheme.

Preferred Runway Procedures during the Daytime

During the daytime, in total fewer than 50% of all landings and less than 50% of all ATM's may be over the south west area (e.g. Leigh-on-Sea) when assessed cumulatively throughout each entire Quota Year. During the 12 month period from March 2014 to February 2015, all ATM's remained within the required percentages for the Daytime period.

Daytime ATMs	Annual Total Mar 14 - Feb 15	% of ATMs to/ from South West (Leigh on Sea)
Total daytime arrivals	14,960	
Arrivals from South West (over Leigh-on-Sea area)	4,543	30%
Total daytime arrivals & departures	30,245	
Arrivals & departures to/from South West (over Leigh-on-Sea area)	12,972	42%

Preferred Runway Procedures during the Night time

During the night time Quota Period, all ATM's will be to and from the north east of the airfield (e.g. Rochford).

ATMs operating during the Night Quota Period (23:00 – 06:30)	Annual Total Mar 14 - Feb 15	% of ATMs to/ from South West (Leigh on Sea)
Total ATMs	410	
Number of aircraft which did not take off towards, or land from, the North East	113	28%

London Southend Airport are required to record the reasons why an ATM does not use the Preferred Runway Procedure during the night quota period and include this information in the Annual Report.

Of the 113 ATM's that did not follow the Preferred Runway Procedure, all of the aircraft concerned operated to and from the south west due to the weather and/or safety conditions at the time making it unsafe for an aircraft to take off to the north east of the airport or land from the north east of the airport.

Section 9 - Departures

All aircraft departing from London Southend Airport (which have a maximum take-off weight in excess of 5700kg) follow initial flight paths known as Noise Preferential Routes (NPRs).

The NPR's at London Southend Airport were agreed with Southend-on-Sea Borough Council and Rochford District Council during the consultation process for the runway extension. The routes have been designed so that the number of large aircraft overflying residential areas is reduced to a minimum and that departing aircraft are using the same flight path as arriving aircraft for the initial phase of their departure. These routes were introduced when the extended runway was opened in March 2012.

There can be some variation between the various aircraft operating on the NPR. This is because all aircraft perform differently and they may also be affected by weather conditions, which can cause them to drift to the left or right. This is why each NPR extends in width as it proceeds from the end of the runway. As long as an aircraft flies within the agreed NPR zone it is considered to be on-track.

Since introducing the Noise Preferential Routes in March 2012, 99.8% of all passenger flights within the 3 year period have departed London Southend Airport within their agreed NPR.

There were more than 15,000 departures from London Southend Airport for the 12 month period March 2014 - February 2015, of which over 9,600 related to aircraft (above 5700kg) that were required to depart within the agreed NPR. During this period only 33 aircraft turned on departure before exiting the NPR zone - 7 were instructed to do so by London Southend ATC for safety reasons due to traffic and weather.

Just 26 (0.21%) aircraft were identified as having breached the NPR due to non-compliance i.e. pilot turned early without instruction by ATC.

The majority of NPR infringements were issued to non-based operators who had not reviewed the recent changes to departure procedures as published within the UK AIP (Aeronautical Information Procedures). All of the airlines and operators were immediately contacted as a result of these NPR infringements and have responded quickly and efficiently. All have taken robust action to ensure that all of their pilots are familiar with the current operating procedures to prevent further infringements occurring.



Noise Preferential Routes

London Southend Airport has two noise preferential routes, one at each end of the runway. Aircraft (which have a maximum take-off weight in excess of 5700kg) must follow the NPR controls applicable to the runway in use at that time.

When departing on Runway 06 towards the north east (e.g. Rochford area), aircraft must maintain a straight departure heading until at least 1500ft altitude and 1 mile in distance.

When departing on Runway 24 towards the south west (e.g. Leigh-on-Sea area), aircraft must maintain a straight departure heading until at least 1500ft altitude and 2.5 miles in distance.

Once aircraft have cleared the designated NPR zone, Air Traffic Control (ATC) can instruct the pilots to fly a more direct heading towards their destination, - this is known as 'vectoring'. However, ATC may direct aircraft off the NPR at any time if this is required for safe separation from other aircraft or for other safety issues (such as avoiding adverse weather). Track keeping is taken very seriously and it is closely monitored and logged by our dedicated system.

The map below shows the two NPR zones at London Southend Airport with their agreed coordinates.



Results of NPR Monitoring - A summary of each NPR infringement issued March 2014 - February 2015 is shown on the table below

	Date	Operator	Aircraft Reg	Aircraft	Runway	Flight type	Infringement notice issued	Cumulative total y/e 2015	Satisfactory action taken	Reviewed by ACC	Fines Issued	Off track complaints received
1	06/03/2014	Air Medical	GJMED	LJ35	24	Positioning following hospital flight	✓	1 st	✓	✓	n/a	0
2	16/03/2014	Eagle Express	T7MJB	F900	24	Business Flight	✓	1 st	✓	✓	n/a	0
3	16/03/2014	Aer Arann	EIREI	ATR72	24	Scheduled Passenger	✓	1 st	✓	✓	n/a	0
4	05/04/2014	easyJet	GEZUU	A319	24	Scheduled Passenger	✓	1 st	✓	✓	n/a	0
5	10/05/2014	Fly Discovery	5NBQP	B737	24	Maintenance	✓	1 st	✓	✓	n/a	0
6	22/05/2014	Formula 1	N2FU	LJ31	24	Business Flight	✓	1 st	✓	✓	n/a	0
7	25/04/2014	Air Traffic	DCURT	LJ31	24	Business Flight	✓	1 st	✓	✓	n/a	0
8	30/06/2014	Dot LT	LYMCA	ATR72	06	Scheduled Passenger	✓	1 st	✓	✓	n/a	0
9	31/07/2014	Danish Air Transport	OYCIR	ATR42	24	Scheduled Passenger	✓	1 st	✓	✓	n/a	0
10	16/08/2014	Battle of Britain Memorial	ZA947	DC3	24	Display	✓	1 st	✓	✓	n/a	0
11	16/09/2014	Air Ops International	N888SF	C680	06	Business Flight	✓	1 st	✓	✓	n/a	0
12	02/10/2014	247 Jet	GJBIZ	C550	06	Business Flight	✓	1 st	✓	✓	n/a	0
13	07/10/2014	Lux Air Ambulance	LXEAA	LJ45	24	Air Ambulance	✓	1 st	✓	✓	n/a	0
14	08/10/2014	Aeronova	ECGUS	SW4	24	Positioning Flight Following Freight	✓	1 st	✓	✓	n/a	0
15	18/10/2014	Stobart Air	EIREH	ATR72	24	Scheduled Passenger	✓	1 st	✓	✓	n/a	0
16	06/11/2014	SkyWork	HBAEV	D328	24	Scheduled Passenger	✓	1 st	✓	✓	n/a	0
17	08/11/2014	Hangar 8	GRVAC	CL60	24	Business Flight	✓	1 st	✓	✓	n/a	0
18	27/11/2014	NetJets	CSLAM	GL52	24	Business Flight	✓	1 st	✓	✓	n/a	0
19	30/11/2014	Air Hamburg	DCFLY	C56X	24	Business Flight	✓	1 st	✓	✓	n/a	0
20	09/12/2014	Falko	GCGZO	RJ85	24	Maintenance Local Flight	✓	1 st	✓	✓	n/a	0
21	26/12/2014	Stobart Air	EIREL	AT75	24	Scheduled Passenger	✓	2 nd	✓	✓	n/a	0
22	02/01/2015	easyJet	GEZIN	A319	24	Scheduled Passenger	✓	2 nd	✓	✓	n/a	0
23	02/01/2015	easyJet	GEZIN	A319	24	Scheduled Passenger	✓	3 rd	✓	✓	£500	0
24	17/01/2015	Stobart Air	EIREL	ATR72	24	Scheduled Passenger	✓	3 rd	✓	✓	£500	0
25	23/01/2015	CNH America LLC	N99FG	F900	24	Business Flight	✓	1 st	✓	✓	n/a	0
26	12/02/2015	easyJet	GEZWS	A320	24	Scheduled Passenger	✓	4 th	✓	✓	£1,000	0

Fines Relating to NPR Infringements

London Southend Airport has introduced a scheme to fine airlines which continue to operate off track despite previous warnings.

As NPR's were introduced to London Southend Airport for the first time in 2012 we have worked with both Airlines and Operators to ensure that they are familiar with the new noise abatement controls.

Most of the NPR infringements were issued to non-based operators who may only visit London Southend Airport once or twice a year for routine maintenance, private flights, medical flights or diversions.

All correspondence relating to the NPR infringements issued is routinely reviewed by the Chairman of the Airport Consultative Committee (ACC). A full summary of each breach is also shared with all ACC members. Should the ACC or London Southend Airport consider the action taken by offending operators to be inadequate, or that an operator has continued to breach the NPR controls despite appropriate measures being taken, fines will be levied as per the rates detailed in the table below.

London Southend Airport works very closely with its based operators to resolve any issues which may arise following investigations into the causes of NPR infringements.

Funds generated from these fines will go into a Community Fund. The ACC decide on how this fund is diverted to local good causes.

Scale of Fines 03/12 – 03/13	1 st Fine	2-5 Fines	5+ Fines
Aircraft QC1 or less	£500	£1,000	£2,000
Aircraft QC1 – QC2	£1,000	£2,000	£4,000
Aircraft QC2+	£2,000	£4,000	£8,000

Aircraft with a higher Quota Count (QC) are liable to heavier fining as they are noisier. They are assigned quota count (QC) classifications as follows:

Certified noise level (EPNdB)	Quota Count
96 – 98.9	QC/4
93 – 95.9	QC/2
90 – 92.9	QC/1
87 – 89.9	QC/0.5
84 – 86.9	QC/0.25

Aircraft are classified separately for take-off and landing. Schedules showing the QC classification of individual aircraft are published twice a year by the CAA.

For the previous reporting period March 2013 - February 2014 a total of two fines were issued equating to £1,500. This money has now been donated to three separate local charities. The ACC decided that young people living with dementia, life-saving first aid responders and a specialist children's hospital unit would benefit from the community fund. Each of the following local charities were presented with a cheque for £500;

- Peaceful Place in Rochford
- St John's Ambulance
- Neptune Children's Ward at Southend University Hospital



For the 12-month period March 2014 - February 2015 a total of 3 fines were issued for NPR infringements, which totalled £2,000.

The ACC will allocate the funds to local charities during the next reporting period.

Section 10 - Charity & Community

In addition to nationwide Stobart Group charity activities, staff at London Southend Airport have continued raising and donating money to a number of local charities and good causes. Since the last reporting period the previous group has restructured and become part of London Southend Airport's organisation becoming the London Southend Airport Community Team (LSACT).

The LSACT continue to work with local charities such as "Runway" the guide dog, Southend Hospital's Elizabeth Loury Cancer ward, HARP (Homeless Action Resource Project), Samaritans, St Marks's Church and Turning Tides Team (TTT).

Between March 2014 and February 2015 LSACT have also helped to organise and support the following:

Charity Plane Pull

Moved by the sad loss of little Alfi Mjeshtri to a rare brain tumour, kind-hearted colleagues of the 4-year old's father, Halim, organised a series of challenges inspired by Channel 5's hit TV show *Stobart: Trucks, Trains & Planes*. Following the theme of the television programme, which follows the excitement and challenges facing the legendary haulage giant on Britain's roads, railways and in the skies, the group of Stobart Group and London Southend Airport employees chose to pull a truck, train and plane for 100 metres in various locations across the UK. First up was the team at London Southend Airport, who undertook their gruelling test of muscle and willpower on 17 May.



Battle of Britain Memorial Flight

London Southend Airport was the site of a very special reunion on Friday 22 August 2014, as the final two Avro Lancaster Bombers that are still able to fly were pictured together for the first – and probably the last – time.

The UK based aircraft named *Thumper* was joined by the other aircraft that has made the once in a lifetime journey over from Canada (called *Vera*) especially for a series of events undertaken with the Battle of Britain Memorial Flight.

London Southend Airport Charity Dog Show

In September 2014 the LSACT team held their annual dog show at the Rankins Cricket Ground in Rochford. Gill Allen who has a close connection to Guide Dogs for the Blind was judging the categories and the local dog shelter also attending with some four legged friends looking for new homes.

All proceeds went to raise money for the maintenance of the Southend Hospital Elizabeth Loury Cancer Ward Garden.



Santa Flights

On 6 December, Santa Claus swapped his sleigh and reindeer for a sleek Stobart Air plane to help raise money for an Essex charity and deliver an enchanting experience in the skies for local children. In fact, two special Santa flights departed from London Southend Airport, whisking children with friends and family members off on a unique adventure over the county. Tickets were priced at just £40, with the proceeds going to Fair Havens Hospice. Overall, around £4,000 was raised for the charity. Commenting on the special departure, Jason Ivey, Operations Director, London Southend Airport, said: "The festive Santa Flight was a truly magical day out for the children and their families, so we were delighted to be able to provide this while also raising much-needed funds for such a great local charity."



Saint Lawrence and All Saints Church Charity Quiz Night

London Southend Airport and Saint Lawrence and All Saints Church parishioners joined forces in February to go head to head in a battle of the quiz teams to raise money for the church and airport charities raising a total of £500.

Saint Laurence and All Saints Church Winter Wonderland

On 29 November 2014 staff and based crew from London Southend Airport, easyJet and Stobart Air descended on Saint Laurence and All Saints Church to help the parishioners decorate Christmas trees which had been sponsored by both London Southend Airport, its partner airlines and a host of local companies raising over £4,500.



Holt Farm Infant School Airport Visits

In June 2014 London Southend Airport was host to over 90 children from the local Holt Farm Infant School who came down to the airport for a visit and talk.

The children were treated to a guided tour of the new terminal and then talks from the London Southend Airport team and an easyJet Pilot before taking part in paper plane competitions!

Charity Tins

Every year London Southend Airport enters into an agreement with a local charity to host charity tins within certain areas both airside and landside within the terminal. In the reporting period almost £650 was collected for the Rochford Rotary Club, £170 for the Roald Dahl Children's Fund and the annual Royal British Legion collection for the Poppy Appeal was held in the terminal for the months of October and November before Armistice Day.

Section 11 - Feedback



Thank you for taking the time to read London Southend Airport's Annual Report.

We would welcome your comments and feedback – you can contact us;

By email: LSAenquiries@SouthendAirport.com

By post: London Southend Airport Co. Ltd.
Southend on Sea
Essex
SS2 6YF

Section 12 - Appendices

Appendices:

- **Appendix i - 2011 ASAS and Staff Travel Plan Targets**
- **Appendix ii - 2014 ASAS Summary of New Targets, Commitments and Actions**

Appendix i - 2011 ASAS and Staff Travel Plan Targets

A summary of the ASAS and ATP targets and incentives are shown in the table below. London Southend Airport's performance against the set targets has been rated as follows:

 **Target completed** - All actions have been completed and performance has reached target level

 **Progress made** - The target has not yet been achieved but progress has been made

 **Target not achieved** - Targets have not been met but some actions may have been taken to achieve results

ASAS Ref	Target	Timescale	Commentary	Rating
Mode Share ASAS 1	Air passenger public transport mode share should be at least 20% by 1.5mppa and 25% by 2mppa	When passenger numbers reach 1.5 and 2mppa	The threshold of passenger numbers has not yet been reached, however the passenger travel survey undertaken in Autumn 2012 showed a public transport mode share of 29% - due largely to the investment of £16m in a new rail station opposite the passenger terminal	
Mode Share ASAS 2	Staff mode share should not exceed 65% using car alone	On-going	From the staff travel survey undertaken in September 2013, the percentage of staff using single occupancy cars was 61%.	
Travel planning ASAS 3/ ATP 1	Produce an Area Wide Airport Travel Plan sponsored by the Airport's major employers	By runway extension opening (March 2012)	Achieved by the publication of the Airport Surface Access Strategy	
Travel planning ASAS 4/ ATP 2	Designate a Travel Plan Co-ordinator to monitor the Travel Plan and progress new initiatives	By runway extension opening (March 2012)	Achieved by the appointment of Jo Marchetti as the Travel Plan Co-ordinator at the Airport Transport Forum in November 2011	
Travel Information ASAS 5	Provide real-time, web-based onward travel information and smart ticketing facilities in the rail station and terminal	By the opening of the new terminal (March 2012)	Self service ticketing machines were introduced to the airport rail station in September 2011 and live rail information is provided. General onward travel information is currently provided by airport staff. The provision of real-time, web-based onward travel information was delayed, but will be installed into the new arrivals area of the terminal extension. Ticket machines for rail travel are also planned for the new arrivals area.	
Travel Information ASAS 6	Ensure current public transport information is readily available to the	On-going	Achieved by the provision of a dedicated 'Onward Travel' page on the Airport website www.southendairport.com	

Surveys ATP 3 ATP 15	Air passenger surveys to be undertaken to determine mode share	Sept/Oct 2012	Surveys undertaken in Autumn 2012 – 418 questionnaires were completed and the results shared with the Airport Transport Forum in Dec 2012. 29% of air passengers used public transport.	
Surveys ATP 4	Staff travel surveys to be undertaken	2012	Surveys undertaken in December 2012 and September 2013. In the 2013 survey 232 questionnaires were completed and the results shared with the Airport Transport Forum in February 2014	
Walking & Cycling ATP 5	All new developments will include good pedestrian access	On-going	Achieved by the pedestrian facilities provided at the new terminal, railway station and hotel that opened in 2011 and 2012 and the terminal extension which opened in stages from 2013. A covered, step-free walkway was installed between the rail station and passenger terminal.	
Walking & Cycling ATP 6	All new developments will include secure cycle parking, showers and lockers. Demand for cycle parking to be monitored and additional cycle racks provided when required. Travel Plan Co-ordinator to arrange cycle promotions.	On-going	Secure cycle racks are now provided in the station car park, hotel and opposite the staff car park,. Showers and lockers provided in staff facilities. Cycle promotions arranged by Travel Plan Co-ordinator. Demand for cycle parking is regularly monitored.	
Rail ATP 7	Work with train operators to promote and market rail services to staff and air passengers	On-going	Flight timetable information provided to train operators. Trains to Southend Airport shown on London Underground route maps. 2012 Airport advertising campaign promoted rail access. 2014 radio campaign includes rail access. No joint activity.	
	Work with airlines to provide train information and sell train tickets on board aircraft	On-going	easyJet sell train tickets on board their flights. Based airlines and tour operators provide train information on their websites.	
	Airport to work with rail industry partners to seek improvements	On-going	Early morning and late trains requested to service flights but declined by rail industry partners. Quality improvements to rolling stock being considered by rail industry partners but with limited joint activity.	
Bus & Coach ATP 8	Airport to engage with bus and coach operators to identify route gaps and seek discounts for staff travel	On-going	On-going discussions with First Group and Arriva about the X30 and local services 7, 8 & 9 and with potential new operators. Discounts available for staff but rarely used.	

Car Sharing ATP 9	To investigate car-sharing schemes and reserve car parking spaces for car sharers	On-going	In 2013, 10% of staff car share, a slight increase on the 2012 figure. Essex liftshare information is provided to new staff, but most sharing is informal. Shift patterns reduce sharing potential. Car parking spaces for car sharers are provided closest to the staff entrance point.	
Car Sharing ATP 10	Car Clubs to be investigated	On-going	The airport has investigated the use of schemes such as Zip-Car which provide short term hourly car rental, however it was concluded that Car Clubs are not suitable for staff and air passengers are sufficiently catered for by standard rental cars.	
Car Parking ATP 11	Electric charging points	Summer 2012	This has been delayed due to the re-allocation of car parking areas. Our aim is to provide charging points to car rental providers once the final car parking areas have been established.	
Car Parking ATP 12	Monitor car parking demand	Summer 2012	Demand has been monitored throughout 2012 and 2013 and data supplied to local authorities. Demand has been well below supply.	
	Remote valet car parking contingency plan	Summer 2012	The remote valet car parking contingency plan was put in place and remains so, but was not required to be implemented.	
Staff ATP 13	New staff to be made aware of sustainable travel options	On-going	A staff travel information leaflet is distributed to all staff and displayed in staff rest rooms. Travel information is discussed with new staff as part of their induction. Travel information will be regularly reviewed and updated.	
Marketing ATP 14	Airport to participate in promotion and marketing sustainable travel	On-going	Major multi media advertising campaign in Spring 2012 to advertise and promote rail travel and the new airport train. Current radio advertising campaign and ongoing website marketing.	
Airport ATP 16	ATF to meet in 2012	2012	The first meeting of the ATF was held in December 2012. The forum is now well established and met again in February 2014.	
	Transport Liaison Group to be set up to assess the performance of the ASAS and ATP	Spring 2012	A TLG, consisting of the local authorities and the Airport met three times in 2013 and is now reviewing the ASAS.	
	ASAS to be reviewed 6 months after reaching 1, 1.5 and 2mppa	August 2014	Passenger numbers reached 1 mppa in February 2014. Now being reviewed	

Appendix ii - 2014 ASAS Summary of New Targets, Commitments and Actions

 **Target timescale not reached** - no action required at present

 **Progress made** - The target has not yet been achieved but progress has been made

 **Target completed** - All actions have been completed and performance has reached target level

 **Target not achieved** - Targets have not been met but some actions may have been taken to achieve results

No.	Target/Commitment/Action	Timescale	Review Comments	Performance against target	Rating
Mode Share					
1	Air passenger public transport mode share should be at least 20% by 1.5mppa and 25% by 2mppa.	When passenger numbers reach 1.5 and 2mppa	Unchanged from 2011, 1.5 mppa not yet reached. Current share 29%. See target 15 for date of next survey	The threshold of passenger numbers has not yet been reached, however the passenger travel survey undertaken in Autumn 2012 showed a public transport mode share of 29% - due largely to the investment of a new rail station opposite the passenger terminal. Rail transport continues to be a popular mode of transport for passengers. A new passenger survey will be undertaken in 2015	
2	Staff mode share should not exceed 65% using car alone.	Ongoing	Unchanged from 2011. Current share 61%. See target 15 for date of next survey	From the staff travel survey undertaken in September 2013, the percentage of staff using single occupancy cars was 61%. A new staff survey will be undertaken in 2015	
Sustainable Modes					
3	100% of new developments will include good pedestrian access. Terminal, railway station and associated forecourt and vehicular facilities to be DDA compliant. Policies related to walking routes for the JAAP area will be supported	Ongoing	'All' changed to '100%'. Section 106 DDA target added. Support for JAAP policies added	Good pedestrian facilities provided at the new terminal, railway station and hotel that opened in 2011 and 2012 and the terminal extension that opened in April 2014. Plans to improve the layout of the terminal forecourt area and drop off/pick up points will also consider improvements to pedestrian access and DDA compliance. Planned for 2015/16	

4	100% of new developments will include provision for secure cycle parking (Section 106 Agreement target), showers and lockers. The Travel Plan Co-ordinator will arrange cycle promotions and activities for staff. Demand for cycle parking will be monitored and additional cycle racks provided when required. Policies related to cycle routes for the JAAP area will be supported	Ongoing	'All' changed to '100%'. Section 106 target noted. Support for JAAP policies added	Secure cycle racks now provided in station car park, hotel and staff validation point. Showers and lockers provided in staff facilities. Cycle promotions coordinated by Travel Plan Co-ordinator and HR Manager and include campaigns at certain times of year promoting cycling and designed to raise awareness of benefits. Demand for cycle storage is monitored. The number of cycles stored in the staff cycle rack is steadily increasing with approx. 80% capacity on dry weather days	
5	Work with stakeholders to persuade Government to include requirements for additional early morning and late evening rail services, and significant improvements in the quality of the rolling stock, in the specification for the next Greater Anglia franchise	2016	Modified to reflect current aspirations. Current air passenger rail share 25%, staff 11%	The DfT have issued a consultation about the proposed East Anglia franchise, scheduled to commence in Oct 2016, LSA has submitted a response to that consultation setting out the airports requirements and will be meeting potential bidders during the course of 2015	
6	The Airport will engage with stakeholders to identify gaps and develop a bus and coach strategy for the JAAP area, including the new business parks. Bus shelters or other forms of weather protected areas for passengers awaiting onward travel services to be provided	Ongoing	Modified from 2011. Air passengers bus and coach share 4%, staff 3%. Section 106 target added. Terminal canopy provides weather protection	Ongoing dialogue with bus and coach operators service providers. Weather shelters to be considered as part of the forecourt development scheme. A number of safety improvements will be made to prevent unauthorised parking and introduce better drop off/pick up zones	
7	The Travel Plan Co-ordinators will investigate car sharing scheme options (Lift Share, Carbon Heroes etc.) and Car Clubs as well as encouraging the growth of informal car sharing. Companies operating at the Airport will be encouraged to designate the best parking bays for car sharers	Ongoing	Minor change from 2011. Currently 10% of staff car share	The number of staff that car share is increasing however shift patterns limit the potential for car sharing. Car share promotions in place, designated car parking spaces for car sharers. System in place to facilitate contact between those interested in car sharing	

Car Parking					
8	Electric car charging points to be provided in car park	Ongoing		There is no current demand from car rental companies to provide electric charging points. LSA will continue to review demand	
9	Sufficient car parking spaces (including DDA compliance) will be provided to meet demand from air passengers, so as to avoid the need for off-airport fly parking. The Airport will closely monitor on-airport demand and will have contingency plans for additional spaces to be brought into use if required. The Council's monitoring of street parking will be supported	Ongoing	Modified to be on an ongoing basis. On airport car parking demand was 600 spaces in 2012. DDA compliance and support for street parking monitoring added	Demand is continuously monitored. Car parking availability continues to be sufficient for air passenger demand. The local authorities routinely monitor surrounding residential roads and have found that any increases in non-residential parking is less than that experienced around local rail stations	
Travel Planning and Information					
10	Designate responsible individual(s) to undertake travel planning	Ongoing	Modified to reflect current responsibilities	Community Affairs Coordinator and HR Manager to undertake responsibility for travel planning	
11	New staff to be made aware of sustainable travel options	Ongoing	Unchanged from 2011	Travel options information sent with new joiner pack.	
12	Airport to participate in joint promotion and marketing of sustainable travel through the Airport Transport Forum and Transport Liaison Group	Ongoing	Unchanged from 2011	Airport Transport Forum held annually – most recently in March 2015. Transport Liaison Group meets quarterly – additional meetings held as required. 4 dates for 2015 have been agreed	
13	Provide DDA compliant real-time and web-based onward travel information in the rail station and terminal, in particular to provide live onward travel information in the landside arrivals area	By the end of 2014	Modified to be by the end of 2014. Section 106 Agreement target noted	Within the airside, baggage reclaim area, real time train information is provided on 3 separate screens. Work is on-going to develop a strategy of what facilities the airport will offer landside. A short term solution is to install computers landside for public use, this will give the public access to the internet and all travel information	

14	Provide smart ticketing facilities in the rail station and terminal.	Ongoing	Smart ticketing moved from above to separate target	LSA welcomes the announcement made by the DfT on 26/3/15 with regard to the introduction of smart tickets on the Liverpool Street to South-end Victoria line by the end of 2015. LSA intend to install the necessary smart ticketing facilities in preparation for the introduction of smart ticketing.	
Surveys, Monitoring and Review					
15	Air passenger surface travel surveys to be undertaken every three years, or when there are significant changes in passenger profiles, or when passenger numbers exceed 1.5 mppa.	2015, or earlier if passenger profile changes or numbers exceed 1.5mppa as monitored by the Transport Liaison	Modified to align with next ASAS review	A new air passenger survey will be undertaken in 2015	
16	Staff travel surveys to be undertaken every three years or if on-airport staff numbers grow to more than 1,500.	2016, or earlier if on-airport staff numbers grow to more than 1,500 as monitored by the Transport Liaison	Modified to be every three years or if there is major growth in staff	A new staff survey will be undertaken in 2015	
17	ATF to meet annually.	Ongoing	Modified to be annually and ongoing	2015 meeting held on 4 th March	
18	Transport Liaison Group (TLG), principally comprising LSA and the three local authorities, to be set up to assess the performance of the ASAS and ATP and determine a programme of reviews and surveys.	TLG to meet quarterly	Modified to be quarterly	TGL quarterly to review ASAS targets	
19	Review the Airport Surface Access Strategy (Section 106 Agreement target).	Within 6 months of the airport reaching 1.5 and 2 mppa	Modified as first threshold reached. Section 106 Agreement target noted.	Target not yet reached.	

Stobart
Group 

Stobart
Energy 

Stobart
Aviation 

Stobart
Rail 

Stobart
Investments 

Stobart
Infrastructure 