

# Annual Performance Report 2024



**CITY  
AIRPORT**

01 June 2025



## CEO Foreword

Thank you for taking the time to read London City Airport's Annual Performance Report (APR). This report provides a review of the airport's planning compliance in 2024 and how we performed against our environmental and operational controls, alongside some key commercial updates.

Over the past year, we have continued on a strong path to recovery and growth, and are pleased to report another consecutive year-on-year increase in both passenger numbers and flights on 2023.

I am proud to confirm that, for the eighth consecutive year, there were no reported issues of non-compliance – further underlining our consistent track record of responsible and accountable airport operations. We have continued to monitor our recovery closely and will keep the recommencement of the CADP1 scheme under review.

A key moment in 2024 saw London City Airport secure the UK Government's approval to increase our annual passenger cap from 6.5 million to 9 million, as well as allow three additional early morning flights in the first half hour of operations during the week. This milestone will allow us to meet future demand and expand the range of destinations available to our passengers.

Throughout last year, we worked closely with our airline partners to strengthen our network, including the launch of new routes to Guernsey and Rome, a year-round service to San Sebastian, and increased frequencies to Milan, Berlin and Bergerac. In a powerful show of confidence, ITA Airways relocated its entire UK operation from Heathrow to London City Airport, now operating up to 39 flights per week.





We also maintained operations within all planning controls for noise and air quality, progressed against our sustainability targets, and retained our Level 4+ (Transition) status under the Airport Carbon Accreditation programme – one of only five UK airports to do so. We also remained engaged in local environmental initiatives, including One Newham and Trees for Streets, to promote biodiversity in our surrounding communities.

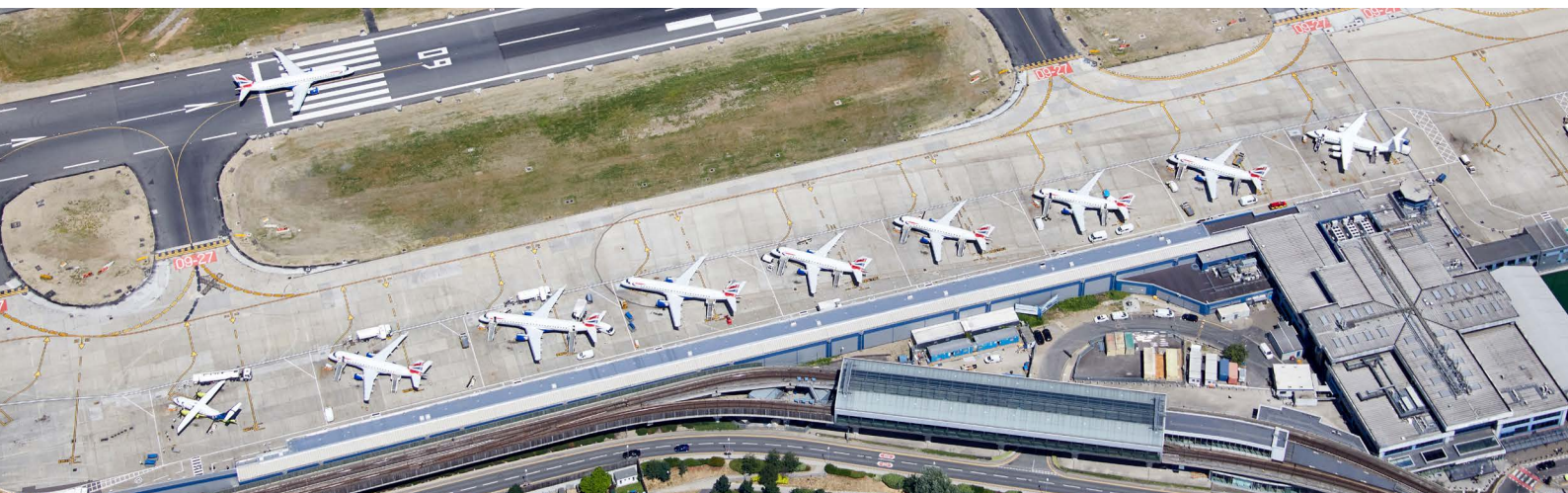
Our efforts to promote sustainable travel yielded strong results, including one of our key achievements of the year: improving our public and sustainable transport mode share for passengers by eight percentage points to 77%, surpassing our 2025 target of 75% ahead of schedule. Staff travel mode share also improved towards our target by two percentage points. This included 5% of staff electing to car share, which serves as a key mode of sustainable transport for staff in the hours prior to public transport services commencing.

Employment remained a core pillar of our local impact, with 29% of our residents of Newham and 73% from the wider local area – a figure bolstered by particularly strong performance in Q3 and Q4. We expanded our volunteering policy to offer two volunteering days per staff member and delivered impactful programmes such as STEM in Aviation, Meet the Buyer, Women in Aviation and our Local Community Fund, supporting both economic and social value across east London.

Finally, in 2024, we made over £1.4 million in contributions to the London Borough of Newham, further reinforcing our commitment to meaningful local investment.

As we prepare for a busy summer in 2025, we remain focused on building on this momentum and continuing to support our people, passengers, and the communities we serve. Thank you again for taking the time to read this report.

**Alison FitzGerald**, Chief Executive Officer





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# 1 Introduction

## 1.1 The CADP1 Permission

### 1.1.1

The City Airport Development Programme (2016 CADP) planning permission is the current operational consent at London City Airport (the Airport or LCY) and includes a comprehensive set of controls including 97 conditions and over 100 Section 106 obligations (the Planning Agreement), which cover a variety of issues including operations, construction mitigation, environment, employment, surface access and a programme of regular reporting.

### 1.1.2

The 2016 CADP permission was granted in July 2016 by the Secretaries of State for Communities and Local Government and Transport and allows for new airfield infrastructure, extended passenger facilities and up to 111,000 Air Transport Movements (ATMs) per year.<sup>1</sup>

### 1.1.3

In August of 2024 the Government approved London City Airport's plans to increase its annual passenger cap from 6.5 million to 9 million passengers, and to fly three extra flights in the first half hour of operations during the week (known as the 2024 consent).

### 1.1.4

As of the end of 2024, the 2024 consent had been approved but has not been implemented. Therefore, the 2024 consent is not relevant to this report.



<sup>1</sup> The previous permission and associated Planning Agreement fell away upon triggering the 2016 CADP permission in October 2017. The saved provisions from the 2009 Agreement are set out in Clause 10 of the 2016 CADP S106 Planning Agreement.



## 1.2 CADP1 APR Requirements

### 1.2.1

The 2016 CADP permission requires the submission of an Annual Performance Report (APR) to the Local Planning Authority (London Borough of Newham or LBN) by 1 June each year in respect of performance and compliance with the 2016 CADP permission in the preceding calendar year. Reasonable endeavours to ensure publication on the website of the London City Airport Consultative Committee (LCACC) by 30 June are also required. The full reporting requirements for the APR under the 2016 CADP1 permission are listed at Annex 1.

### 1.2.2

In November 2023, a new website for the LCACC was launched, which included a rebranding to LCYCC.

The LCYCC continues to serve the legal role and purpose of the LCACC. The acronym LCYCC is used throughout this report instead of LCACC.

### 1.2.3

As well as quarterly reporting of specific operational and noise performance data, the 2016 CADP permission requires a rolling programme of compliance meetings with LBN to monitor and report planning compliance throughout the year.

### 1.2.4

The quarterly reviews are supported by a number of technical working groups which meet regularly to track progress on more detailed matters of compliance including environment and operations, surface access, education and employment.

## 1.3 Airport Recovery Post COVID-19

### 1.3.1

In 2024, passenger numbers at LCY continued to improve from the years prior, which reflected a continued recovery in passenger numbers relative to 2023. In total, approximately 3.6 million<sup>2</sup> passengers used the Airport in 2024, representing around 70% of pre-pandemic levels. As of 2024 all regular compliance reporting has resumed, with the exception of construction as the CADP1 build remains on hold.

### 1.3.2

The Airport continues to monitor the extent and profile of recovery from the pandemic with no decision yet taken on when construction of CADP1 scheme will restart. A number of non-material amendments to the CADP1 permission have been approved by LBN to date.

### 1.3.3

The status of the 2024 CADP permission does not affect the compliance reported in this APR, which is based on the existing active 2016 CADP permission only.

<sup>2</sup> A total of 3,575,396 people used LCY in 2024.





## 2024 Annual Performance Report

### 1.4.1

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This APR details that in 2024 there were no reported issues of non-compliance with the 2016 CADP permission. This is the eighth year in succession that the Airport has reported full compliance with the 2016 CADP permission<sup>3</sup>.

### 1.4.2

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The structure and reporting requirements of the 2024 APR were reviewed and agreed in writing by LBN between February and May 2024.

### 1.4.3

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As no CADP construction took place in 2024 it was agreed with the LBN that there was no requirement to have a section on CADP construction in the 2024 APR.

### 1.4.4

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A draft of the 2024 APR was provided to LBN for review in May 2025. A number of comments were received from LBN and, where appropriate, these have been addressed in the final APR which was submitted to LBN on 30 May 2025, and is available to download from the Airport's website and LCYCC website from 30 June at the following links:

- <https://www.londoncityairport.com/corporate/corporate-info/reports-and-publications>
- <https://www.lcycc.org/meetings-and-reports>

### 1.4.5

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**The APR focusses on reporting key headlines across four themes:**

- Environment (Section 2);
- Employment, Local Procurement and Education (Section 3);
- Surface Access (Section 4); and
- Financial Contributions and Payments (Section 5).

### 1.4.6

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Additional information on the Airport's ongoing community engagement programme can also be accessed via the following link:

- <https://www.londoncityairport.com/corporate/our-community>

<sup>3</sup>LBN did note an alleged minor compliance issue relating to 2018, which was disputed by the Airport and the matter since closed.



# 2 Environment

## 2.1 2024 Highlights

### 2.1.1

LCY environment on a page





## 2.2 Operations

### 2.2.1

In 2024, the Airport handled around 51,000 Air Transport Movements (ATMs)<sup>4</sup>, compared to around 52,000 ATMs in 2023 and 83,000 ATMs in 2019. All movements were well within the movements limits and times conditioned under the CADP consent.

### 2.2.2

In 2024, the airport handled approximately 3.6 million<sup>5</sup> passengers, compared to 3.4 million passengers in 2023 and 5.1 million passengers in 2019. This remains well beneath the cap of 6.5 million passengers under the 2016 CADP consent.

### 2.2.3

**The growth in passenger numbers was realised through additional regular services, which included the following:**

- The commencement of ITA Airways's Airbus A220-100 service to Rome, and in an increase in the number of rotations of ITA Airways's Airbus A220-100 service to Milan Linate.
- The commencement of Aurigny's ATR72-600 service to Guernsey.
- The continuation of BA City Flyer's summer and winter schedules, including seasonal destinations such as Far, Thessaloniki, Skiathos, Mykonos, Split, Geneva and Chambery.
- The year round commencement of previously seasonal BA City Flyer services to San Sebastian using the Embraer E190.

### 2.2.4

**The Airport handled two emergency operations in 2024. These were:**

- On 22 July, a Dragon Rapide propeller biplane made a declared emergency landing at LCY, having encountered engine trouble while flying above London.
- On 9 December, an unscheduled landing was made by the Helicopter Emergency Medical Service (HEMS), in response to a medical emergency at the London City Airport DLR station.

Due to the emergency nature of both events involving the preservation of life, and the allowance of the planning consent to facilitate such events, LBN was informed of the occurrences which were then closed out. In both of these cases, the category of each flight in line with the CAP493 policy (Civil Aviation Authority) clearly delineated the emergency nature of each event.

### 2.2.5

Additional details on the operations at the airport are described throughout this chapter.



<sup>4</sup> There were 50,880 ATMs recorded in 2024, as noted in Annex 2, Appendix 10 'Number of Aircraft Operating at LCA'.

<sup>5</sup> The airport handled 3,575,396 passengers in 2024.



## 2.3 Aircraft Noise Categorisation Scheme (ANCS)

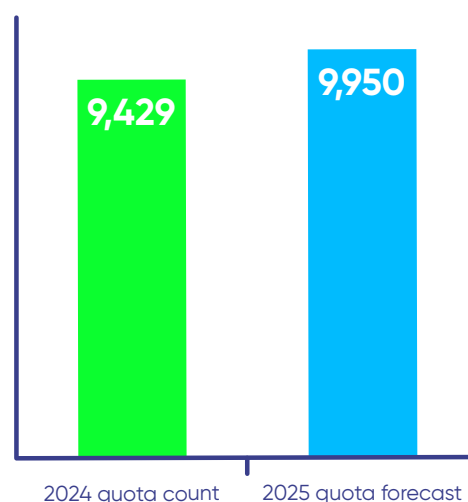
### 2.3.1

The ANCS uses manufacturers' independently assessed noise certification data to categorise each aircraft that uses the Airport, taking into account side-line, flyover and approach noise. The scheme ensures that no noisier aircraft than currently operate at the Airport will be allowed to do so in the future and provides a more robust approach to categorising aircraft based on noise.

### 2.3.2

The ANCS noise quota count system mirrors the approach adopted by other UK airports to control noise at night, but applies this to daytime operations at LCY. It requires a quota count (QC) to be allocated to each aircraft based on certified noise levels. Performance against the quota budget is then calculated by multiplying the number of departures and arrivals by the respective QC score for each aircraft type, with a quota budget set at 22,000 per calendar year, as well as a budget of 742.5 in any given week. All aircraft operated fully within these limits in 2024, with a QC Quota Count of 9,429 recorded. The QC forecast for 2025 is 9,950. A comparison of the 2024 Quota Count and the 2025 Quota Forecast is provided at Figure 2.1 below.

**Figure 2.1 2024 Noise Quota Count and 2025 Noise Quota Forecast**



### 2.3.3

The Embraer E195-E2 was approved under the ANCS in 2023 by LBN. The Embraer E195-E2 is part of the new generation of aircraft which would service the Airport into the future, making use of aerodynamic and technological improvements to increase passenger capacity and range compared to current generation aircraft. The new generation aircraft also offer substantially enhanced noise and emissions performance. Due to engine manufacturing issues and resulting corrective action backlogs, the Embraer E195-E2 did not enter service at LCY in 2024.

### 2.3.4

No new aircraft were certified under the ANCS in 2024. The full ANCS report is available at Annex 3.





## 2.4

# Noise Management and Mitigation Strategy (NOMMS)

### 2.4.1

The NOMMS came into force on 18 August 2017 and was amended in March 2019. In 2022, the NOMMS was subject to a further review as required by Condition 31.

### 2.4.2

**The NOMMS includes details of current schemes in place to manage and monitor aircraft noise such as:**

- The combined noise and track monitoring system;
- Quiet operating procedures;
- Penalties and incentives;
- The control of ground noise;
- The Airport consultative committee;
- Annual noise contours;
- Integrity of NOMMS;
- Auxiliary Power Units;
- Reverse thrust; and
- The Sound insulation scheme

The full report on the operation of NOMMS in 2024 is in Annex 2.

### 2.4.3

The noise contour for 2024 is reported in the NOMMS Report at Annex 2, Appendix 5. In 2024, the 57dB<sup>6</sup> contour area was 5.5km<sup>2</sup>, and in 2025 it is forecast that the 57dB contour area will be 5.9km<sup>2</sup>. The slight increase between the 2024 actual noise contour and the 2025 forecast noise contour is reflective of a forecast increase in the number of aircraft movements in 2025.

### 2.4.4

The current and forecast contour areas comply with the 9.1km<sup>2</sup> 57dB contour area limit contained within the 2016 CADP consent, and remain smaller than the pre-pandemic 57dB contour area of 8.0km<sup>2</sup> reported in 2019.

### 2.4.5

Noise management and mitigation operations operated effectively throughout the year. The detailed NOMMS report is included at Annex 2, read in conjunction with the ANCS Report at Annex 3.

<sup>6</sup> For the purposes of this section 57dB is taken to mean 57dBLAeq,16h Actual Average mode summer daytime contour, as prescribed by 2016 CADP Condition 33.



## 2.5

# Incentives and Penalties Scheme

### 2.5.1

**The Incentives and Penalties Scheme (IPS) is included as part of the NOMMS (Condition 31) and includes:**

- incentives to encourage airlines to operate aircraft more quietly, rewarding those airlines with credits towards partnering with the Airport to deliver a Community Fund each year; and
- a fixed financial penalty of £600 (per decibel) for infringement of an upper noise limit to penalise airline producing departure noise above the expected range for an aircraft.

All financial penalties are added to the Community Fund each year.

### 2.5.2

A summary of fixed penalties, credit awards and credit removals for 2024 by airline are provided at Annex 2.

The Community Fund is a minimum of £75,000, made available on an annual basis and distributed via a Board of Trustees to local not-for-profit organisations and charities. Since inception in May 2019, nearly £475,000 has been granted, directly benefitting over 150 local charities and organisations in East London, including the 27 that were awarded funding in 2024. Further details on the fund and the 2024 awardees are provided at Annex 4 and can also be found via the link below:

- <https://www.londoncityairport.com/corporate/our-community/community-investment/community-fund>

### 2.5.3

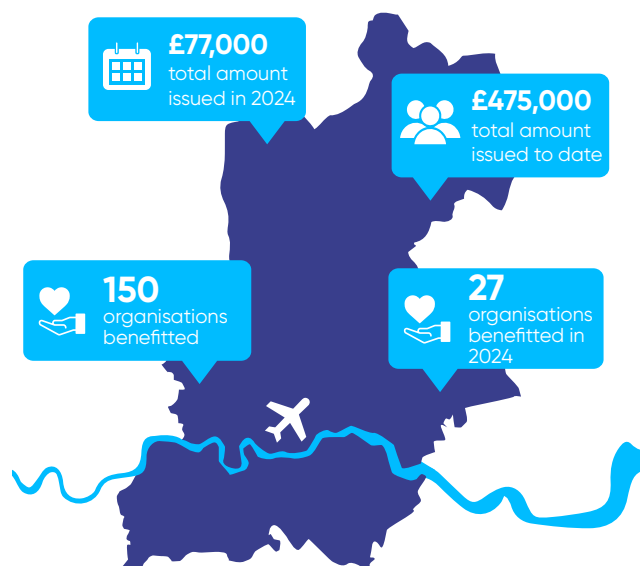
The most improved airline in 2024 was Ita Airways, who will be invited to partner with LCY in delivering the Community Fund in 2026. The noise profile of Ita Airways has significantly improved in recent years due to the implementation of the new generation Airbus A220-100 on the Milan and Rome services.



### 2.5.4

Further details on the performance of the IPS are included at Annex 2, and copies of the Annual Community and Airline Report, as well as the list of the 2024 Community Project Fund awardees are provided at Annex 4.

**Figure 2.2 Summary of London City Airport Community Fund Benefits as of December 2024**





## 2.6

# Ground Noise and Ground Power

### 2.6.1

The ground running of aircraft engines is required for testing and maintenance purposes. Ground running noise levels at LCY in 2024 were below the Ground Running Noise Limit (Condition 51). Details are included in the report on the operation of the NOMMS at Annex 2.

### 2.6.2

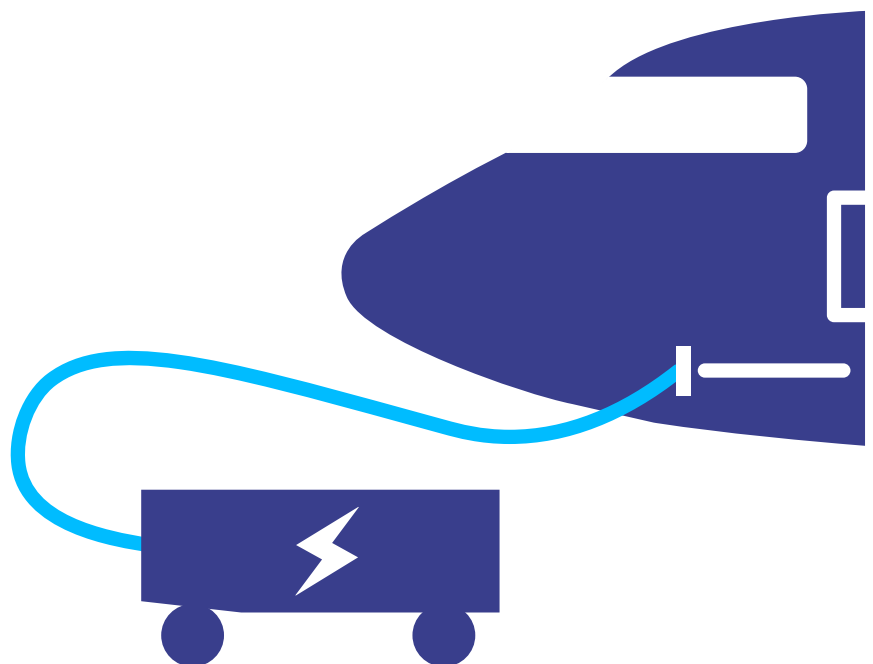
The Ground Engine Running Strategy approved by LBN (Condition 48) provides annual summaries by airline and aircraft for Engine Run on Stand time (ERS); Taxi Time for Departure (TTD); and Taxi Time for Arrivals (TTA). A summary of the TTA; TTD; and ERS for 2024 is included at Annex 2.

### 2.6.3

Throughout 2024 ground power continued to be fully provided by fixed electric ground power units and battery powered mobile ground power units. The use of ground power is provided in the Air Quality Action Plan Progress Update at Annex 6.

### 2.6.4

In 2024 the Ground Noise Study was reviewed, as per the requirements of Condition 55 of the 2016 CADP consent. This study measured ground noise levels from measurements in 2024, and compared to measurements of the previous ground noise studies. This study indicated that no additional ground noise related mitigation measures were required.





## 2.7

## Air Quality

## 2.7.1

The Airport operates a comprehensive air quality monitoring network, with no recorded breaches since monitoring began in 2006. The Airport uses the government's established set of air quality standards and objectives to protect human health, which are for use by the local authorities as prescribed within the Air Quality (England) Regulations 2000, and the Air Quality (England) (Amendment) Regulations 2002 Statutory Instrument (2002).

## 2.7.2

The Environmental Targets (Fine Particulate Matter) (England) Regulations 2023 has set two legally binding targets for PM2.5 to be achieved by 2040, with compliance against these targets to be based on national monitoring undertaken by Defra, however there is no way to project 2024 concentrations forwards to 2040 at this stage. Consideration has also been given to the WHO guidelines for annual mean PM2.5 concentrations.

## 2.7.3

During 2024 the network comprised two automatic monitoring stations<sup>7</sup>. One located to the north of Royal Albert Dock adjacent to the Newham Dockside building (LCA-ND); and one adjacent to the King George V House (LCA-KGV)<sup>8</sup>.

## 2.7.4

These automatic sites were supplemented by a network of passive monitoring devices (nitrogen dioxide diffusion tubes) located at 16 sites in and around the Airport boundary.

## 2.7.5

The pollutants measured include nitrogen oxides (NOx), nitrogen dioxide (NO2), fine particulate matter (PM10) and, since the end of 2018, very fine particulate matter (PM2.5).

## 2.7.6

Ambient air quality is monitored continuously and results are shared in real time online. Our monitoring data shows that all concentrations are consistently below the UK air quality objectives for all the pollutants monitored over the past five years. The annual mean NO2 concentrations for 2020–2024 are shown at Table 2.1 below.

**Table 2.1 Annual Mean NO2 Concentrations for 2020–2024**

Monitor Location	2020	2021	2022	2023	2024
City Aviation House (automatic monitor)	20.9	23.2	22.7	17.1	14.8
Newham Dockside (automatic monitor)	19.7	20.6	22.1	17.1	15.6
Straight Road	20.8	21.9	20.9	17.4	14.0
Gallions Way	23.8	23.2	19.7	15.5	14.1
Brixham Street	19.0	20.3	18.7	13.8	13.4
Eastern end of the University of East London	25.2	26	25.7	19.4	16.7

<sup>7</sup> A third monitor was operational between 1 January and 31 May 2022 and was decommissioned on 1 June 2022. LCA-KGV was upgraded to incorporate a NO2 analyser on 1 June 2022, and now operates as a replacement to the previous third monitor.

<sup>8</sup> LCA-ND measures NO2, LCA-KGV measures PM10, PM2.5 and NO2.



### 2.7.7

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**In 2024, there were no exceedances of the annual mean objectives for PM10, PM2.5 or nitrogen dioxide (NO2):**

- The annual mean PM10 concentrations at the onsite monitoring station was  $11.9\mu\text{g}/\text{m}^3$ , well below the objective value of  $40\mu\text{g}/\text{m}^3$ ;
- There were no recorded exceedances of the PM10 24-hour mean objective of  $50\mu\text{g}/\text{m}^3$  against a national target of 35 exceedances in a calendar year
- The annual mean PM2.5 concentration was  $7.6\mu\text{g}/\text{m}^3$ , well below the UK limit value of  $20\mu\text{g}/\text{m}^3$  and below the GLA target of  $10\mu\text{g}/\text{m}^3$ ;
- The annual mean NO2 concentrations at the King George House monitoring station was  $15.6\mu\text{g}/\text{m}^3$ , and at the Newham Dockside monitoring station was  $14.8\mu\text{g}/\text{m}^3$ , with both results well below the objective value of  $40\mu\text{g}/\text{m}^3$ ;
- There were no instances during the year where the 1-hour mean objective value ( $200\mu\text{g}/\text{m}^3$ ) was exceeded (against a national target of 18 exceedances in a calendar year).

### 2.7.8

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Observed peaks of all pollutants measured correlated with that of other London background sites. This suggests that these occurrences were principally attributable to regional sources.

### 2.7.9

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Quarterly air quality data was reported to the LCYCC and posted online throughout 2024. This data, together with other results for the 2024 calendar year, are summarised in the Annual Air Quality Report, which is included at Annex 5.

### 2.7.10

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A progress update against the targets set out in Air Quality Management System is included at Annex 6.



## 2.8

# CADP1 Sound Insulation Scheme and Purchase Scheme

### 2.8.1

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Under the 2016 CADP permission, the Airport operates an improved three tier Sound Insulation Scheme (SIS), offering sound insulation treatment to eligible residential properties within the 57dB LAeq,16h (Tier 1) and 66 dB LAeq,16h (Tier 2) and a 63 dB LAeq,16h (Tier 3: Intermediate) noise contours. The Tier 1 lower threshold for eligibility remains the joint lowest currently implemented daytime threshold in the UK. The 3 tier schemes are set out in the S106 Planning Agreement Annexures 2, 7 and 12 and comprise:

**Tier 1:** offers properties that are eligible under the scheme acoustic ventilation, and any existing single glazed properties are offered 100% of the cost for replacement standard thermal glazed windows or secondary glazing, whichever is preferred;

**Tier 2:** offers improved secondary glazing or high performance double glazing, together with acoustic ventilation; and

**Tier 3 (intermediate):** offers secondary glazing and acoustic ventilation or, alternatively, a contribution of £3,000 (index linked) towards high performance acoustic double glazing and acoustic ventilation.

### 2.8.2

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Those residents that would prefer the high-performance double-glazing option may choose to treat only one or two rooms, such as those which are most affected by aircraft noise, as opposed to all rooms.

### 2.8.3

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The eligibility contours are reviewed on an annual basis. Due to relatively fewer ATMs in 2024 (~51,000) compared to the peak year (~83,000 in 2019) the noise contour area remains less than the peak year. As a result, no new properties became eligible under the 2016 CADP three tier SIS in this APR (see Annex 2, Appendix 8).



## 2.9 SIS Performance

### 2.9.1

The following noise contours are relevant to SIS and are presented in Annex 2, Appendix 5:

- Actual 57 dB (2024 actual contour)
- Actual 63 dB (2024 actual contour)
- Actual 66 dB (2024 actual contour)
- Predicted reduced 57 dB (2025 best estimate forecast contour)
- Predicted reduced 63 dB (2025 best estimate forecast contour)
- Predicted reduced 66 dB (2025 best estimate forecast contour)
- 1998 57 dB

### 2.9.2

The 2024 Actual Summer Average Mode 57dB is shown at Figure 2.3 below.

**Figure 2.3 2024 Actual Summer Average Mode 57dB**



### 2.9.3

The primary purpose of the noise contours listed above is to determine the eligibility boundaries of the SIS and / or Purchase Scheme under the terms of Schedule 9 of the 2016 CADP Planning Agreement. Further details are provided at Annex 2.

### 2.9.4

This APR identifies a total of 594 residential properties which previously had SIS works carried out and have become eligible for re-inspection in the 2024 APR (Annex 2, Appendix 8). One public building has become eligible for re-inspection this year. Properties become eligible for reinspection 10 years after treatment, with replacements provided for any mechanical parts if they are no longer fit for purpose.



**2.9.5**

**The following update is provided for the properties which were eligible for works from previous APRs:**

- The 2023 APR had identified 631 properties which became eligible for re-inspection, comprising 628 residential properties and 3 public buildings.
- Letters were sent to occupants, leaseholders and freeholders on 28 August 2024 and 4 December 2024. The Airport also published advertisements and information about the SIS in September and December 2024 with the following local newspapers:
  - Newham Recorder;
  - Docklands & East London Advertiser; and
  - Greenwich Weekender.
- As of the end of 2024, of the 631 properties eligible for re-inspection:
  - 142 properties had responded to the re-inspection letters;
  - 62 properties had been surveyed to confirm if works were required;
  - 38 properties had been subject to installation works; and
  - 2 properties declined treatment.
- An additional 52 properties were treated from previous APRs, including:
  - 1 installation from the 2009 APR year;
  - 2 installations from the 2017 APR year;
  - 1 installation from the 2021 APR year; and
  - 48 installations from the 2022 APR year re-inspections.
- Table 2.2 summarises the status of eligible properties from the 2023 and 2024 APRs.

**Table 2.2 Summary of Eligible Properties under 2023 and 2024 APRs**

APR Year	2023	2024
<b>New Properties Eligible for Works</b>	0	0
<b>Residential Properties Eligible for Re-Inspection</b>	628	594
<b>Public Building Eligible for Re-Inspection</b>	3	1
<b>Responses Received</b>	142	-
<b>Properties Surveyed</b>	62	-
<b>Properties Subject to Installation Works</b>	38	-



### 2.9.6

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**Where work had been yet to be completed at the end of 2024, this is due to a number of factors which include the following:**

- The issuing of the second notification letter, and posting of the second advertisement in December, which meant that in a number of cases the works had not yet been completed by the end of December 2024. As demonstrated for the 2022 APR year above, responses typically continue to be received throughout months following the completion of each APR year.
- A large number of properties being owned by a small number of freeholders for which permission to undertake reinspection surveys had not been granted at the time.
- The entirety of works being notified under the 2024 APR being for re-inspections. The re-inspection process is likely to draw a lower response rate than new sound insulation works, particularly for respondents where:
  - the works are operating as intended, and no issue is identified by the freeholder / tenant;
  - ownership of the property has changed in the period since the works were installed;
  - other works have been undertaken to the property since the time that the sound insulation works were installed.

### 2.9.7

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Five properties identified in the 2018 APR Tier 1 scheme and subsequently identified as Listed Buildings had treatment completed in 2024, following receipt of approval of Listed Building Consent from the London Borough of Tower Hamlets (LBTH).

### 2.9.8

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The Airport held monthly meetings with the LBN throughout 2024 to provide an update on the SIS delivery. Following the commencement of the Neighbouring Authority Agreement (NAA) with LBTH, officers from LBTH have also attended the monthly meetings since September 2023. LBN, LBTH and the Royal Borough of Greenwich (RBG) were also invited to quarterly meetings throughout 2024.

### 2.9.9

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Details of the SIS performance is included in the NOMMS report at Annex 2.



## 2.10 Neighbouring Authority Agreement

### 2.10.1

The S106 Planning Agreement Schedule 9, Part 9 makes provision for the Airport to enter into a binding NAA with any London borough within whose administrative boundary the Actual 57dB Contour falls. The current relevant London Boroughs are LBTH and RBG. The form of the NAA is provided at Annexure 13 of the 2016 CADP Planning Agreement.

### 2.10.2

The NAA with LBTH was completed and signed in 2023 and is now operational. As a result of this, LBTH continued to attend regular SIS meetings in 2024.

### 2.10.3

RBG confirmed in June 2022 that they did not want to enter into an NAA at this stage, a position which was reconfirmed in 2024. In 2024, RBG were invited to quarterly updates on the implementation of the SIS, where updates were provided on the status of the scheme implementation.

## 2.11 Sustainability and Biodiversity

### 2.11.1

A progress update is provided for the Sustainability and Biodiversity Strategy targets at Annex 7.

### 2.11.2

#### Key developments in sustainability and biodiversity for 2024 included:

- Maintenance of our Level 4+ 'Transition' certification for the Airport Carbon Accreditation (ACA) programme, being one of only five airports in the UK to currently hold this level of accreditation.
- Continued support of the Thames21 project to the effect of £25,000 over two years, enhancing biodiversity along the River Roding.
- Support for One Newham, in relation to the provision of community gardening activities.

- Support of Trees for Streets, with planting due to take place in 2025.
- Appointment and mobilisation of a new waste contractor at the site, to support the waste and material strategies.

### 2.11.3

There was no CADP construction in 2024 and therefore no information to report in this APR on the management of construction waste.





2.12

Environment  
Complaints / Enquiries

2.12.1

The annual incidence of environmental complaints and enquiries relating to Airport operations remains the lowest of any London airport, with 3.5 complaints per thousand aircraft movements for 2024. This compares with 6 complaints per thousand aircraft movements in 2023.

2.12.2

In 2024, there has been a reduction in the number of overall complaints received, with 139 fewer complaints received than in 2023. This reduction is principally due to a reduction in the number of complaints made by serial complainants.

2.12.3

In 2024, a total of 176 complaints were received regarding the Airport's operation from 111 complainants. In 2024, 48 (27%) of these complaints were received from 7 complainants.

2.12.4

The 2024 serial complaints are much lower than in 2023, where 232 (69%) complaints were received from 8 individuals. This represents a significant decrease from the 313 complaints received in 2023 to the 176 complaints received in 2024. Most complaints were received between March 2024 and September 2024.

2.12.5

In addition to the complaints received, 3 inquiries were received in 2024 by the Airport.

2.12.6

There were 19 environmental complaints received in 2024 that did not relate to Airport operations and therefore did not relate to the Airport. Of these, 10 complaints were regarding aircraft noise experienced during the hours the Airport was not operating. A further 8 complaints were related to aircraft noise and frequency of aircraft, experienced over locations that were not under the Airport's flight paths. There was 1 complaint regarding helicopter noise (this was not related to the HEMS event in December of 2024). A breakdown of complaints by area has been provided in Table 2.3 and Figure 2.3 shows a full breakdown of the types of complaint received.

2.12.7

Of the 176 complaints received relating to the Airport:

- 129 related to aircraft noise;
- 14 related to flight paths;
- 13 related to low flying aircraft;
- 11 related to air quality;
- 4 related to planning;
- 3 related to early / later operations; and
- 2 related to aircraft frequency.

Table 2.3 shows a full breakdown of the types of complaint received.



2.12.8

All complaints were investigated in accordance with the Airport's environmental complaints procedure and reported in summary to LBN. All complaints were reported within 15 days of receipt as required by the 2016 CADP planning permission. The Airport also reports environmental complaints and enquiries to the LCYCC as part of the Quarterly Airport Environment Report.

2.12.9

No CADP build took place in 2024 and therefore there have not been any enquiries relating to CADP construction.

Figure 2.4 LCY Complaints Received in 2024

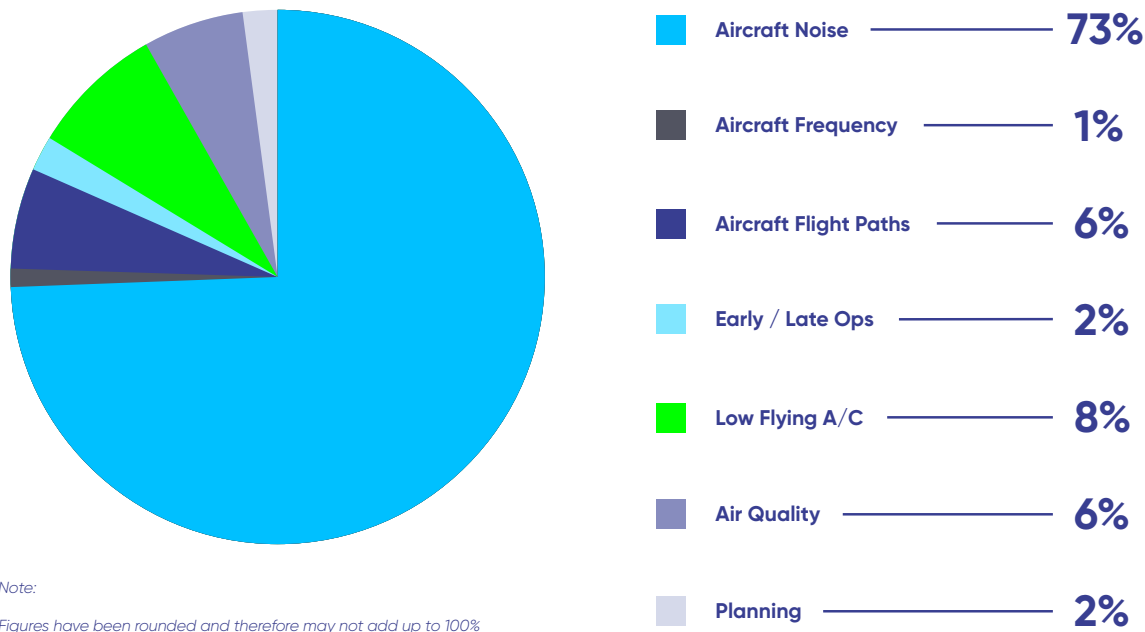




Figure 2.5 Number of correspondents and individuals by area



Table 2.3 Number of Correspondents and Individuals by Area

Administrative Area	No of Complaints and Enquiries	No of Individuals	Average Number of Complaints or Enquiries per Person
Barking and Dagenham	2	2	1
Bexley	5	4	1.25
City of London	1	1	1
Croydon	1	1	1
Greenwich	6	6	1
Havering	15	5	3
Kent	4	4	1
Lambeth	12	10	1.2
Lewisham	49	16	3.1
Not given	1	1	1
Newham	23	21	1.1
Redbridge	19	13	1.5
Southwark	8	7	1.1
Tower Hamlets	18	15	1.2
Waltham Forest	15	7	2.1
<b>Total 2024 APR</b>	<b>179</b>	<b>113</b>	



# 3 Employment, Local Procurement and Education

## 3.1 2024 Highlights

### 3.1.1

LCY's Employment, Local Procurement and Education on a page



587

Employees at LCY

2,060

Employees at the  
airport campus

In 2024...

165

staff at the airport  
volunteered...

700

hours to the benefit of  
approximately...

2,000

East Londoners

2,060

Employees worked  
onsite in 2024

30

Employers at the  
airport campus



Employees recruited by  
onsite in 2024

30%

Lived in Newham

67%

Lived in the Local Area



The Airport hosted the 2024

**'Meet the Buyer'**

event in September 2024



Employees recruited by  
LCY in 2024

29%

Lived in Newham

73%

Lived in the Local Area

The Airport hosted a range of education  
based programmes in 2024, including:

**'Women in Aviation' programme**

**The Pilot UEL Diversity of Thought programme**

**Annual STEM event**



## 3.2 LCY Employees

### 3.2.1

The Airport is committed to use reasonable endeavours to ensure that at least 70% of its new recruits for jobs advertised are residents of the Local Area, including 50% of new recruits being from Newham. A copy of LCY's Employment Policy is provided at Annex 10.

### 3.2.2

**A summary of performance for 2024 is included below.**

- As of 31 December 2024, there were 587 LCY employees (426FT, 161PT), equating to 510 Full Time Equivalent (FTE<sup>9</sup>) jobs.
- 29% of the employees recruited by LCY in 2024 lived in Newham.
- 73% of the employees recruited by LCY in 2024 were from the Local Area.

**Figure 3.1 London Borough of Newham, and the Local Area**



### 3.2.3

A high level review of the figures for 2024 may initially indicate a similar result to those experienced in 2023, showing a 1% reduction in employment at LCY from LBN, and a positive 3% increase in relation to employment by LCY from the Local Area.



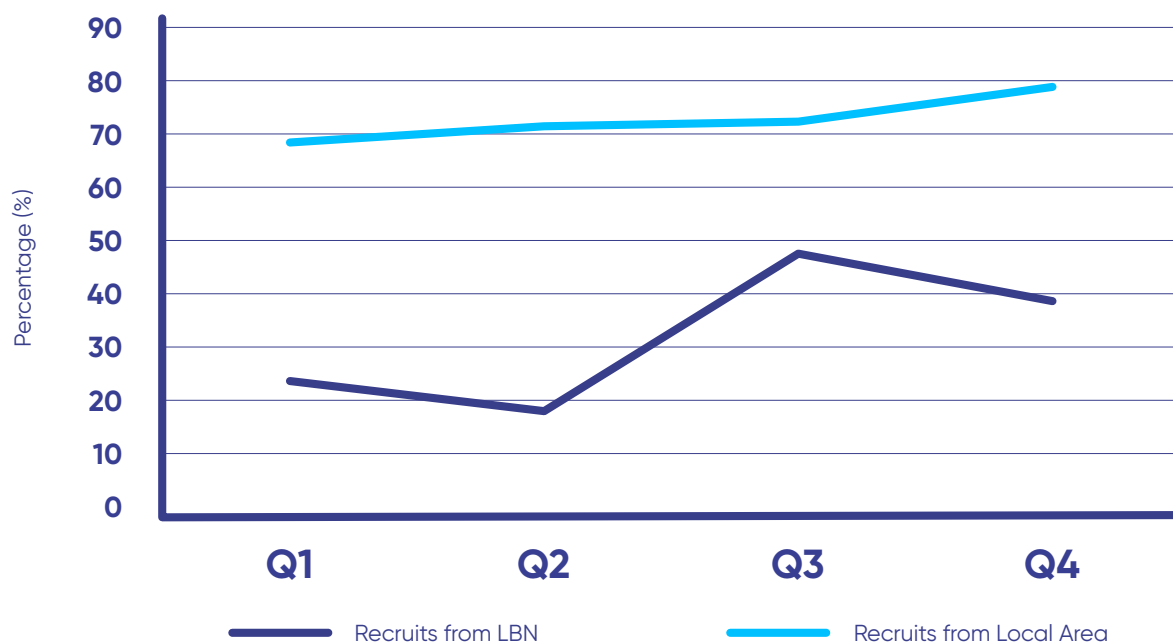
<sup>9</sup> Full Time Equivalent (FTE) jobs are calculated based on each employers full time working week, pro rata.



### 3.2.4

However, while it is disappointing that the Newham figures have not improved since the previous year, it is important to view these figures in the context of each quarter of the year and the employment initiatives undertaken by LCY. Regular quarterly reporting demonstrates a clear upwards trajectory in both the percentage of new recruits from LBN, and the percentage of new recruits from the Local Area<sup>10</sup>. Figure 3.1 below demonstrates a clear improvement in the second half of the year on both metrics, when compared to the first half of 2024. The minor 1% reduction in LCY employment from LBN across 2024 is considered to be a hangover of the impacts on local employment which were realised in the 2023 APR year.

**Figure 3.2 LCY Employment Target Reported Quarterly Results for 2024**



### 3.2.5

Following the receipt of employment data for 2023 as part of the APR process in April of 2024, a range of actions were undertaken by LCY in relation to local employment throughout the second half of 2024.

### 3.2.6

**These included the following actions:**

- Establishment of an internal LCY employment working group, to ensure that actions could be coordinated and recorded.
- Investigation into the 2023 results, to provide a detailed rationale and target efforts in terms of local employment target performance.
- Introduction of an HR representative at the LCY / LBN Quarterly Strategic Reviews.
- Publication of the Inside E16 newsletter online, and distribution to key drop points to improve distribution of the careers page contained within.

<sup>10</sup> Please note that Quarterly results are general in nature compared to the full year results, and therefore are only used here to indicate trends.



### 3.2.7

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**These measures were in addition to our ongoing actions to ensure that employment benefits to the local community are maximised, which include:**

- Attendance at 14 job fairs by LCY over the course of 2024 across LBN and the Local Area. This included attendance at the Our Newham Work job fair on 24 October 2024.
- Strong collaboration with Our Newham Work, working with candidates through the assessment process at LCY.
- Ongoing work with local candidates through the assessment process, including providing space for Our Newham Work to engage with candidates on assessment days.
- Monitoring of the new part time ramp roles, which were seen as a way for residents of the local area to balance employment against other commitments.

### 3.2.8

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Given the results in Q3 and Q4, this is seen to be a positive outcome which demonstrates the work undertaken to improve our performance against the Newham and Local Area targets. In particular, Q3 included some very positive results which was the result of large scale hiring for ramp and security at the airport. We will be continuing with the above initiatives, while exploring additional methods of encouraging local employment in 2025.

### 3.2.9

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Further measures will be discussed at the Employment Partnership Board in 2025, where we will seek to explore further actions which can be undertaken with LBN and Our Newham Work.

### 3.2.10

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In 2024 LCY also paid its employment (£933,568.71) and education (£163,715.05) contributions to LBN, to fund initiatives to improve employment and education opportunities (see Section 5.1).

### 3.2.11

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Key challenges which remain at the site include the lack of early morning public transport services to the site, as well as issues relating to mandatory security / background checks, and certain roles requiring drivers' licences and employability requirements for candidates. An update on our progress with TfL in relation to earlier running of DLR services is provided in Section 4.3.

### 3.2.12

---

**Opportunities that were filled by local candidates in 2024 included roles such as:**

- ramp service agent;
- customer service agent;
- security officer;
- aerodrome operations manager;
- aerodrome operations stand planner;
- airfield operations officer;
- car park coordinator;
- CCTV Operations Officer; and
- outbound baggage agent.

The airport also continued to internally promote and second a range of employees throughout the business in 2024, including those from Newham and the Local Area.



## 3.3 Onsite Employment

### 3.3.1

The CADP1 S106 Planning Agreement requires that all onsite employers use reasonable endeavours to ensure that at least 40% of new recruits for jobs advertised at the Airport are residents of Newham and at least 70% are filled by residents living in the local area.

### 3.3.2

**On 31 December 2024 there were:**

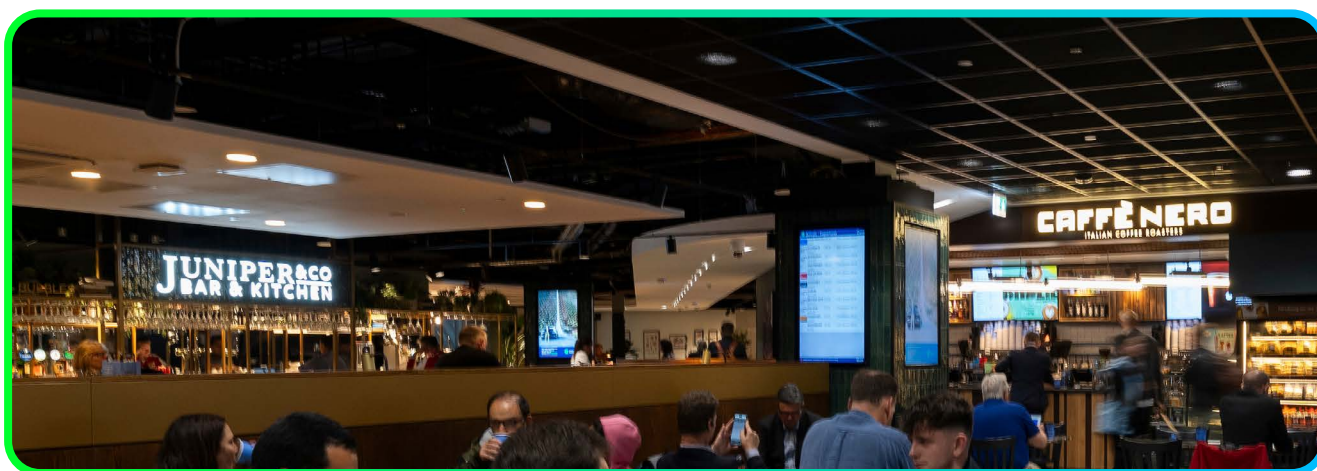
- 2,060 employees working onsite (1,472FT and 588PT), equating to 1,805 Full Time Equivalent (FTE) jobs.
- 30 employers operating onsite; a complete list of these is included at Annex 8.
- 30% of new recruits employed onsite employers lived in Newham.
- 67% of new recruits employed onsite lived in the Local Area.

### 3.3.3

The total number of staff employed at the Airport in December of 2024 was 2,060, which represents a moderate increase on the number of staff reported in 2023. Within this figure, there was a modest reduction in the number of Border Force and police on site<sup>11</sup>, with an increase in the number of LCY and onsite partner employees<sup>12</sup>.

### 3.3.4

In 2024, the campus employment percentages were approximately the same as 2023, with no change for recruits from LBN, and a 1% decrease for residents of the local area (by 2%). Similar to the results for LCY staff, results for onsite employment were generally better in the second half of 2024 than for the first half of the year.



<sup>11</sup> Police / border force staff reduced from 212 in 2023 to 155 in 2024

<sup>12</sup> LCY and onsite partners increased from 1,823 in 2023, to 1,905 in 2024.



### 3.3.5

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#### **A range of measures continued to be implemented through 2024 to ensure that LCY attracted local talent from LBN and the Local Area, including:**

- Continued close work between Our Newham Work and the Airport, in facilitating discussions with various employers at the site.
- Provide additional updates at the Employment Forum in 2024, to ascertain feedback on the results provided and ensure that reasonable endeavours are being used by employers at the Airport campus.
- Provision for local hiring objectives in concessionary contracts.
- Identification of local hiring objectives through the Bi-Annual Employers Forum.
- Publication of employment opportunities at the Airport through the Inside E16 newsletter (also identified at Section 3.1).
- Distribution of the E16 newsletter to key drop points, and publication of the newsletter online to increase circulation of job opportunities on site (also identified at Section 3.1).

In 2024, LCY also undertook a review of the performance of individual employers at the campus, to compare performance between employers. LCY was able to proactively commence discussions with employers with this information, a process which will be continued through 2025. Noting that LCY has limited control over recruitment practices of other businesses at the airport, this is seen as an effective measure of linking employers to resources and opportunities for local hiring.

It is understood that in 2024 British Airways City Flyer re-opened its Edinburgh base, meaning that one of the key factors which underscored the 2023 employment results has been mitigated.

### 3.3.6

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There are 22 other contractors and subcontractors working at the Airport on a regular basis, but these are not based on-site and are therefore not included in the figures reported in this section.



## 3.4

### City Airport Development Supply Chain Opportunities

#### 3.4.1

The 2016 CADP Planning Agreement Schedule 11 Part 1 (e) requires that all CADP contractors use reasonable endeavours to ensure that at least 40% of new recruits for jobs which related to the construction of CADP are residents in Newham.

#### 3.4.2

No CADP construction works took place in 2024, and therefore there are no recruitment figures to report in this APR.



## 3.5

### CADP1 Procurement & Contractors

#### 3.5.1

There were no procurement opportunities on the CADP build in 2024 given the pause of construction.

#### 3.5.2

Despite the pause of CADP, in 2024 LCY procured over £594,000 worth of goods and services from LBN, and approximately £8.3 million worth of goods and services from the Local Area, demonstrating the airport's clear continued investment in the surrounding area.

#### 3.5.3

In 2024 LCY hosted the East London 'Meet the Buyer' event, which was held on 12 September 2024. The annual event helps to link suppliers and vendors, facilitating the delivery of contracts between different parties. In 2024, Meet the Buyer was held at Excel in the Royal Docks.



## 3.6

# Community Engagement & Opportunities

### 3.6.1

**The Airport is a responsible and inclusive business, that ensures local communities' benefit from its presence through a variety of activities stemming from four key objectives:**

- recruiting people from local areas into jobs available at the Airport wherever possible;
- creating pathways into employment for East Londoners through awareness raising and skills training;
- raising aspirations of young people through education programmes with a focus on STEM to address a skills gap and diversity within the aviation industry; and
- investing in community partnerships with a particular focus on stronger, safer and healthier communities.

### 3.6.2

#### Education Programmes

LCY has an established network of support for education programmes in the local area, working closely with local schools, colleges and universities.

**The following education initiatives were pursued in 2024:**

- The continuation of the 'Women in Aviation' programme, which comprises a three month programme to support over 300 local women from 10 schools in gaining knowledge, understanding and awareness of the STEM / aviation field. This programme is intended to enable these women to gain awareness of career paths available to them in aviation. This year, the winner of the programme was Woodbridge High School from Redbridge, and the runner up was Plashet School – Newham.

- The hosting of the annual STEM in Aviation event by LCY, which in 2024 hosted over 500 students from 22 local schools (including 5 from Newham). The STEM in aviation event provides an opportunity for students to meet a range of businesses in the aviation and STEM fields. This year, the judging panel included James Asser MP, DfT, CAA, Embraer, and LCY.
- This year, the airport was also successful in gaining additional funding from the CAA / DfT's 'Reach for the Sky' Challenge. This enabled the STEM event to be expanded into a programme of activities, which included the creation of 'STEM in Aviation' resources for schools, colleges and other educators, as well as the hosting of additional pre and post event workshops to local schools who took part.
- The pilot of the UEL Diversity of Thought programme, which comprised a paid twelve-week internship for four UEL students. These students were able to gain knowledge, understand different roles at the airport, and gain experience within the aviation field. The internship programme comprised rotation of the students through different departments, and was positively received by the students and staff at the airport alike.
- The LCY 'Youth Mentoring' programme, where students were mentored by 8-10 volunteers from LCY, covering topics such as employability skills, resilience and goal setting. Since launching, the programme has supported 60 students with up to 32 staff volunteering 8 hours each.

### 3.6.3

#### Volunteering and Community Programmes

In 2024, LCY maintained a number of existing volunteering programmes, as well as growing and extending the system to maximise the positive impact of the Airport in the surrounding community. Throughout the year, 165 staff from LCY volunteered 700 hours in a variety of different activities. These activities benefitted nearly 2,000 east Londoners throughout the year.



### 3.6.4

#### The programmes run by LCY in 2024 included supporting:

- local food banks;
- homeless shelters;
- community gardens / centres;
- community support networks;
- a toy appeal;
- biodiversity programmes; and
- education programmes.



### 3.6.5

To supplement the volunteering programmes available, LCY has maintained and increased its volunteering policy. In 2023, this policy allowed staff to volunteer 8 hours annually, with this being increased to 16 hours annually in 2024. This policy enables staff to go out and support the local community.

### 3.6.6

LCY supported a number of community partnerships during the year and sponsored the Newham Chamber of Commerce Business Award 'Sole/Micro Trader of the Year' and the Royal Greenwich Business Awards.

## 3.7

### Employer's Forum

#### 3.7.1

The 2016 CADP Planning Agreement Schedule 11, paragraph 1.2 requires LCY to hold an Employer's Forum twice per calendar year. These were held in June and November in 2024.

#### 3.7.2

All employers at the Airport and external stakeholders (such as Our Newham Work) are invited to attend each Forum meeting. The meetings enable LCY, other Airport employers, and stakeholders to collectively share information on recruitment opportunities, qualification and skill requirements, pre-employment and post-employment training availability and recruitment initiatives, to increase recruitment from LBN and the Local Area.

#### 3.7.3

In addition to the Employer's Forum, LCY continued to liaise regularly with LBN on the Airport's employment situation throughout 2024.





## 3.8 Employment, Local Procurement Initiatives

### 3.8.1

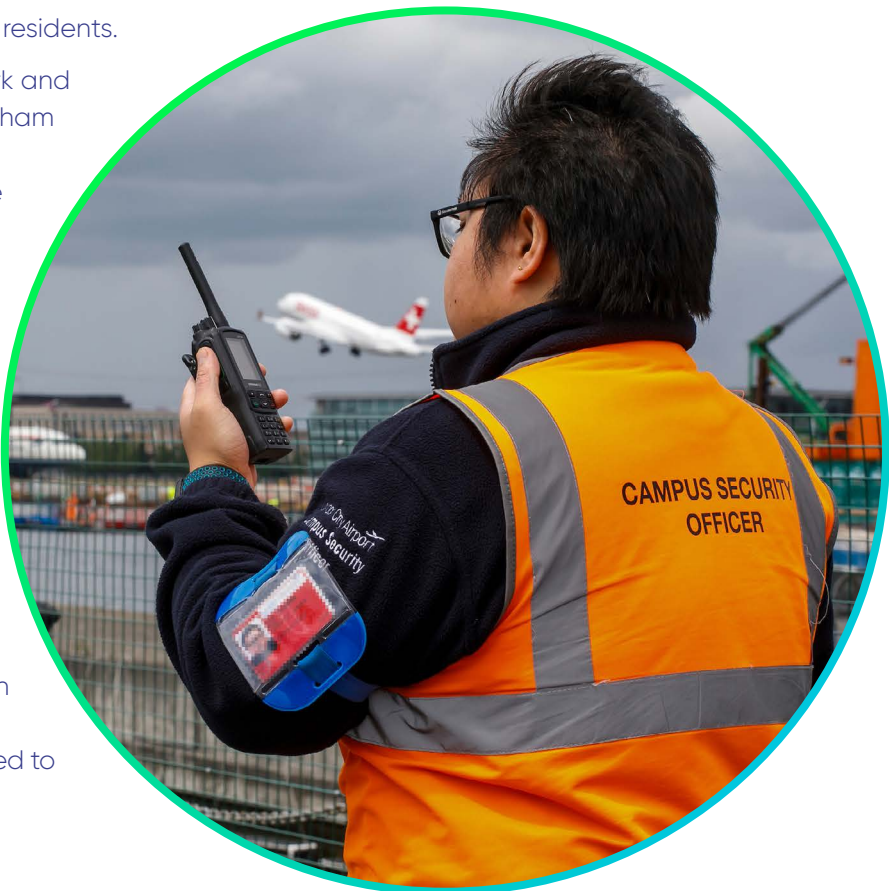
LCY and LBN held bi-annual Employment Partnership Board and Technical Working Groups (EPB/TWG) in 2024 to identify how LCY can further support the upskilling of Newham and Local Area residents to increase their success in obtaining roles at the Airport.

### 3.8.2

**The joint initiatives established through the EPB/TWG in 2024 included the following:**

- Our Newham Work invitation to forums where supply chain partners are present to promote recruitment services offered by LBN and encourage contractors to use reasonable endeavours to recruit Newham residents.
- Working with Our Newham Work and candidates to ensure that Newham candidates are signed up and getting support throughout the assessment process.
- Working to jointly promote fixed early and late shift part time roles for Ramp Service Agents, which would enable local candidates to balance their roles at the airport amongst other priorities.
- Promoting Our Newham Work to individual employers at the airport in 2024/2025.

The measures undertaken in relation to employment of local candidates by LCY and onsite were also reported to the EPB/TWG in November of 2024.





# 4 Surface Access

## 4.1 2024 Highlights

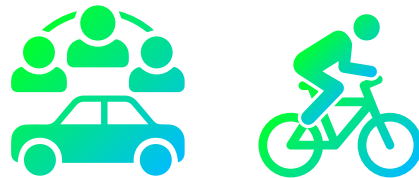
### 4.1.1

Passenger use of public and sustainable transport<sup>13</sup> was reported at 77% for 2024. This comprises an 8 percentage point improvement on the 2023 passenger mode share, and has exceeded the public and sustainable transport target of 75% by 2025 set out in the Travel Plan. This comprises a substantial uplift on the figures reported in prior years. This further cements LCY as being the airport with the highest mode share for any UK airport, and is representative of the works undertaken by the airport, the central location of LCY, and the work of our transport partners in delivering high quality access to the airport.



### 4.1.2

The mode share of staff travelling alone by car to work was identified as 51% in the 2024 Staff Travel Survey. This comprises a 2 percentage point improvement from 2023, and represents a positive progression towards the Travel Plan target of 48% mode share for staff travelling by car alone to work by 2025.



### 4.1.3

No construction works took place in 2024 and therefore there are no construction traffic figures to report.

**77%**

**use of public and sustainable  
transport by passengers**  
(8 percentage point improvement on 2023)

**51%**

**of staff driving alone to work**  
(2 percentage point improvement on 2023)

<sup>13</sup> Sustainable travel is defined under the LCY Travel Plan includes modes DLR / train / tube, bus, London taxi, walk and cycle.



4.2

Passenger Travel

4.2.1

To align with the Mayor of London’s Transport Strategy targets, the combined total number of passengers travelling by public and sustainable transport was 77% in 2024. This represents an 8 percentage point growth from 2023, which had a 69% public and sustainable transport mode share for passengers. This growth was sustained throughout 2024, with the highest sustainable transport mode share reported in Q1, and shows a clear continued movement by passengers towards sustainable transport options.

4.2.2

The Travel Plan requires the results of passenger travel surveys to be included in the APR. The passenger mode share performance for 2024 is set out in Table 4.1 alongside the 2022 and 2023 results for comparison. This data shows a positive progression in relation to passenger mode share, with travel habits continuing to move towards sustainable mode shares in 2024. The DLR in particular noted a 6 percentage point improvement over the 2023 results, which is close to the mode share of the DLR prior to the pandemic (64% in 2019). A large portion of this mode share increase was offset by reductions in minicab usage, and ride sharing as modes of travel to the airport.

Table 4.1 Summary Passenger Travel Statistics 2022-2024<sup>14</sup>

Mode	2024 (%)	2023 (%)	2022 (%)
DLR	61	55	49
Bus	2	1	1
London Taxi	11	11	15
Minicab	2	8	9
Ride Sharing/Transport as a Service (e.g. Uber)	10	14	13.5
Private Car (+Car Rental)	10	8	10
Other/Transfer	-	-	-
Walking/Cycling	2	2	2

<sup>14</sup> Individual percentage points may not add up to the final published percentage due to rounding.



### 4.2.3

LCY is continuing to review the passenger data received for 2024, however we anticipate that the improvement is due to a mix of:

- airport actions to promote public and sustainable transport options;
- an increase in east Londoners using LCY, who are able to travel by public / sustainable transport modes; and
- general trends of travel across London to move to public / sustainable transport options.

### 4.2.4

Promotional measures will be pursued by the Airport through 2025, to align with the future rollout of the new DLR trains from late 2025. Bus connectivity, including to the new SL2 Superloop service and the extension of the 129 bus service through the Silvertown Tunnel will also be focus areas in 2025.





4.3

Staff Travel

4.3.1

The Travel Plan requires that the results of staff travel surveys are included in the APR. In 2024, the survey was undertaken between 11 October and 12 November. All onsite employees were invited to take part in the survey, which had a response rate of 23%. This comprised 463 staff members, representative of 30 employers at the campus.

4.3.2

The main modes of staff travel used in the 2023 staff survey were single occupancy car (53%), and DLR/train/tube (27%). The results for all modes are shown in Table 4.2, and the full results are provided in Annex 11.

Table 4.2 Staff Travel Survey Mode of Transport to Work Results

Mode	2024 (%)	2023 (%)
Car (alone)	51	53
Rail (DLR/Tube/Train)	27	27
Bus	9	8
Walk	5	4
Cycle	1	3
Motorcycle	1	0
Carshare	5	4
Other <sup>15</sup>	2	2

<sup>15</sup> 'Other' category includes answers with multiple public transport modes nominated, as well as fly and run.



#### 4.3.3

The number of staff travelling alone by car to work reduced by 2 percentage points from that reported in the 2023 APR (53%). This represents a continued positive progression towards the 2025 target, and has been largely achieved through the success of car sharing initiatives at LCY in 2024.

#### 4.3.4

A key barrier to more staff travelling to the Airport by sustainable modes is the lack of early morning DLR services. This is clear in the above results, with car share and bus being the area where the most progression was made, and DLR mode share remaining flat. Work undertaken by LCY shows that the highest car mode share by staff occurs in the hours before DLR services begin. The potential addition of earlier morning DLR services to LCY will be a focus for future engagement as the new DLR rolling stock is delivered from late 2025.

#### 4.3.5

In the staff travel survey, staff were asked what time they start and finish work, what would encourage them to use public and sustainable travel modes more, and whether they work from home, amongst other questions.

The responses are provided in Annex 11.





## 4.4

### Construction Traffic Management

#### 4.4.1

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The Use of the River Thames for Construction strategy was approved in 2017 and requires the monitoring and reporting of movement of materials by road (HGV) and the Thames (barge). There was no CADP construction traffic in 2024 and therefore no movements by road or the Thames.

## 4.5

### Travel Plan

#### 4.5.1

---

The 2023–2025 Travel Plan (Condition 71) was approved in March 2023. This comprises an update to the 2019 Travel Plan and sets out the measures between 2023 and 2025 which will help the Airport to achieve the aims of its Surface Access Strategy (2017–2025) (ASAS). The 2023 Travel Plan provides an update to the remaining period of the ASAS, with both documents scoped to 2025. The ASAS will be updated in 2025 when the current version expires. At this point a new Travel Plan will also be developed, to set out a path to achieve new sustainable staff and passenger targets.

#### 4.5.2

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Progress on delivery of the 2023–2025 Travel Plan during 2024 was presented to LBN at the LCY Newham Surface Access workshop, held on 21 January 2025.

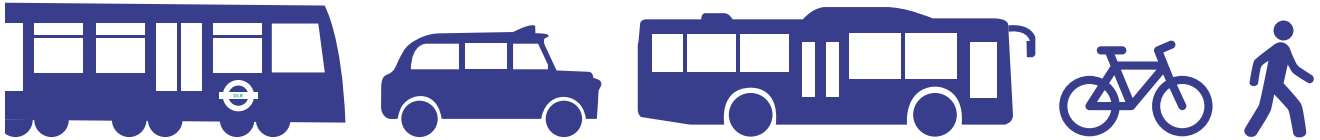
#### 4.5.3

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In this workshop, progress on each of the individual actions was discussed, and LBN confirmed that the annual Travel Plan update requirement was satisfied as part of this meeting. The progress register for 2024 has been provided at Annex 12 of this APR.



## 4.6 Surface Access Initiatives



### 4.6.1

The Airport continues to promote the use of public and sustainable transport, by both our passengers and staff. LCY continues to work with a wide range of stakeholders to achieve the objective of developing initiatives to improve sustainable surface access, infrastructure and information to the campus. Our stakeholders include the Airport Transport Forum (ATF) members, LBN, TfL and the DLR.

### 4.6.2

**Key measures updated in 2024 at the Airport include the following:**

- Construction of two bicycle sheds on the campus, in order to provide:
  - 12 additional bicycle spaces at City Aviation House;
  - 12 additional bicycle spaces at KGV House;
- Construction of lighting, e-bike charging and ID card based locking facilities for all new and existing bicycle cages at City Aviation House and KGV House.
- Provision of a new trial real time public transport information display for the use of staff at City Aviation House;
- Provision of a new DLR signage display in the International arrivals baggage claim;
- Participation in promotional events, including TravelWise week and Better Bike Month.
- The development of an internal staff 'Way to Work' brand, which provided a point of contact for transport related queries, and facilitated communication of travel related benefits.

### 4.6.3

Further action updates are provided at Annex 12.



**Way to Work**





## 4.7

# Airport Transport Forum

### 4.7.1

The ATF met twice in 2024, in June and November.

### 4.7.2

The forum discussed matters such as improvements to transport in the vicinity of LCY, ongoing development surrounding the airport, and measures being progressed by LCY to meet the agreed sustainable transport targets by 2025 and align with the actions under the Travel Plan.



### 4.7.3

**In terms of specific matters, the forum discussed matters including the following:**

- Signage improvements being developed at Stratford, as well as associated train announcements on Elizabeth Line trains to direct passengers from Central London to LCY.
- The status of new rolling stock being delivered for the DLR, as well as a future potential extension of the Beckton Branch of the DLR to Thamesmead.
- The development of Superloop route SL2, as well as bus connectivity more broadly across the region.
- The ongoing development of the Silvertown Tunnel, including the associated 129 bus route extension, as well as other offerings including DLR free travel zones and a cycle shuttle between Silvertown and North Greenwich.
- Developments across the area, including in Silvertown, Knights Road, Excel and Canary Wharf.



# 5 Financial Contributions & Payments



## 2023 Headlines

### 5.1.1

**In 2024, LCY paid £1,448,630.76 of financial contributions to LBN under the 2016 CADP Planning Agreement.**

**These are listed below.**

- Development Management Contribution – £72,577.56 paid in January 2024 [S106 Schedule 14, paragraph 4]
- Annual Monitoring Contribution – £177,587.13 paid in July 2024 [S106 Schedule 14, paragraph 3]
- Employment Contribution – £933,568.71 paid in October 2024 [S106 Schedule 5, paragraph 3]
- Education Contribution – £163,715.05 paid in October 2024 [S106 Schedule 5, paragraph 3]
- Environmental Health Monitoring Contribution – £104,182.31 paid in October 2024 [S106 Schedule 13, Paragraph 5]

### 5.1.2

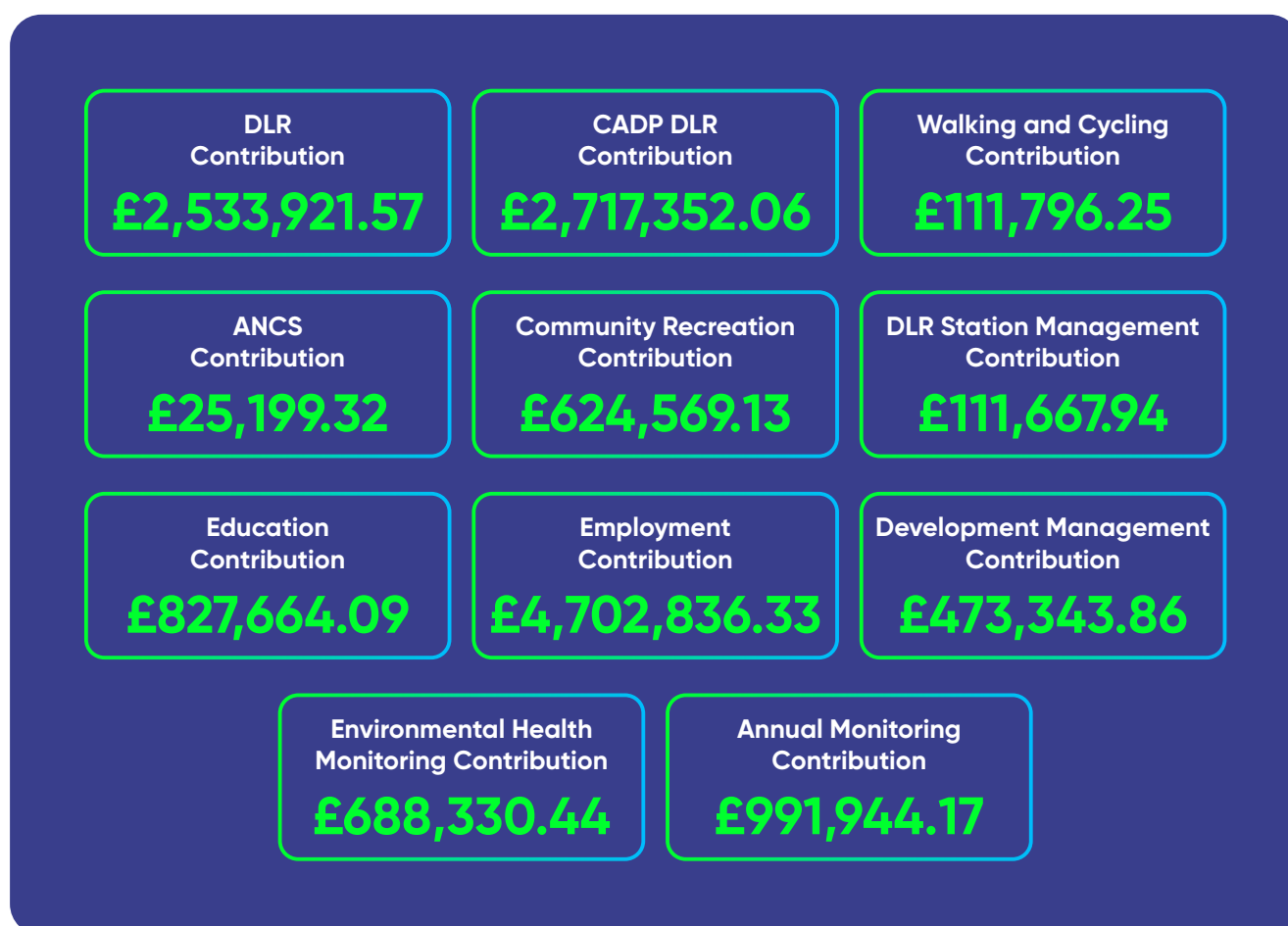
To date the airport has paid over £13.8 million of financial contributions to LBN and TfL under the 2016 CADP Planning Agreement. These are listed at Table 5.1, including the status of all payment obligations.





**Table 5.1 2016 CADP S106 Planning Agreement Financial Contributions 2017-2024<sup>16</sup>**

Contribution	Payments to Date*	Payment Status
<b>DLR Contribution</b>	£2,533,921.57	Payment fulfilled
<b>CADP DLR</b>	£2,717,352.06	Payment fulfilled
<b>Walking and Cycling</b>	£111,796.25	Payment fulfilled
<b>ANCS</b>	£25,199.32	Payment fulfilled
<b>Community Recreation</b>	£624,569.13	Payment fulfilled
<b>DLR Station Management</b>	£111,667.94	Second instalment of £100,000 + RPI remains, will resume once passenger numbers reach 4.5m
<b>Education</b>	£827,664.09	Final annual instalment of £110,000 + RPI remaining in October 2025 (obligation satisfied after 2025)
<b>Employment</b>	£4,702,836.33	2 annual instalments of £627,246 + RPI remaining
<b>Development Management</b>	£473,343.86	£50,000 + RPI paid annually until occupation (of all phases) of 2016 CADP
<b>Environmental Health Monitoring</b>	£688,330.44	£70,000 + RPI paid annually until practical completion (of all phases) of 2016 CADP
<b>Annual Monitoring</b>	£991,944.17	£120,000 + RPI recurring, paid annually



<sup>16</sup> These payments include RPI and do not include the 2025 Development Management Contribution, which was made in 2025 prior to the publication of this report.



## 5.2

### Claims Under the Planning Agreement Compensation Schemes

#### 5.2.1

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The Value Compensation Scheme (VCS); Noise Insulation Payments Scheme (NIPS) and 69dB Purchase Scheme were all operated in 2024. The second generation VCS and NIPS schemes became operational under the 2016 CADP permission in October 2017.

#### 5.2.2

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There were no claims under any of the compensation schemes in 2024.

## 5.3

### Wake Turbulence

#### 5.3.1

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In 2022 LBN approved a review of the Wake Turbulence Strategy at Annexure 11 of the S106 Planning Agreement and an amendment to Schedule 12, paragraph 3.3 of the S106 Planning Agreement to insert a threshold below which aircraft would not need to be assessed in terms of their wake turbulence. Provision was also added to require a review of the Wake Turbulence Study within three months of any reported instance of wake turbulence.

In 2024, no new aircraft above the threshold were introduced to LCY.



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