



London City Airport Master Plan 2020

Consultation Report

LONDON CITY AIRPORT

ARUP



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Introduction

In June 2019, London City Airport published a draft master plan that set out a framework for how it could best respond to growing demand for air travel over the next 15 years. The consultation on the draft master plan ran for a 16-week period from 28 June to 18 October 2019.

The airport had intended to publish the final master plan document in early 2020, but due to the unprecedented impact of the COVID-19 pandemic this was delayed. Notwithstanding the ongoing impacts of the pandemic, the airport still expects growth to return and that it will be able to provide capacity for up to 11 million passengers and 151,000 aircraft movements annually, similar to what was originally consulted upon. The airport now expects that the additional capacity may be delivered slightly later than was originally forecast, potentially by the mid to late 2030s depending on the profile of recovery from the pandemic. The feedback provided on the draft master plan remains relevant and provides an important input into the final master plan document which has been published alongside this consultation report.

Arup were commissioned by the airport to review all responses on the draft master plan and prepare this consultation report, which describes how the consultation process was undertaken, summarises the feedback received from all stakeholders and identifies some key themes that emerged from the consultation process.

Reflecting its international role, the airport received feedback from a wide range of stakeholders, including members of the public, elected representatives, local government, businesses, airlines and passengers. In total, more than 2,100 detailed responses were received either on the prescribed feedback form or via emails and letters.

73% of public and 45% of passenger responses included some form of 'free text' as part of their response as well as indicating their preference to the questions being asked. Overall, the detailed feedback received during the consultation period was balanced.

Responses from industry, passengers and local businesses offered a generally positive view of the airport's vision, highlighting, in particular, the potential for positive wider economic benefits. One respondent commented:

'The DMP [draft master plan] demonstrates LCY's role in enhancing both London and the wider UK's productivity, helping to set us on the right path to driving increased trade and investment. This will create new jobs and help British businesses thrive, while servicing a growing business hub in East London.'

While there was also positive sentiment from members of the public and their political representatives, these responses generally included concerns on issues such as climate change, air quality and noise. One respondent stated:

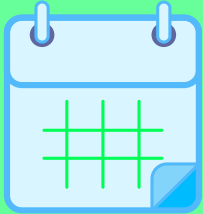
"You may very well be making best use of your existing runway in accordance with Government policy, but at what expense to the people who live in and around the airport? You have highlighted all the possible positives of expansion, but you seem to be ignoring all the negatives. It doesn't matter how modern the aircraft are, the extra noise and extra pollution will all take a long-term toll on London's citizens."

In addition to the detailed responses, 2,473 campaign postcards were received which opposed any growth shown in the draft master plan as well as any potential changes to operating hours.

Consultation in numbers

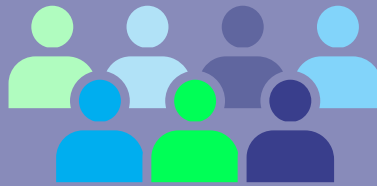
16 WEEK

public consultation period



109 PEOPLE

attended 5 exhibitions



266

EMAILS AND LETTERS
from members of the public



11,749 VIEWS

of the airport's consultation web page



1,775

CONSULTATION FEEDBACK FORMS



68

STAKEHOLDER RESPONSES

from elected representatives, local authorities,
businesses, industry and campaign groups



2,473

CAMPAIGN POSTCARDS



Guidance on master plans and consultations

Government guidance recommends that airports publish and review master plans. A master plan is not a statutory document nor a planning application. It is produced to inform local planning authorities and stakeholders on future plans so that they can be taken into account in preparing local plans, other statutory documents and strategies relating to land use, transport and the economy.

There is no formal process for preparing or consulting on an airport master plan. However, guidance is provided in the Department for Transport's Aviation Policy Framework 2013. This recommends that airports undertake stakeholder engagement prior to publication of any master plan and that they engage more widely with local communities through, for example, closer liaison with the local planning authorities, drop-in sessions and public meetings.

The London Borough of Newham's Statement of Community Involvement (SCI) specifically refers to its own local development plan consultation and planning applications. It does not specifically refer to the airport's master plan but, given the significance of the airport as a major transport infrastructure asset in the borough and its potential future growth, the principles of the SCI have informed the consultation process on the draft master plan, in particular, the importance of online accessibility where it states a high proportion of residents have internet access.

The following table sets out the guidance on consultation:

Aviation Policy Framework (2013)

- B1 The Government recommends that the more ground covered in a master plan and the more extensive the consultation which has informed its preparation, the greater its value in informing future land use, transport and economic planning processes, and in supporting prospective planning applications.¹
- 4.13 Government also recommends that airport operators consult on proposed changes to master plans, and engage more widely with local communities prior to publication, for example liaising more closely with local authorities and also through drop-in sessions and public meetings.²
- 4.14 Research carried out by the DfT on the effectiveness of master plans indicated that drafting for all audiences produces a tension between communicating future plans and providing a technical reference source. We therefore recommend that, where possible, the body of the document should be accessible to a lay person, and the technical detail clearly annexed.³

The London Borough of Newham Statement of Community Involvement (2015)

- Encouraged to abide by the good practice outlined in the NPPF concerning early community engagement on development proposals ... [and] ... will be required to comply with the Council's equalities policy.⁴



Consultation approach

Overview of consultation approach

This section summarises the consultation activities that were adopted to align with best practice guidance (as set out in Section 2) to inform and invite feedback on the draft master plan from all stakeholders.

The consultation was primarily focused on the immediate local community within the London Borough of Newham; areas within the airport's main noise contours in London Borough of Tower Hamlets and the Royal Borough of Greenwich; and areas also overflowed by aircraft from London City Airport such as Bexley, Lewisham, Southwark, Barking & Dagenham, Havering, Redbridge, Waltham Forest and Hackney, as well as Epping Forest District Council.

Views of passengers were also sought because, as users of the airport, they have a legitimate interest in the airport's future plans. Many of the airport's passengers are also residents in the local area and could provide feedback as members of the local community.

The consultation approach included pre-consultation activity and used multiple methods of engagement with stakeholders to facilitate feedback. A key focus for the consultation was to engage with a broad range of stakeholders and the consultation feedback supports this. Section 4 of this report provides full details on the approach, with a summary of responses provided in Section 5. Section 6 then goes on to identify the key themes (using the methodology set out in [Appendix 1](#)) from the responses received.

Engagement principles

"People are at the heart of what we do. Our draft master plan is the start of a conversation and we want to hear your views in order to create an airport that truly represents and delivers for our communities and our city."⁵

London City Airport wanted to ensure that a wide range of stakeholders were aware of the consultation on its draft master plan and were given the opportunity to provide feedback at an early stage in the master plan process. As set out above, the consultation followed guidance set out in local and national policy, particularly to ensure that the draft master plan documents were accessible and available in easy-to-understand formats.

The public consultation sought to understand the views of the local community, other relevant stakeholders and the wider public through a range of consultation methods and activities.

The aims of the consultation were to:

Be transparent,
inclusive and
accessible

Allow all those
with an interest
the opportunity to
contribute their views

To adopt industry best
practice informed by
local and national
guidance

Facilitate extensive
feedback to inform
the final master plan

Consultation period

Duration of consultation

The consultation was undertaken over a 16-week period from 28 June to 18 October 2019.

The initial consultation period was planned for 12 weeks but was extended following publication of some additional background reports that informed the draft master plan – these were made available on the airport's website and at document inspection locations. While the background information was already summarised in the draft master plan, it was decided to publish it for full transparency following a request to do so. The consultation period was extended by four weeks to give stakeholders additional time to review the reports.

Pre-consultation notification activity

The airport engaged with a range of local, political and business stakeholders in advance of the consultation, including the London City Airport

Consultative Committee and local authorities, to ensure that they were aware of the airport's intention to publish and consult on a draft master plan.

A copy of the letter sent to stakeholders on 27 June 2019 is included in [Appendix 2](#) as well as a consultation leaflet, containing details of public exhibitions at [Appendix 3](#).

Consultation materials

The documents that were made available as part of the consultation are detailed below. These were made available in the following ways:

- On the London City Airport website: londoncityairport.com/consultation;
- At public exhibitions;
- At nine document inspection locations; and
- By email or in hard copy on request via the website, email or phone number.

Draft master plan

The draft master plan itself was the main document that was subject to consultation. It was made available as a digital copy on the London City Airport website, in hard copy at all engagement events and at designated document inspection locations. Copies were also made available on request.

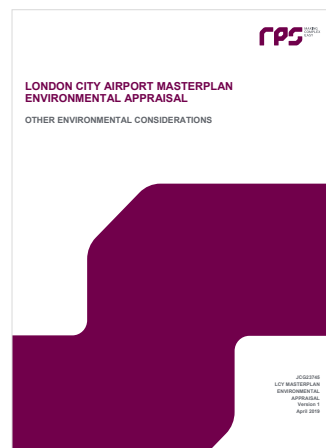
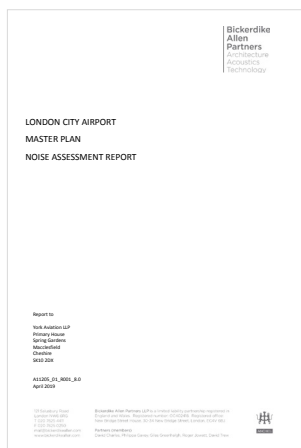


Figure 1
Examples of consultation materials made publicly available by London City Airport

Easy to read – non-technical version

A non-technical version of the draft master plan was published on the airport's website and hard copies were made available at all engagement events and at the designated document inspection locations.

Background reports

To support the draft master plan, additional background documents that informed the airport's long-term plans were published on the airport's website and distributed to inspection locations on 30 August 2019. These documents included the following detailed technical reports:

- Air quality;
- Demand forecasts;
- Noise;
- Socio-economic impact;
- Surface access;
- Environmental appraisal of other environmental issues; and
- Carbon and greenhouse gas emissions.

Leaflet

An A5 leaflet ([see Appendix 3](#)) was produced to highlight key information from the draft master plan and to advertise the public exhibition events. This was also made available at the exhibitions and in the airport terminal.

London City Airport website

For the duration of the consultation, a dedicated page of the London City Airport website was created to summarise the purpose and details of the consultation, including an explanatory video, copies of the draft master plan and supporting documents, information about document inspection locations, details of public exhibition events and digital feedback forms.⁶ The website received almost 11,800 visits during the 16-week consultation period.

Email address and phone number

A dedicated email address consultation@londoncityairport.com was set up for the duration of the consultation to ensure stakeholders had the opportunity to ask any clarification questions before responding via an online form or using the freepost address. A phone number [020 3858 9911](tel:02038589911) was also set up providing information on how all stakeholders could respond during the consultation.

Advertising the consultation

To coincide with the launch of the consultation, the airport published adverts in 12 local media publications and online to give notice of the consultation dates, exhibition locations, as well as how feedback could be provided. A number of other methods were also used to advertise the consultation to ensure that as many people as possible were made aware of the opportunity to respond. This included paid promotion through social media, communication through local elected representatives in Newham and neighbouring boroughs and making copies of all documents available in a number of key community venues. A summary of advertising methods is provided below.

Press release – notification of consultation

London City Airport issued a press release on June 28 2019 ([Appendix 5](#)) to announce the beginning (and duration) of the consultation. The press release was distributed to 93 news outlets, local newspapers, trade and national publications in total. This was supplemented by publication and paid promotion of the release on social media.

A further press release was issued on 30 August 2019 ([Appendix 11](#)) to publicise the consultation extension and the release of additional background documents.

Media engagement

To further advertise and promote awareness of the consultation, media interviews took place with *BBC London* and *The Evening Standard* on the first day of the consultation. This was to primarily raise awareness of process and the available channels that stakeholders could respond through.

Social media

Social media was principally used to inform the commencement of the consultation, details about the community engagement events and document inspection locations. It was also used to provide details of the extended consultation.

During the consultation the primary social media channels used for communicating the draft master plan were Twitter and LinkedIn. The airport's YouTube channel was also utilised, including a video presented by CEO Robert Sinclair that received almost 1,500 views.⁷

Advertisements

To supplement media activity, the consultation was also publicised via the following channels:

- **Full page adverts** in 12 local media publications:
 - Newham Recorder
 - Docklands & East London Advertiser
 - East London Guardian series
 - Ilford & Woodford Recorder
 - Greenwich Weekender
 - Barking & Dagenham Post
 - News Shopper series
 - Southwark News
 - Wharf Life
 - East London Enquirer
 - Newham Magazine
 - South London Press & Mercury
- **Lightbox advertisements** in London City Airport's International Baggage Reclaim area; and
- **Rear cover of *Inside E16***, the London City Airport magazine delivered to around 9,200 residential properties in the Royal Docks area and also to community venues such as libraries, community centres and GP surgeries.

Letters to elected representatives

During the consultation, the airport engaged directly with elected representatives in local boroughs via individual meetings, emails and briefings. Alongside this engagement, email correspondence was sent on the first day of the consultation period to confirm the details of the consultation and information about how they, or their constituents, could respond.

[Appendices 6-9](#) include copies of the emails sent to the Mayor of Newham and Borough and Local Authority leaders in the nine other boroughs closest to the airport; and local MPs.

Contact was also made with around 260 MPs and Peers, including members of the Government and Opposition.

Responding to the consultation

The consultation included a standardised feedback form (see Appendix 4) for respondents to complete, including a range of questions inviting views on elements of the airport's proposals and the potential benefits or impacts for stakeholders. Most questions also included a 'free text' box to allow for respondents to provide any additional comments or detail about their point of view. This is important to ensure that all views are understood on certain issues and not to restrict the feedback received.

A dedicated email address and telephone number were provided to allow stakeholders to contact the airport to enquire and request more information and raise any issues. This facility was well used, with many of the respondents choosing to respond to the consultation via email rather than using the online form facility.

Completed feedback forms could be returned to the airport via the following means:

Website

www.londoncityairport.com/consultation

Freepost

Address to: Freepost LCY Master Plan Consultation

Email

consultation@londoncityairport.com

Return in person - events

To a London City Airport staff member at a community / stakeholder organisation engagement event.

Return in person - airport

To BVA BDRC, a research agency commissioned by the airport to acquire passenger feedback as part of the consultation.

Notification of extension

To announce the additional background technical documents and the consultation extension, the airport issued a press release, placed adverts in 12 local newspapers, contacted all stakeholders who had already registered a response (Appendix 11), and used Twitter to inform the wider public.

Public engagement

During the consultation period, members of the public were able to access information about the draft master plan and speak to airport representatives in a number of ways, including: access to documents at seven local libraries; five public exhibition events; attendance by airport representatives at various meetings with local authorities, community groups and local MPs; and in-terminal passenger consultation.

The five public exhibition events were attended by 109 people. There were 11,749 views of the consultation webpage and 1,471 views of the consultation video on YouTube, which advertised these events.

Document inspection locations

Nine locations were selected to display copies of the draft master plan and associated documents including background documents when published on 30 August 2019. These locations were chosen to provide accessible locations for all stakeholders to view the documents and provide feedback, particularly in areas overflowed by aircraft from London City Airport. The nine locations were:

| Locations | Address |
|------------------|---|
| Bexley | Bexley Central Library, Townley Road, Bexleyheath, DA6 7HJ |
| Greenwich | Woolwich Town Hall, The Woolwich Centre, 35 Wellington Street, SE18 6HQ |
| Hackney | Hackney Service Centre, 1 Hillman Street, E8 1DY |
| Havering | Havering Romford Library, St Edward's Way, Romford, RM1 3AR |
| Lewisham | Planning Department, Catford Library, Laurence House, 1 Catford Road, SE6 4RU |
| Newham | Canning Town Library, 328 Barking Road, E6 2RT |
| | East Ham Library, 18 Rathbone Market, E16 1EH |
| Redbridge | Central Library, Clements Road, Ilford, IG1 1EA |
| Southwark | Canada Water Library, 21 Surrey Quays, Rotherhithe, SE16 7AR |



Public exhibition events

Five public exhibition events were held across London. The primary aim of these events was to provide an opportunity for local communities to view information about the draft master plan, ask questions of airport representatives and provide feedback on the plans.

To provide those opportunities as close as possible to where people live and work, the event venues were selected to be within easy reach, with venues in boroughs closest to the airport and one venue in the City of London. All venues were accessible by public transport.

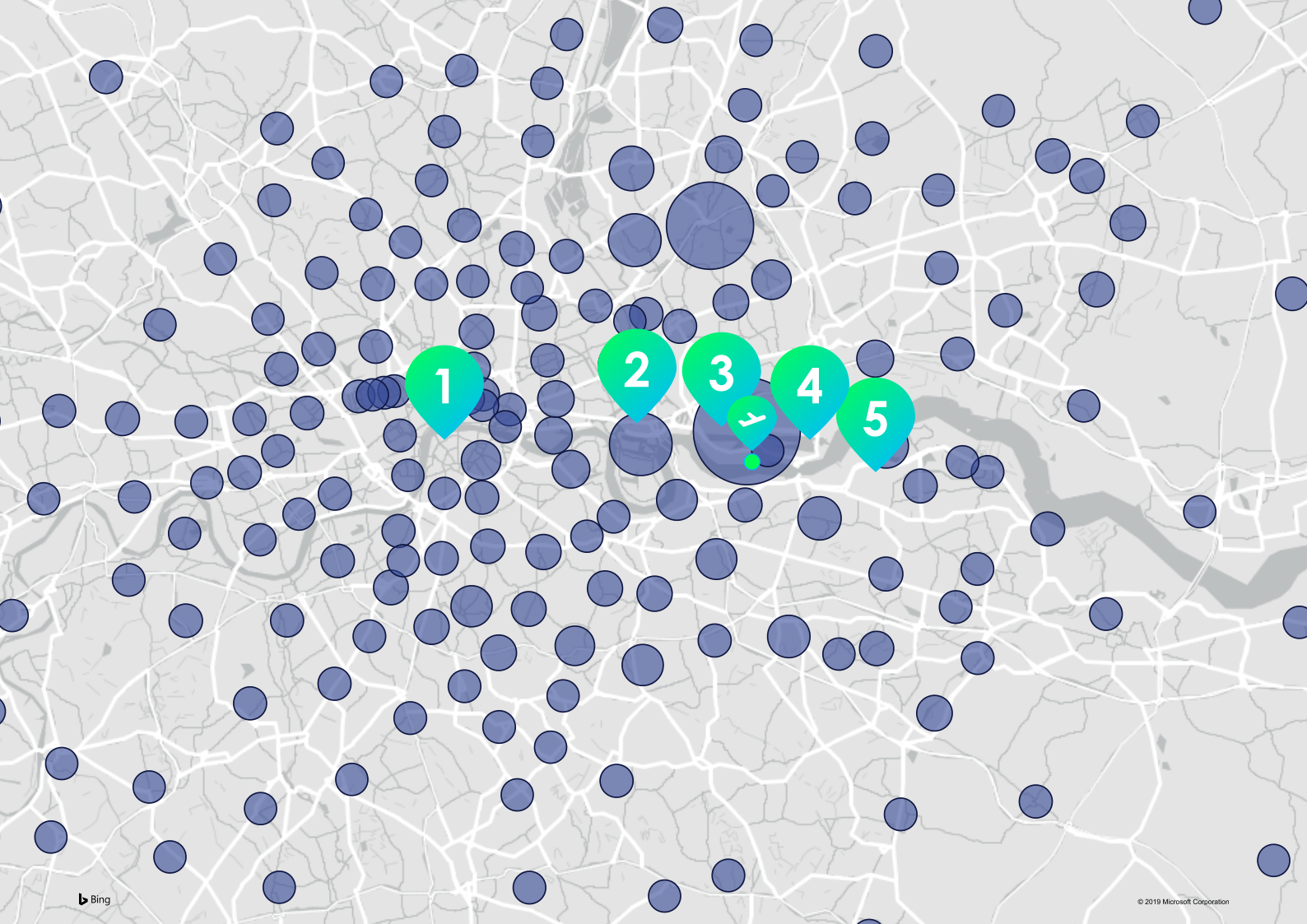
Full copies of the draft master plan were available to view at each event and the background technical documents were made available at the events that took place after their publication. Banner boards (see Appendix 10) were also provided at each event to explain the content of those documents, with technical specialists available to answer questions and explain the proposals to attendees.

Hard copies of the feedback forms and draft master plan summary documents were available at each event for attendees to take away, while facilities were also made available for attendees to write and leave their comments at the event.

A video outlining the content of the draft master plan was played on-screen throughout the events. The map over the page shows the locations of the events, including their relationship to the location of the airport.



Figure 2
Top to Bottom: Public exhibition at Canning Town Library, City Centre, Tower Hamlets and Greenwich.



Locations of the community engagement events

1. City of London

The City Centre,
80 Basinghall Street,
London
EC2V 5AR

Wednesday 11th Sept. 2019
12 noon - 7pm

Attendees: 25

2. Tower Hamlets

Southern Grove Community
Centre, Southern Grove,
Mile End, London, E3 4FX

Thursday 12th Sept. 2019
3.30pm - 7.30pm

Attendees: 29

3. Newham

Canning Town Library,
Rathbone Market, 18 Barking Rd,
Canning Town, London
E16 1EH

Wednesday 10th July 2019
4.30pm - 7.30pm

Attendees: 19

4. Newham

Royal Docks Learning and
Activity Centre, Albert Rd,
Royal Docks, London
E16 2JB

Saturday 14th Sept. 2019
10am - 4pm

Attendees: 28

5. Greenwich

Broadwater Village Hall,
1C Goosander Way,
West Thamesmead, London
SE28 0ER

Tuesday 9th July 2019
3.30pm - 7.30pm

Attendees: 8

Figure 3
Overview of public
exhibitions.

Additional local engagement

During the consultation, the airport was invited by a number of community groups and elected representatives to attend and present the draft master plan at public meetings. These events were chaired independently to allow for a presentation by the airport and extensive Q&A sessions with members of the public and interested parties.

All public meetings were well attended by members of the public and allowed the airport to share information about the proposals and how to access copies of the draft master plan documents, as well as signposting how to provide feedback on those documents.

The table below summarises the additional local engagement events attended by London City Airport:

| Group/event | Date |
|---|---------------------|
| Rotherhithe Ward Forum, Southwark | 24th July 2019 |
| Lewisham East public meeting, Lewisham | 26th July 2019 |
| Cann Hall Residents Association, Leytonstone (HACAN East) | 30th July 2019 |
| Ferry Festival, Britannia Village Fair, Newham | 10th August 2019 |
| Belvedere Community Forum, Bexley | 3rd September 2019 |
| Leytonstone, Waltham Forest | 10th September 2019 |
| Wanstead Library, Redbridge | 3rd October 2019 |

In-terminal passenger consultation

Between 15 August and 15 September 2019, research agency BVA BDRC sought the views of airport users by speaking with passengers on arrival and departure to explain the draft master plan and the context around it. Passengers were then provided a copy of the feedback form to fill out if they wished, including access to the online version. Copies of the draft master plan and 'easy to read' non-technical version were also made available in hard copy and on iPads.

The feedback forms filled out by passengers were the same as those by members of the public and other stakeholders to ensure consistency in the feedback received. However, due to the constraints of undertaking the engagement in the terminal buildings, passengers did not have access to the exhibition boards or the airport's technical staff that were available at the public exhibition events. All passengers were encouraged to contact the airport by either phoning in or emailing if they had specific questions about the draft master plan.

To assist the reader, Section 5 reports on passenger and public feedback separately, while also showing them combined to give a balanced presentation of all views received on the detailed feedback forms in their totality.

Overview of consultation feedback

Consultation responses

This chapter provides a summary of the responses received during the consultation period, starting with an analysis of each of the specific questions asked in the draft master plan, which were repeated in the

feedback forms. Additionally, we provide a summary of other contributions, where respondents chose to respond without reference to specific questions. The report categorises the responses in the following way:

| | |
|--|--|
| <p>London City Airport feedback response form</p> | <p>During the consultation period, stakeholders were directed to the dedicated web page for information about the draft master plan and encouraged to complete the consultation response form (online or to download), which invited responses to ten specific questions on a range of different topics. Hard copies of the form were also made available at the engagement events as outlined in Section 4. These responses have been classified and coded as individual contributions, from members of the public and passengers, each of which add to the overall results detailed for each question below.</p> <p>Respondents were also offered the opportunity to add comments in free-text sections for seven of the ten questions. 73% of public and 45% of passenger responses included some form of free text as part of their response. The free text responses enabled stakeholders to add their views on issues or concerns that may not be easily conveyed in response to the prescribed questions.</p> |
| <p>Non-standard responses</p> | <p>Alongside the pro forma for consultation responses outlined above, we received a number of individual, industry, business and elected representatives contributions via email, and letters as well as those from organised campaign groups (see below). These responses mainly provided detailed commentary across a number of different topics.</p> |

Campaign responses

It is common for high profile local consultations to attract interest from campaign groups or local campaigners. We define an organised campaign as a co-ordinated approach by an individual or organisation to facilitate others into submitting responses. The outputs may include, for example, printed response postcards / suggested response text provided on campaign website or leaflets / reproduced response forms.

The very nature of many campaigns makes submitting a response to a consultation relatively easy for those who wish to do so, but the use of 'suggested text' does make it difficult to fully understand each individual's reasoning or opinion behind each response. Where identically worded responses have been received (either as letters, postcards or through a petition) these have been treated as 'campaign' rather than 'individual' responses.

In total there were over 2,100 detailed responses on the draft master plan primarily through the standard feedback forms but also by email and letters.

In addition, following a postcard campaign by HACAN East who are opposed to the airport's growth, the airport received 2,473 postcards, all identical (save for the insertion of the respondents' name and address) and posted to the Freepost address. A copy of the postcard is at [Appendix 12](#). We are also aware of a related online petition on Change.org, entitled 'Stop London City Airport Expansion' which gained 1,945 signatories.

The table below provides a full breakdown of responses received:

| | |
|-------------------------|-------|
| Standard feedback forms | 1,775 |
| Non-standard responses | 266 |
| Stakeholder responses | 68 |
| Campaign postcards | 2,473 |

Interpretation and context

While a consultation exercise is a very valuable way to gather opinions about a wide-range of issues, there are a number of points to always bear in mind when interpreting the responses received. Although the consultation was open to everyone, the participants were self-selecting, and certain people may have been more likely to contribute than others. This means that the responses can never be considered to be representative of the population as a whole, as would generally be the case with a sample survey.

Typically, with any consultation, there can be a tendency for responses to come from those more likely to consider themselves affected and more motivated to express their views. Therefore, this analysis can only report the various opinions of respondents and does not claim to definitively and representatively measure the level of community feeling and opinion.

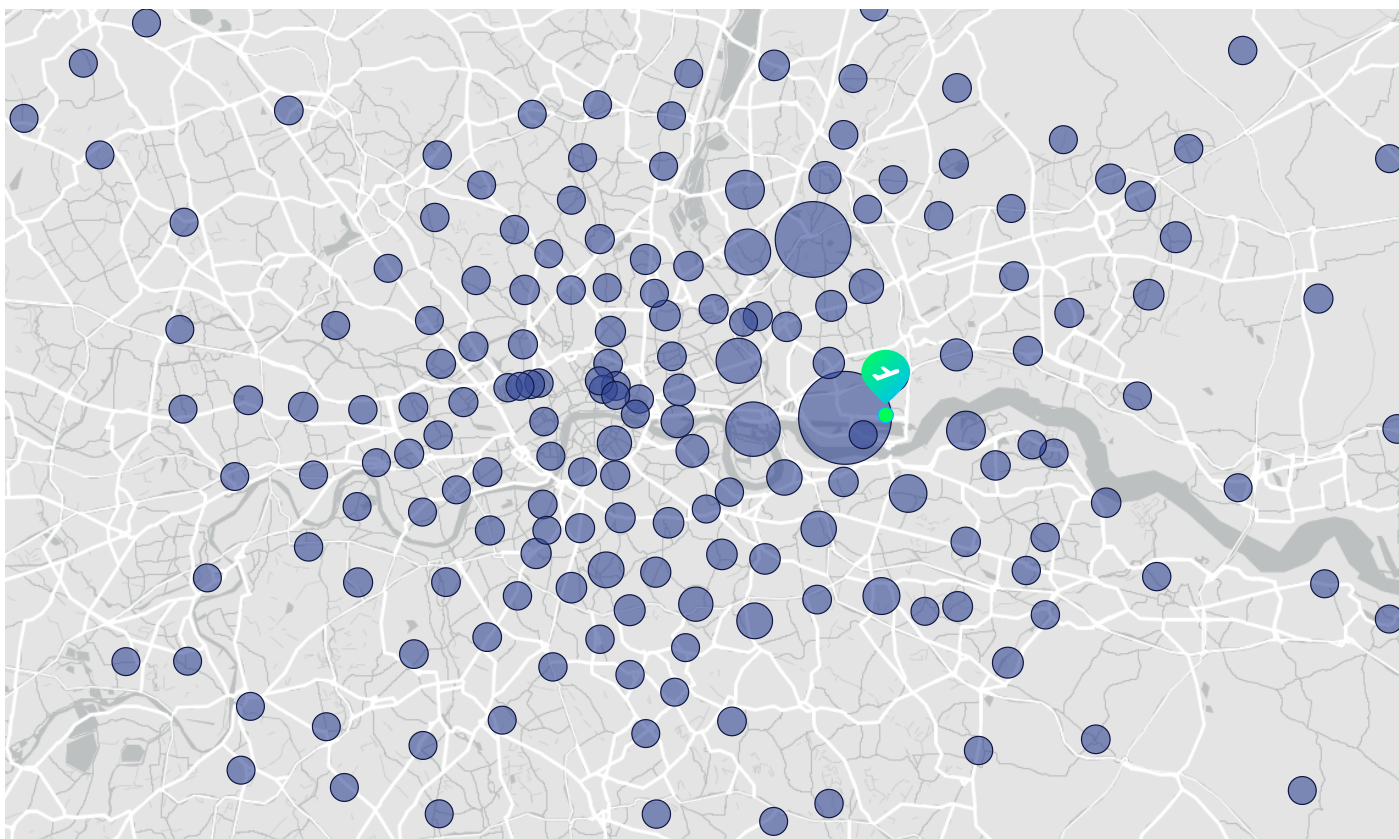
It must also be understood, therefore, that the consultation as reflected through this report can only aim to catalogue the various opinions of the members of the public and organisations who have chosen to respond to the proposals. For the purposes of this report, feedback forms from members of the public and passengers have been considered separately.

An aggregated view of both passenger and public feedback has also been shown to give an overall view of sentiment amongst those who responded during the consultation period.

Geographic analysis of respondents

The feedback received on the draft master plan came from varied geographic locations and included responses from local, national and international stakeholders. The broad geographic spread reflected the broad interest across stakeholders in the future of London City Airport, including the participation of passengers in the airport terminal.

The geographic distribution of the public feedback forms was primarily localised to London. Most respondents who provided their address details resided in east London (62%), with the majority living in the vicinity of the airport and its associated flight paths. The top three local authority areas represented in the public feedback forms were Newham (232), Waltham Forest (164), and Tower Hamlets (150).



The table below represents the split, by Borough, of London passenger and public responses (feedback form, email and letter) of those respondents that gave their postcode information.

Figure 4
Map of geographic backgrounds of public respondents in and around London (base map ©Microsoft and Icon created by Aquene Ardeen)

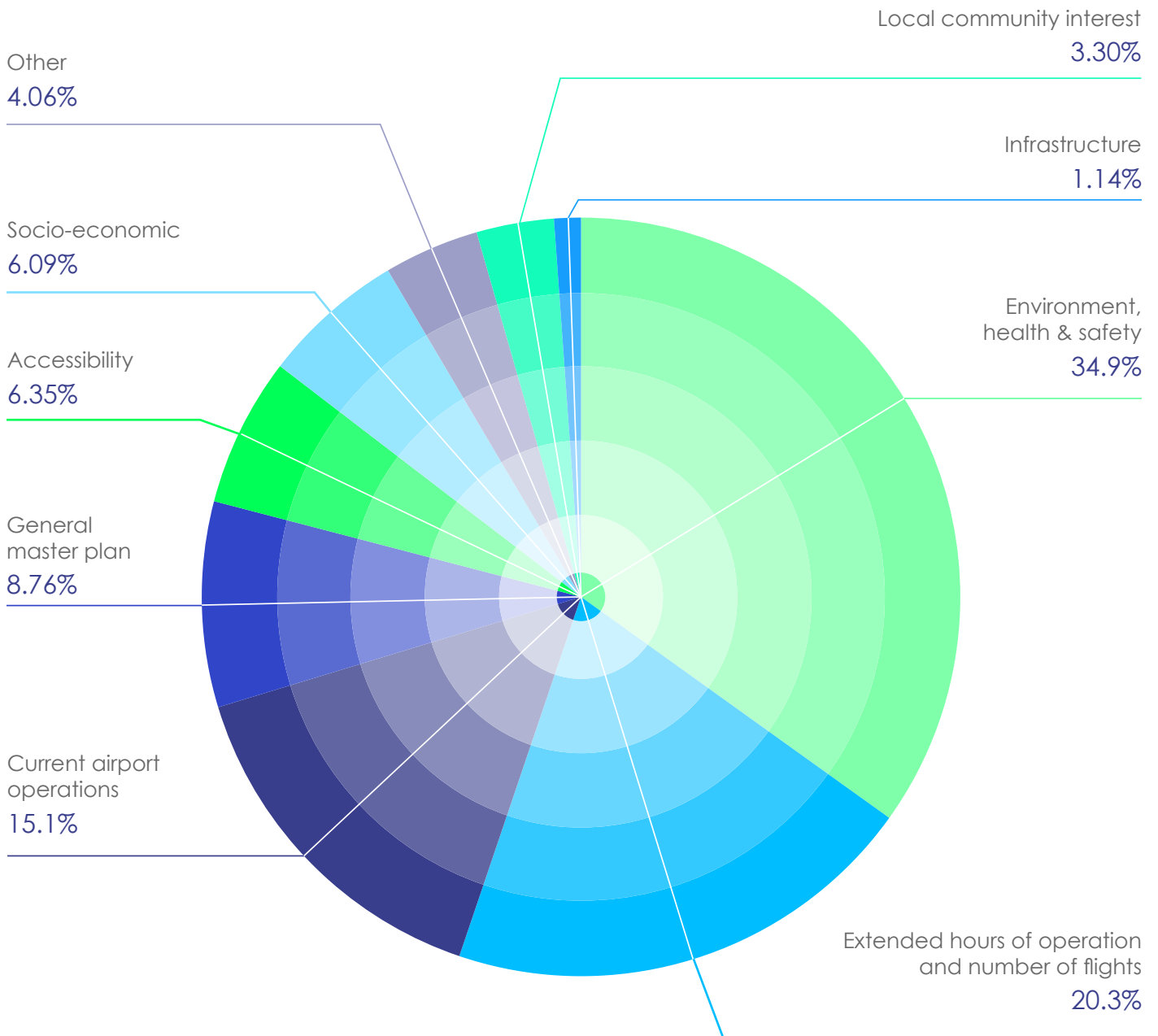
| Number of respondents | London Borough | Number of respondents | London Borough | Number of respondents | London Borough |
|-----------------------|----------------|-----------------------|----------------------|-----------------------|------------------------|
| 232 | Newham | 39 | Lambeth | 10 | City of Westminster |
| 164 | Waltham Forest | 38 | Havering | 10 | Kensington and Chelsea |
| 150 | Tower Hamlets | 27 | Hackney | 9 | Hammersmith and Fulham |
| 119 | Greenwich | 23 | Barking and Dagenham | 8 | Ealing |
| 90 | Redbridge | 19 | Wandsworth | 6 | Haringey |
| 79 | Southwark | 16 | Camden | 6 | Richmond upon Thames |
| 58 | Lewisham | 12 | Bromley | 5 | Merton |
| 46 | Bexley | 10 | City of London | 2 | Brent |

Figure 5
Distribution of respondents from London

Feedback form responses: key themes

Many themes ran consistently throughout the free text responses in the public and passenger feedback forms, demonstrating their importance to individuals. The most prominent themes that emerged from the responses are summarised in Section 6 and in the figure below.

The responses to the questions in the following pages are from the feedback forms received from both the public and passengers.



Question 1: Making best use of the existing runway

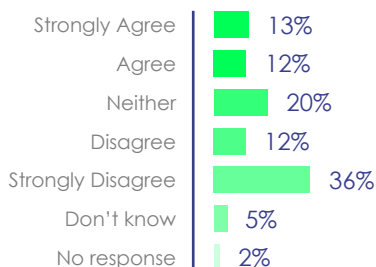
The draft master plan proposals outlined in section 4 prioritise making best use of our existing runway in accordance with Government policy. Do you agree that we have sought to do this in the most appropriate way?

Do you have any suggestions about how the existing infrastructure could be better utilised or what additional facilities should be provided?

Free text response

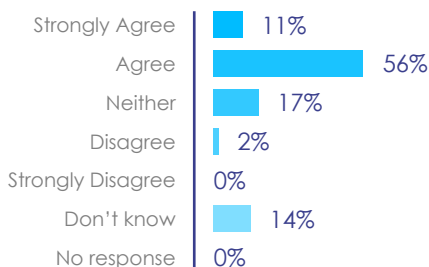
Degree of support

Public responses



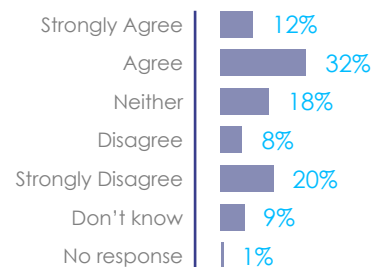
25% of the **public** respondents either agreed or strongly agreed with the question. 48% either disagreed or strongly disagreed, with the remaining 25% answering they neither agreed nor disagreed, or did not know.

Passenger Responses



67% of the **passenger** respondents, either agreed or strongly agreed with the question. 2% either disagreed or strongly disagreed, with the remaining 31% answering they neither agreed nor disagreed or did not know.

Combined Responses



The **combined response of public and passengers** showed that 44% either agreed or strongly agreed with the question. 28% either disagreed or strongly disagreed, with the remaining 27% answering they neither agreed nor disagreed or did not know.

Public responses

33% of the public respondents provided a free text answer to this question. The top themes to emerge from these responses were opinions about extended flight hours, opposition to expansion, and issues with future noise pollution.

Of the 25% of respondents who either agreed or strongly agreed with the question, several constructive suggestions were offered, particularly with regards to increasing the leisure opportunities offered by the airport for both passengers and local residents. For example, one respondent stated:

"It would be good to include accessible restaurants and cafes for local residents to use, pre-security. Perhaps with views over the runway or westwards toward London. There is a lack of quality eateries in the area and this could help the local community."

Many of the 48% who either disagreed or strongly disagreed with question 1 used the free text box to reiterate their general opposition to any greater utilisation of infrastructure or additional facilities.

The majority of those opposed drew on environment and health concerns arising from an increased utilisation of the airport, reflected by the prevalence of the themes of noise and air pollution. For example, one respondent stated:

"We love the airport but it must be contained within its current limitations and respectful of the significant properties and lives that live and work around it."

Passenger responses

23% of the passenger respondents provided a free text answer to this question. Those that did made suggestions regarding improvements to terminal facilities such as improved parking facilities, an increase in the amount of electric car charging points, business lounge facilities, and additional seating in the terminal. One respondent wrote:

"More space in departures. Too crowded. Departures area a bit run-down, old, in need of refurbishing."

Question 2:

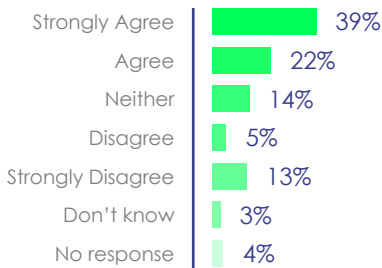
Accommodating growth within the existing noise contour limit

Do you agree that growth over the master plan period should only be accommodated within the existing aircraft noise contour limit and that the airport should seek to reduce the area of the contour over time by adapting infrastructure to accommodate more quieter, cleaner, new generation aircraft?

No free text box was included in the question and therefore no thematic analysis has been undertaken

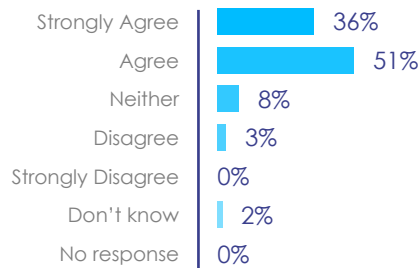
Degree of support

Public Responses



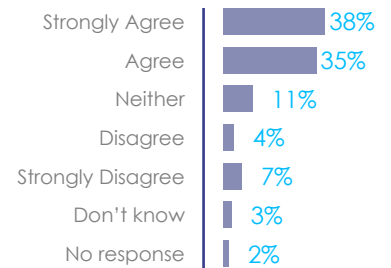
61% of the **public** respondents either agreed or strongly agreed with the question. 18% either disagreed or strongly disagreed, with the remaining 17% answering they neither agreed nor disagreed, or did not know.

Passenger Responses



87% of the **passenger** respondents either agreed or strongly agreed with the question. 3% either disagreed or strongly disagreed, with the remaining 10% answering they neither agreed nor disagreed, or did not know.

Combined Responses



The **combined response of public and passengers** showed that 73% either agreed or strongly agreed with the question. 11% either disagreed or strongly disagreed, with the remaining 14% answering they neither agreed nor disagreed, or did not know.

Question 3:

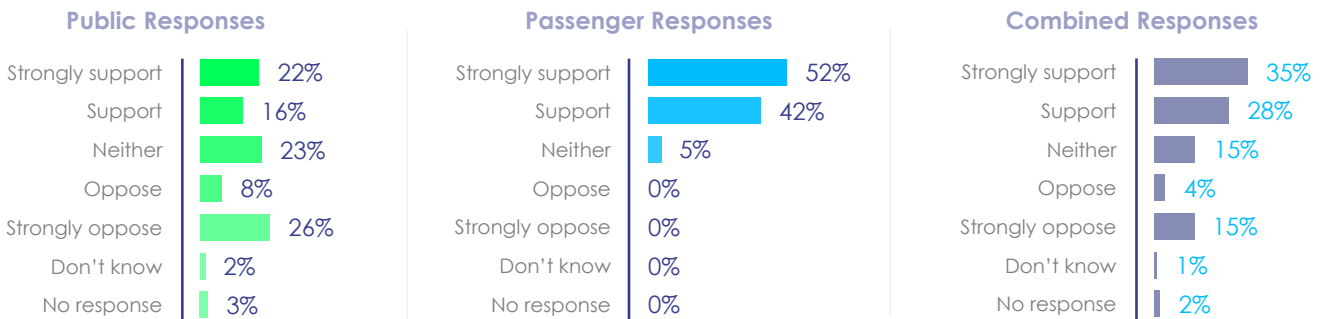
Increasing employment at the airport and investing more in local business and community initiatives

Do you support our aspirations in section 4 to further increase employment at the airport, especially for local residents, and invest more in local business and community initiatives?

Do you have any other suggestions on how we could support more local jobs?

Free text response

Degree of support



38% of **public** respondents either supported or strongly supported the aspirations outlined in the question. 34% either opposed or strongly opposed, with 25% answering they neither supported nor opposed, or did not know.

94% of **passenger** respondents either supported or strongly supported the aspirations outlined in the question. Less than 1% either opposed or strongly opposed, with 5% answering they neither supported nor opposed, or did not know.

The **combined response of public and passengers** showed that 63% either supported or strongly support the aspirations outlined in the question. 19% either oppose or strongly opposed, with 16% answering they neither supported nor opposed, or did not know.

Public responses

31% of the public respondents provided a free text answer to this question. Although respondents mostly answered the multiple-choice section positively, many of the respondents who responded with free text expressed negativity towards job creation (19%). Numerous constructive suggestions were made, such as increasing the number of apprenticeships for local people, expanding the retail offer at the airport, more local advertising of airport jobs and greater utilisation of local business supply chains to increase jobs and skills. For instance, one respondent stated:

“Provide apprenticeship opportunities targeting local residents, so that better paid jobs aren't just for those that already have higher qualifications. Opportunities to engage with local schools and sixth form colleges should be maximised, including work experience, career advice visits, etc.”

Most comments combined job creation with environmental concerns and argued that the perceived adverse environmental impacts arising from increased flights outweigh the benefits of job creation. For example, one respondent stated:

“I think this is irrelevant, and a distraction from more serious issues of noise, pollution and climate change. Other ways can be found to employ people that don't damage the environment.”

Passenger responses

15% of the passenger respondents provided a free text answer to this question. There was positivity towards employment opportunities, and similar suggestions of apprenticeships for local people and an extension of the retail offer at the airport, investment in local schools and community projects. One passenger suggested:

“Recruitment using local employment agencies/ community organisations and a possible focus on youth [and] mature age. Training is important to create future skilled workforce.”

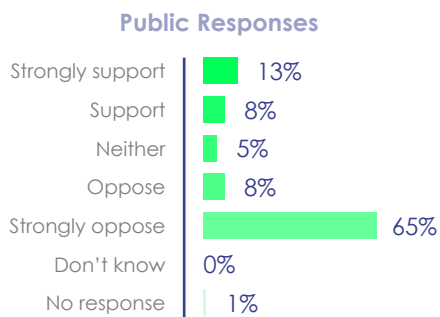
Question 4:

More flexibility on the number of flights during the first and last half-hours of operations during weekdays

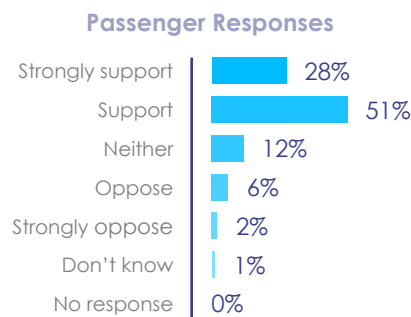
Subject to addressing environmental issues, would you support the principle of more flexibility on the number of flights during the first and last half-hours of operations during weekdays if it was important to meet passenger demand, improve connections and help accelerate investment in more quieter, cleaner, new generation aircraft? This would not affect our commitment to an 8-hour night-time curfew on all flights.

No free text box was included in the question and therefore no thematic analysis has been undertaken.

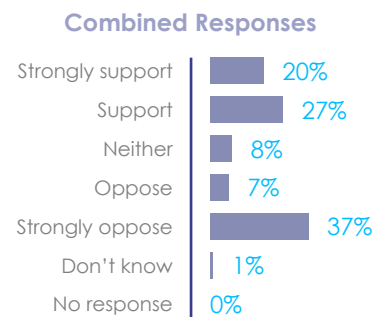
Degree of support



21% of **public** respondents either supported or strongly supported the principle outlined in the question. 73% either opposed or strongly opposed, with 5% answering they neither supported nor opposed, or did not know.



79% of **passenger** respondents either supported or strongly supported the principle outlined in the question. 8% either opposed or strongly opposed, with 13% answering they neither supported nor opposed, or did not know.



The **combined response of public and passengers** showed that 47% either supported or strongly supported the principle outlined in the question. 44% either opposed or strongly opposed, with 9% answering they neither supported or opposed, or did not know.

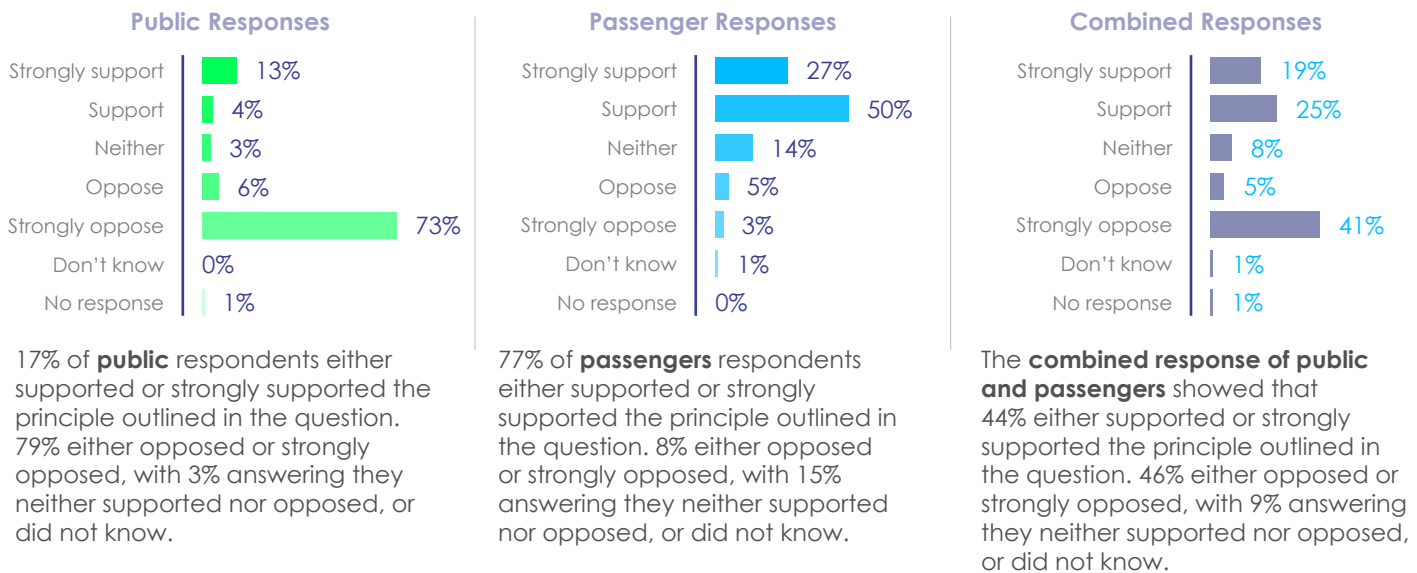
Question 5: More flexible flight times at the weekend

Subject to addressing environmental issues, would you support the principle of more flexible flight times at the weekend if it was important to meet passenger demand, improve connections and help accelerate investment in more quieter, cleaner, new generation aircraft?

Do you have any suggestions on how we could improve these plans?

Free text response

Degree of support



Within the public and passenger responses, in the free text response of question 5, there was a tendency to respond to question 4 due to the absence of a free text option, with the main theme being concerns about the overall impact of weekend, evening, and early morning flights.

Public responses

45% of the public respondents provided a free text answer to this question. The main issue was extended flight hours at the weekend, which was often linked to a perceived increase in noise pollution (16%) and a resultant negative impact on quality of life (6%).

The notion of weekend flights also tended to be opposed by respondents. The principle of no flights taking place on Sundays was a particularly strongly held view among public responses. One respondent stated:

"I live locally, and it is so valuable to have some time in the week when there is genuine quiet. My flat is under the flight path and between two major roads, so Sunday mornings are very, very precious as a time for relaxation and rest without excessive noise."

Passenger responses

10% of the passenger respondents provided a free text answer to this question, of which in contrast to the degree of support indicated in the question, 18% of free text respondents indicated opposition towards extended flight hours, and 11% cited issues around future environmental harm. A passenger commented:

"Would be concerned about impact on locals in highly populated urban areas and they deserve a break from noise."

Question 6:
Management and mitigation of environmental issues

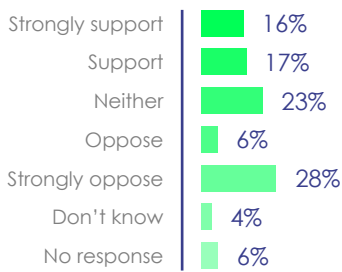
Do you support the measures in sections 4 and 5 to manage and mitigate environmental issues over the duration of the master plan (e.g. noise, air quality, emissions, transport)?

Do you have any suggestions on how we could improve these plans?

free text response

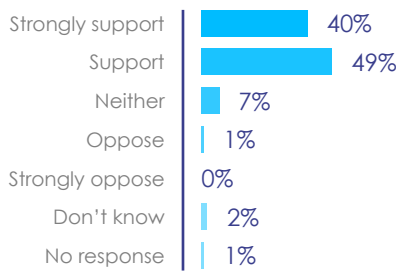
Degree of support

Public Responses



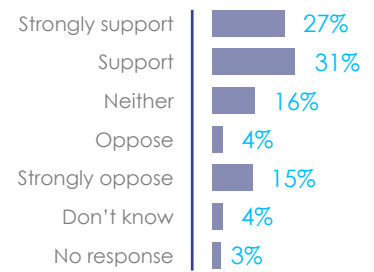
33% of **public** respondents either supported or strongly supported the measures outlined in the question. 34% either opposed or strongly opposed, with 27% answering they neither supported nor opposed, or did not know.

Passenger Responses



89% of **passenger** respondents either supported or strongly supported the measures outlined in the question. 1% opposed or strongly opposed, with 9% answering they neither supported nor opposed, or did not know.

Combined Responses



The **combined response of public and passengers** showed that 58% either supported or strongly supported the measures outlined in the question. 19% either opposed or strongly opposed, with 20% answering they neither supported nor opposed, or did not know.

Public responses

36% of the public respondents provided a free text answer to this question, of which 22% of respondents argued that the proposed environmental mitigation contradicted the proposed extended flight hours and cited increased air and noise pollution. For example, one respondent stated:

"Pollution from this airport is already too high. Noise needs to be reduced further along with air pollution. The plans do not go far enough."

Passenger responses

9% of the passenger respondents provided a free text answer to this question. Suggestions included how to improve the environmental mitigation measures, such as utilising renewables and better use of public transport. One passenger stated:

"Utilising renewables wherever possible. Airside vehicles should be made zero emissions before 2030."

Question 7:

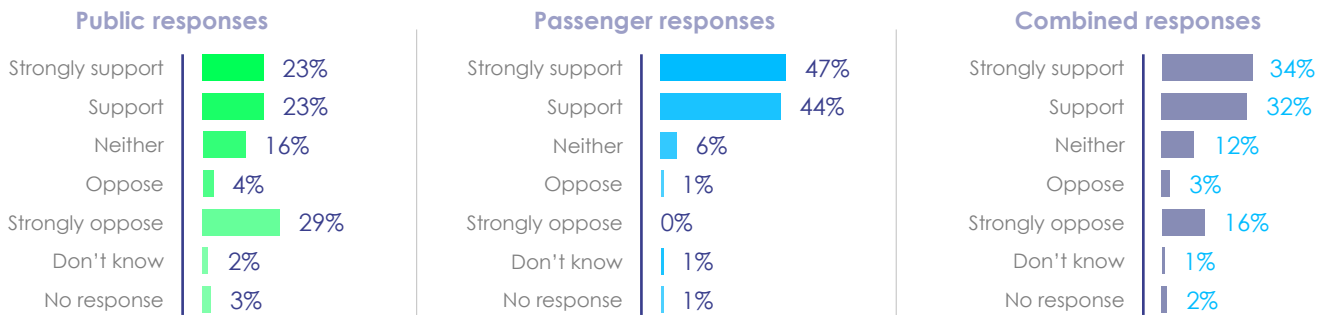
Travel to and from the airport by public transport and other sustainable means

Overall, do you support our plans and measures to increase passenger and staff travel to and from the airport by public transport and sustainable means?

Do you have any suggestions on how we could improve local transport infrastructure and encourage more travel by public transport and sustainable means?

Free text response

Degree of support



46% of the **public** respondents either supported or strongly supported the plans outlined in the question. 33% either opposed or strongly opposed, with 18% answering they neither supported nor opposed, or did not know.

91% of **passenger** respondents either supported or strongly supported the plans outlined in the question. 1% opposed or strongly opposed, with 7% answering they neither supported nor opposed, or did not know.

The **combined response of public and passengers** showed that 66% either supported or strongly supported the plans outlined in the question. 19% either opposed or strongly opposed, with 13% answering they neither supported nor opposed, or did not know.

Public responses

30% of the public respondents provided a free text answer to this question, of which 55% provided suggestions for how transport links could be improved and made more sustainable, including changes to DLR services and more trains, electric charging points, improved cycle infrastructure, more buses, greater use of the river and better integration with the Elizabeth line. For example, one suggestion was:

“Ensure that a Crossrail station is considered as part of the potential Ebbsfleet extension to promote travel via public transport. Review options for public transport to/from the airport e.g. shuttle bus from Crossrail station at the ExCeL.”

However, 14% of respondents reiterated general opposition to the hours of operation and the location of the airport, suggesting that an increase in public transport usage could not offset the impact of more flights or passengers. For example, one respondent stated:

“Expanding an airport to accommodate increased rates of air travel is wholly incompatible with the climate emergency that we are facing and the need to reduce carbon emissions drastically.”

Passenger responses

15% of the passenger respondents provided a free text response answer to this question, of which 25% of those respondents provided suggestions of how existing public transport could be improved. Similar to the public responses, suggestions included better cycling facilities, increased frequency of DLR trains and more buses. 13% provided positive comments about the current level of sustainable transport to and from the airport. For example, one respondent stated:

“More frequent DLR trains, alternative rail connections (Crossrail, DLR, mainline). Quicker routes to central London - motorcycle taxis, bicycle hire, a river connection.”

Question 8:

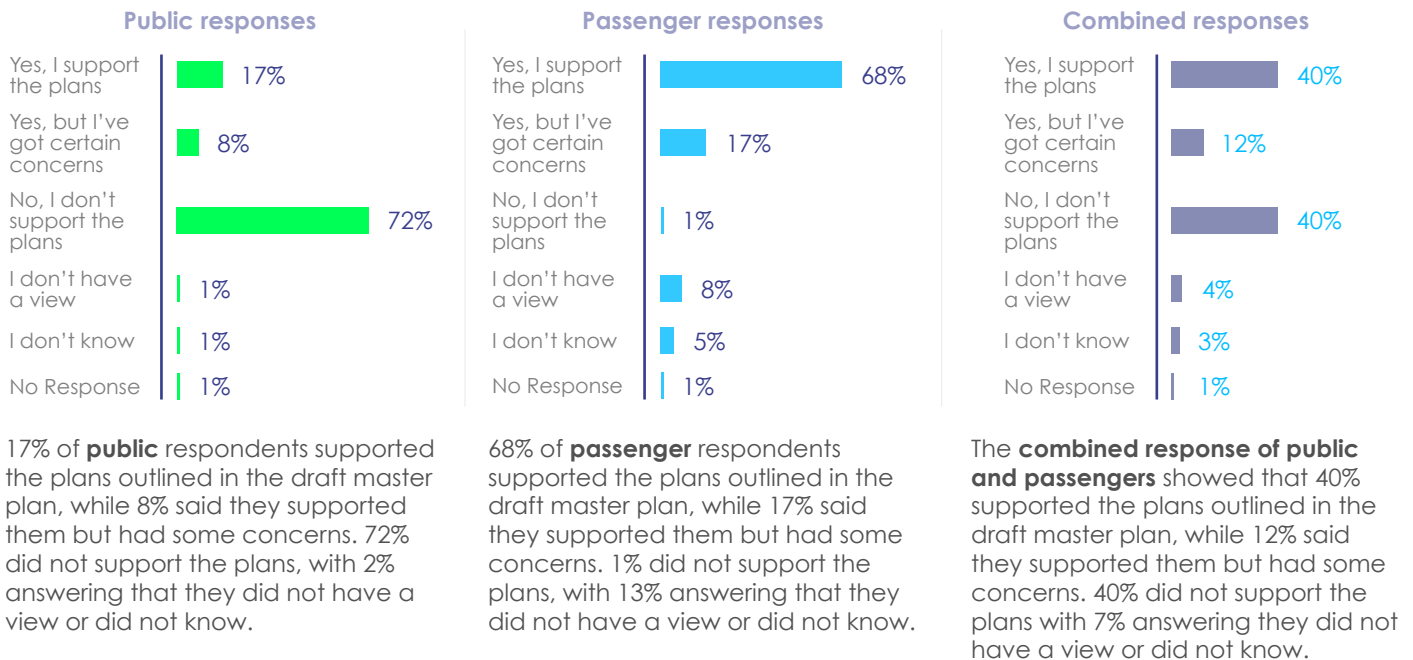
Overall support for the plans outlined in the draft master plan

Overall, do you support the plans outlined in the draft master plan?

Do you have any suggestions on how we could improve these plans?

Free text response

Degree of support



Public responses

36% of the public respondents provided a free text answer to this question, of which 24% cited extended flight hours as the main reason for their opposition, and 11% explicitly cited the perceived noise pollution arising from extended flight hours as a general concern, with 9% citing weekend hours as an issue. 19% of respondents opposed the draft master plan as a whole. For example, one respondent stated:

“Remove all proposals to increase the number and frequency of flights and remove any proposed changes to flight times and hours of operation.”

Passenger responses

13% of the passenger respondents provided a free text answer to this question, of which 10% were opposed to extended flight hours in general, and 30% had concerns around environmental sustainability and the impact of the plan on climate change. One respondent wrote:

“1. Speed up electric charge point schedules
2. Add local (on-site) solar - e.g. solar roof.
3. Give economic incentive to use mass transit to get to/from airport. Add taxi airport surcharge, raise price of parking.”

**Question 9:
Further comments**

Do you have any further comments on our draft master plan?

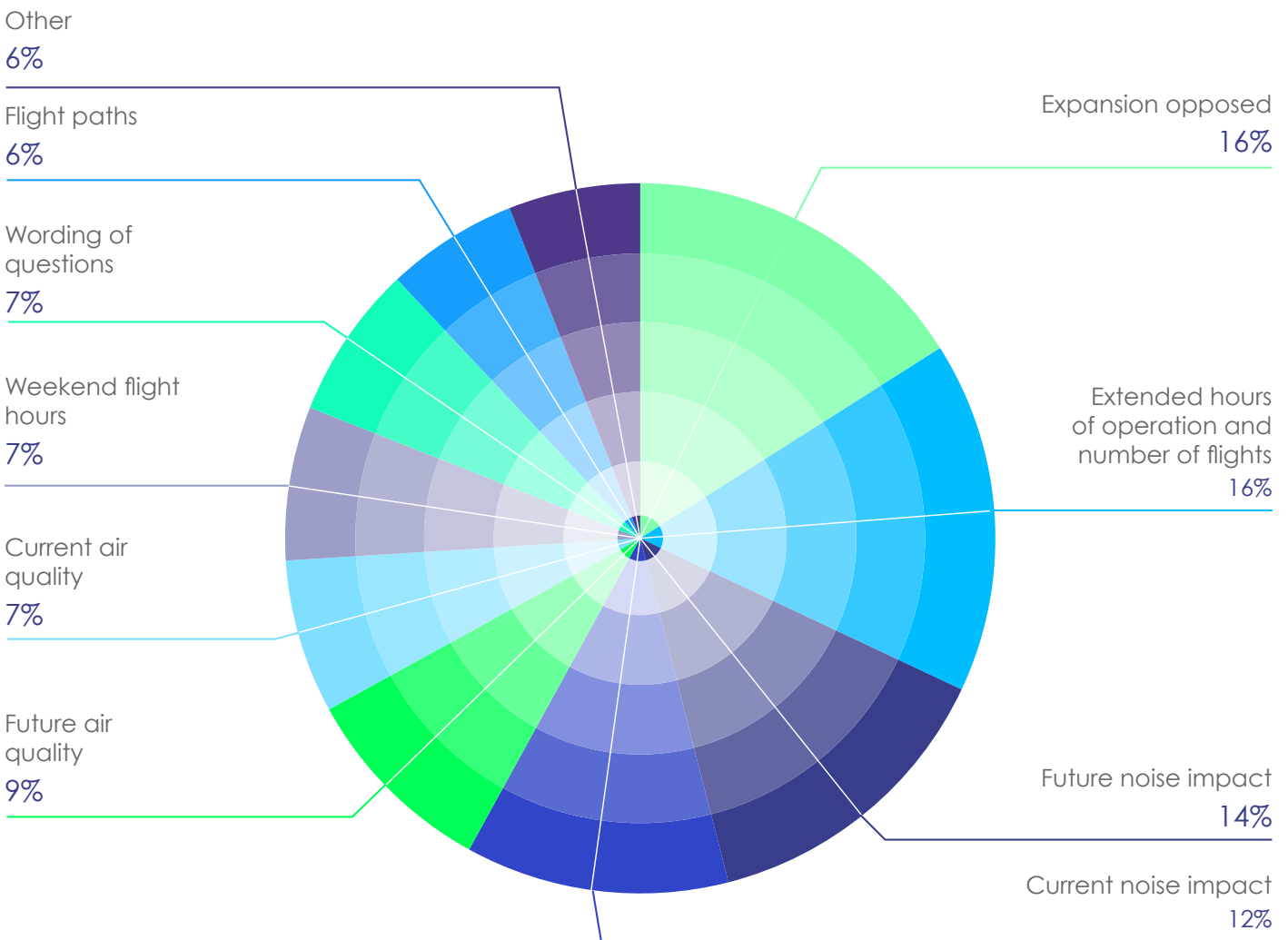
Free text response

Public responses

42% of public respondents provided an answer to question 9. The top 10 themes are represented below.

Of those that provided additional comments, 16% of respondents opposed the expansion of London City Airport and a further 16% cited concerns around extended flight hours. A combined total of 26% raised concerns about both future and current noise impacts. 16% commented on air quality (future - 9%; and current - 7%). One respondent explained:

"It is unfair to local residents to extend flight times into the 8-hour window and/or the weekend 24 hour window. People have set up homes in the area, knowing when the airport worked and it is unfair to impose on these times. I appreciate that the airport needs to service an increase in passengers but I strongly feel this should be achieved in the times when the airport is currently active."



Passenger responses

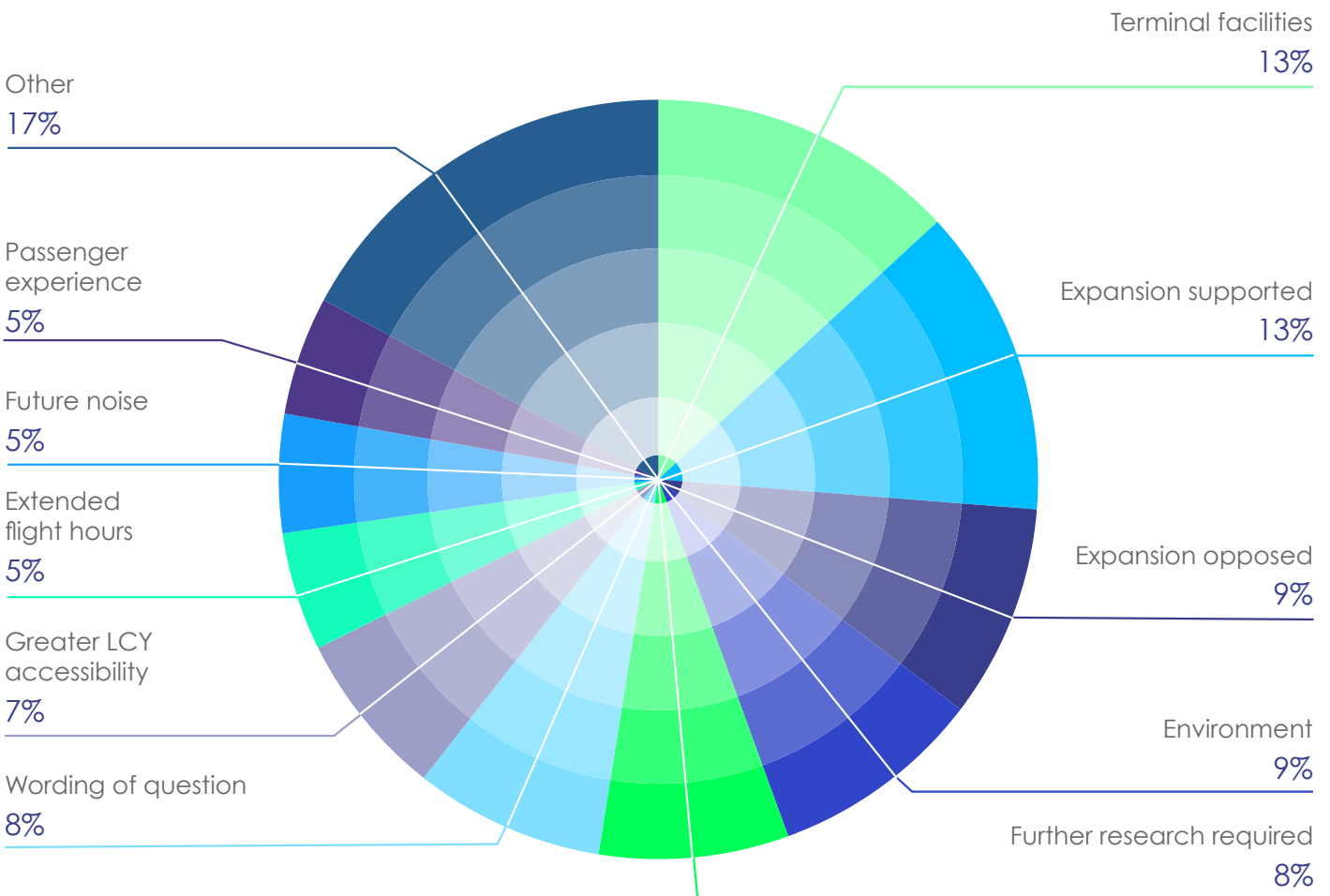
14% of passengers respondents provided an answer question 9. The top 10 themes are represented below.

Of those that provided additional comments, 13% of respondents supported the expansion of London City Airport and a further 13% commented positively on the facilities in the terminal. 9% of terminal respondents opposed the expansion and a further 9% raised concerns about the environment and 8% indicated that there should be more research completed.

One passenger stated:

“Ensure flights continue to leave on time. Ensure easy check-in continues. Ensure jobs for local people are realised.”

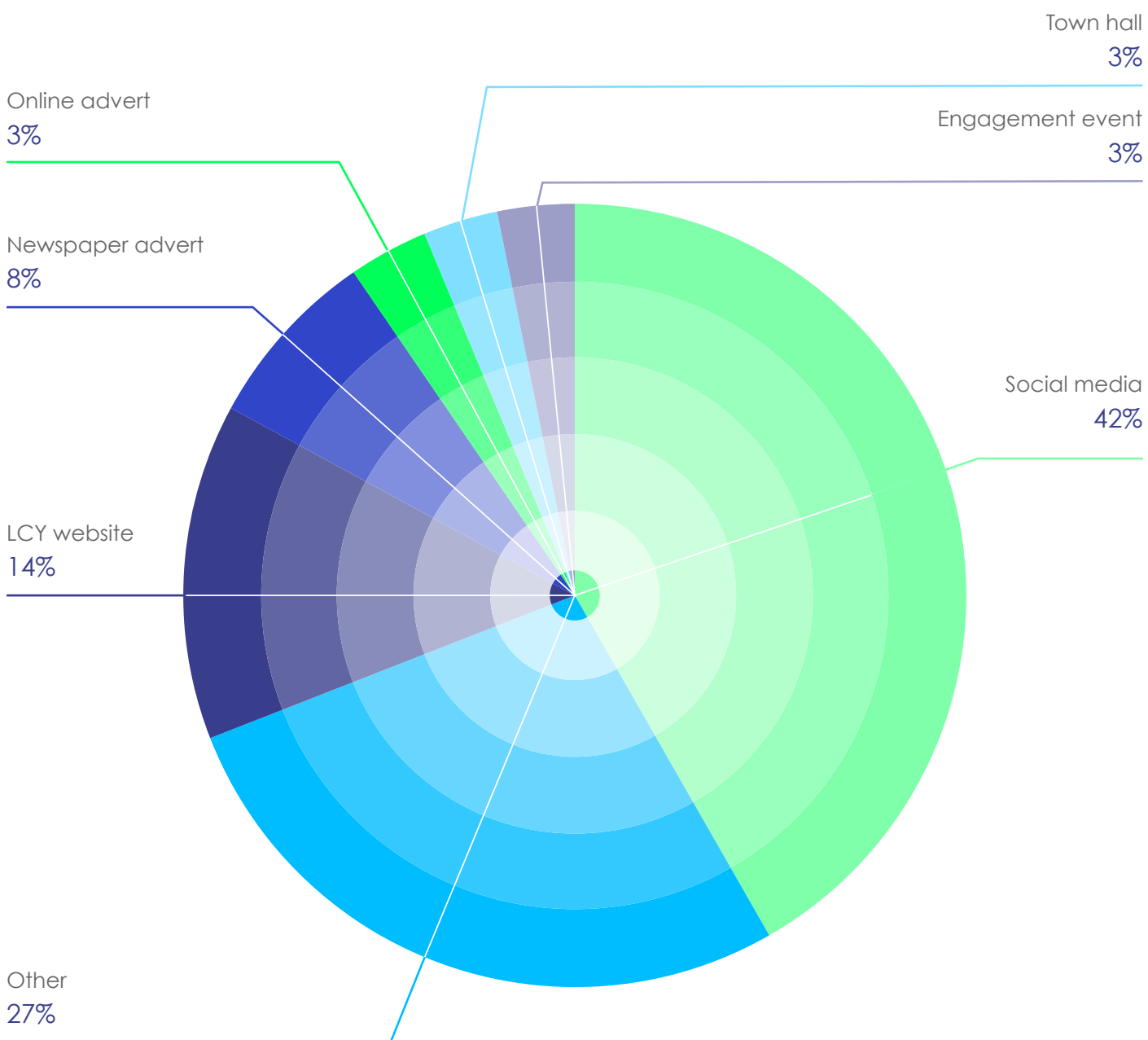
It should be noted that “other” is the largest theme in this group at 17%. Some of the answers in this category ranged from comments about the impact of Brexit, towards potential policy-based comments on aircraft requirements through to liking London City Airport.



Question 10: About the consultation

How respondents found out about the consultation

Of the public response forms, 42% of respondents found out about the consultation through social media. 27% found out through 'other' means, such as word of mouth, and 14% through London City Airport's website.



Non-standard responses

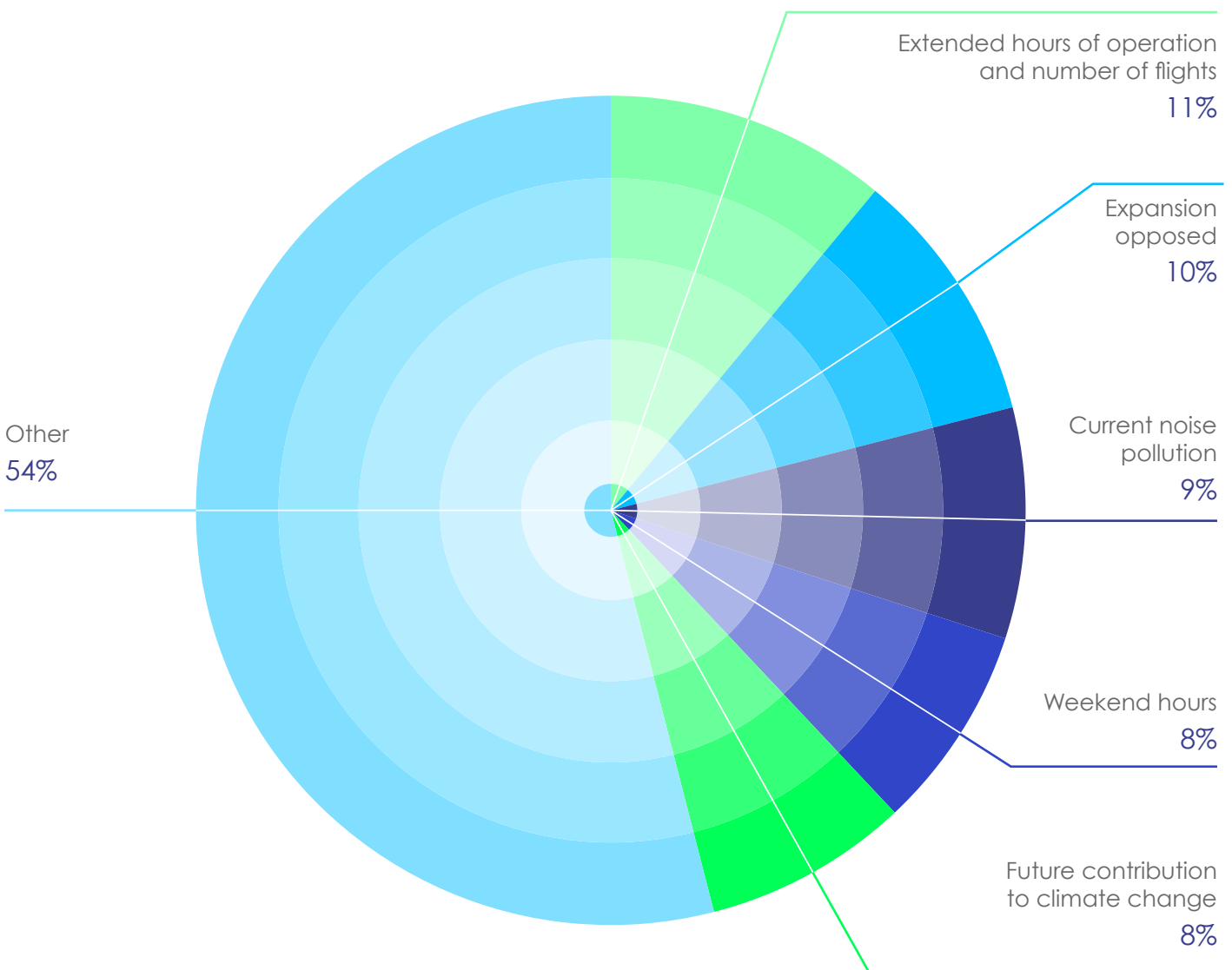
In addition to the feedback forms, respondents opted to send their response via email or letter.

Public responses

There were 266 email and letter responses from members of the public. These contained themes that were similar to the feedback forms. Themes centred around opposition to the principle of extended flight hours and numbers (11%), general expansion (10%), and current and future noise pollution issues (15%). There was also concern about perceived negative environmental issues resulting from measures in the draft master plan (16%).

In many instances, respondents perceived that an increase in the number of flights must inevitably lead to an increase in noise and emissions, concluding that these issues should be considered together.

A minority of respondents were more positive, citing the positive economic benefits the airport has on the area, and the convenience of its geographical location, particularly for those living in the surrounding boroughs.



Elected representatives and other organisation responses

68 elected representatives, businesses and community groups also made representations as part of the consultation. The table summarises the key themes and points made.

| Type of respondent | Number of responses | Key themes |
|--|---------------------|---|
| <p>Businesses:</p> <ul style="list-style-type: none"> • ABP Royal Dock London • Airport Coordination Limited • Avison Young (on behalf of Albert Island Regeneration) • BA Cityflyer • Ballymore Group • Canary Wharf Group • CBI • City AM • Duck Consult • Evergreen Aviation • ExCeL • Federation of Small Businesses • FeedbackNow by Forrester • Lagardere Travel Retail • London Chamber of Commerce and Industry • LHG (LH and LX) (Lufthansa and SWISS) • London First • Newham Chamber of Commerce • Shoe Vouchers Ltd • Silvertown Partnership LLP • Tag Construction Ltd | 21 | <p>A range of businesses and business groups responded to the consultation, including companies that work on the airport site, London-based businesses and developers, and business representatives.</p> <p>Amongst business groups there was strong support for the master plan proposals, primarily because of the airport's role in creating employment and procurement opportunities as well as its contribution to the local community. One respondent wrote:</p> <p><i>"London City [is] a key strategic asset for the London and wider UK economy. In addition to supporting increased passenger numbers, expansion at London City Airport will create new jobs. This will benefit local businesses through the airport's commitment to local procurement, as well a creating wider benefits across the country through the airport's supply chain."</i></p> <p>Locally, amongst neighbouring local businesses and groups, there was also support for the potential economic benefits resulting from the proposals in the draft master plan, with many seeing the airport as an accelerator for business. One respondent wrote:</p> <p><i>"[The draft Master Plan proposals] will enhance connectivity for Newham businesses, increasing opportunities and growth for the Newham economy."</i></p> <p>A number of organisations also praised the airport's commitment to responsible and sustainable growth, including the principle of making best use of existing capacity. One respondent wrote:</p> <p><i>"We are supportive of the approach of optimising and maximising the use of the existing runway, rather than the development of a new runway, extending the length of the existing runway or significantly expanding LCA's site boundary."</i></p> <p>While some felt the current flight time curfew is restrictive, which may make it difficult to invest in greener, cleaner technology, others welcomed commitments to maintaining controls on noise and hours of operation, including one response, which stated:</p> <p><i>"[We] support the proposed measures to protect neighbouring amenity, including the retention of the 8-hour night-time curfew on flights, and the airport's commitment to air quality and noise control."</i></p> <p>And many felt that it was important to ensure transport links to the airport also form part of future plans and to ensure proposals adequately cater for increases in passengers, including one respondent who wrote:</p> |

| Type of respondent | Number of responses | Key themes |
|--------------------|---------------------|---|
| | | <p><i>“One of the most important ways the Government can ensure aviation becomes more sustainable is to improve transport links to airports across the south east. The lack of a London City Airport station on the Elizabeth Line is a missed opportunity. Extending the operating hours of the DLR and continuing to improve capacity and frequency of services will also be important for minimising car journeys to the airport.”</i></p> <p>There was also comment from others about the need for reassurance that transport proposals can adequately cater for passenger numbers.</p> |

| Type of respondent | Number of responses | Key themes |
|---|---------------------|---|
| <p>Community groups:</p> <ul style="list-style-type: none"> • Chelsea Gardens and Wellington Building Tenancy Association • Crystal Palace Transition Town • Drew Road Tenants and Residents Association • Fairfield Conservation Area Residents Association • Royal Docks Residents Association • Sidcup Community Groups • The Toronto and Montreal House Residents Association • Walthamstow Stadium Area Residents/Community Association • WILLMA - Community Music & Arts • Womens Inspire Network | 10 | <p>Community Group representation came mostly from the local area with some groups supporting the draft master plan but highlighting that the wellbeing of their residents should come first. One respondent wrote:</p> <p><i>“Support with concerns - do not want air quality to be impacted with no harm to residents, respect any EIAs, flights to be scheduled respectively to ensure that residents health and safety and wellbeing are not at risk.”</i></p> <p>There was support for an Elizabeth line station but would like to see further work with TfL and developers within the Royal Docks over capacity concerns.</p> <p>There was general support for local job opportunities but there were also concerns regarding the perceived negative impacts of air and noise pollution on local residents.</p> |

| Type of respondent | Number of responses | Key themes |
|--|---------------------|---|
| <p>Local authorities:</p> <ul style="list-style-type: none"> • City of London • London Borough of: <ul style="list-style-type: none"> - Barking and Dagenham - Bexley - Hackney - Havering - Lewisham - Newham - Redbridge - Waltham Forest • Royal Borough of Greenwich | <p>10</p> | <p>Within the local authority responses there was a high number of concerns regarding noise impacts on residents resulting from the proposals to increase first half hour and last half hour operations and removal of the 24 hour flight ban on weekends with several authorities commenting that current noise levels were already unacceptable. One respondent commented:</p> <p><i>“Some residents have said that the noise and disturbance from aircraft is already increasingly unacceptable and these proposals will simply make things far worse.”</i></p> <p>Concerns around air quality were also raised, as was general quality of life for local residents with some asking for further assessments to be carried out around noise and environmental impacts. One respondent commented:</p> <p><i>“There is a lack of evidence to support the claims that noise pollution, air quality and emissions will not be affected.”</i></p> <p>There was support for cleaner and quieter aircraft but not at the detriment of the environment or residents.</p> <p>Some local authorities have declared a climate emergency and believe that the master plan and the plans from other UK airports conflict with this.</p> |

| Type of respondent | Number of responses | Key themes |
|--|---------------------|--|
| <p>Elected representatives:</p> <ul style="list-style-type: none"> Members of Parliament Mayor of London Mayor of Newham Councillors London Assembly Groups | 17 | <p>A number of elected representatives that responded had concerns around the potential increase in noise pollution, and resultant adverse impacts on local residents from increases in flight numbers and hours. One respondent stated:</p> <p><i>“London City Airport is a significant asset to London and the economy of our city. However, its impacts on local communities in the form of noise disruption, as well the environmental impact of its operations, are a matter of significant concern to me and many of the local residents I represent.”</i></p> <p>Noise concerns were particularly pertinent for representatives of residents who live under the current flight paths and there were also environmental concerns particularly over emissions and air quality. One respondent commented:</p> <p><i>“We are desperately in need of measures to reduce emissions, not a plan to increase the number of air traffic movements that would wipe out the emissions reduction that could be achieved with cleaner aircraft and the current level of movements.”</i></p> <p>Some commented that further research needs to be carried out on various topics, so the overall impact of the proposals in the draft master plan can be evaluated.</p> |
| <p>Other political groups and think tanks:</p> <ul style="list-style-type: none"> Greenwich & Bexley Green Party London Sustainability Exchange London TravelWatch | 3 | <p>There was opposition to increased flights over noise impacts, particularly given the airport's geographical location.</p> <p>Complaints were made that they felt questions in the feedback form were misleading and vague.</p> <p>Some also felt that more measures are needed to reduce emissions and climate change. One respondent stated:</p> <p><i>“We strongly oppose these as measures are inconsistent with current and future UK emissions targets. The Climate Change Act of 2008 says that UK carbon account for the year 2050 must be at least 80% lower than the 90% baseline. Any airport expansion would be a shift away from this commitment.”</i></p> |

Campaign responses

Several campaign groups submitted their responses either via email or online feedback form. Their responses, and associated campaign activity, are summarised below.

| Campaign group | Key themes |
|---|---|
| Dulwich and Herne Hill Quiet Skies Campaign | Felt that the draft master plan had implied that an increase in flights would support local jobs and were opposed to this notion. In addition, believed that any benefits from sustainable transport were outweighed by the perceived environmental impact of the proposals in the draft master plan. |

| | |
|--|---|
| <p>HACAN East</p> | <p>In their response, HACAN East stated they felt that the consultation questions were written in such a way that influenced respondents to give their feedback in a way that biased the consultation results. In addition, although they appreciated that the consultation was non-statutory, they thought that the consultation process itself was poor.</p> <p>They specifically opposed the following proposals:</p> <ul style="list-style-type: none"> • Increasing the flight cap; • Removing the 24-hour moratorium; and • Early morning and late evening operations. <p>There was some scepticism over the promise of quieter planes, as they felt that there would still be a considerable noise impact. Furthermore, they believed there was a lack of information about the cumulative environmental impact of the proposals.</p> <p>During the consultation period, 2,473 postcards were received. These were produced by HACAN East, who asked local residents to send them to the Freepost address as part of their campaign. In addition, we are also aware that HACAN East launched an online petition on Change.org entitled 'Stop London City Airport Expansion' which attracted 1,945 signatures.</p> |
| <p>Campaign Against Climate Change</p> | <p>The group had concerns over the future impact of the draft master plan on climate change and were keen for climate change not to be considered as a separate issue. They also felt that the draft master plan was incompatible with the UK's climate commitments. They said they had additional concerns about the impact of the proposals on the local community, although these concerns were not specified further.</p> |
| <p>London branch of the Campaign to Protect Rural England (CPRE)</p> | <p>CPRE broke down their response into aims for the short term and aims for the long term. In the short term, they felt that current flight restrictions should be retained, and further action taken to combat environmental impacts. In the long term, CPRE wanted to see a gradual reduction of airport operations, with 'skeleton airport infrastructure' being retained for emergencies or special occasions.</p> |
| <p>Friends of the Earth</p> | <p>Friends of the Earth's response centred around three issues: climate emissions, air pollution and noise pollution. On the first issue, they felt that the proposals in the draft master plan would add to the emissions of the airport. On air pollution, they felt that there was a lack of technical information in the draft master plan and associated documents to fully assess the cumulative air quality impacts of the proposals. Further, they believed that the proposals would greatly increase the level of noise pollution and have a severe impact on local residents.</p> |
| <p>Plane Hell Action</p> | <p>The group had concerns about the impact on Londoners' health, due to the perceived increase in air pollution affecting residents' quality of life, particularly those that live under the current flight path. Doubt was cast over the airport's promise of quieter planes, and there was a strong feeling that the weekend moratorium should remain, with no other increase in flights times or numbers.</p> |
| <p>Stop City Airport</p> | <p>Stop City Airport raised concerns about the adequacy of the consultation process, accuracy and lack of information to support the draft master plan proposals, including how it can reduce the noise contour. They consider the airport is a business airport and the leisure market is served by other airports around London. They believe that the Public Safety Zone would increase and therefore affect more built development and would mean more disruption for residents.</p> |



Key themes and responses

Introduction

Having reviewed all responses received during the consultation, a number of key themes are common throughout. These key themes have been analysed by Arup with support from the airport's technical team and have informed the preparation of the master plan published alongside this report.

Throughout the consultation responses, respondents often linked different themes together. The topics listed below have been identified through the coding process and highlight the most common grouping of issues.

The section below summarises the key themes that emerged from the consultation and provides some commentary, provided by the airport, as to how these themes have been taken into account in the master plan. The themes were identified using the methodology in [Appendix 1](#) and were derived from the respondents to the consultation using the feedback form, free text responses, as well as emails and letters.

Environment – climate change

| Summary of issues | London City Airport's response |
|--|--|
| <p>a) Climate change and future environmental harm related to air pollution as a result of increased flights, in both a local and global context</p> | <p>Tackling the climate challenge is an important responsibility for everyone, including the aviation sector, which currently contributes around 2.4% of global CO₂ emissions.</p> <p>The airport has a part to play in reducing greenhouse gas (GHG) emissions progressively over time, both by lowering its own 'carbon footprint' and in supporting the decarbonisation of the aviation sector as a whole through such initiatives such as the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA). The direct and indirect contribution that the airport makes to GHG emissions (which cause climate change) is relatively small, especially when compared to other sources, and even more so when measured in a global or national context.</p> <p>It is for the Government to determine the best means by which carbon emissions from UK aviation can be controlled, perhaps within a new overarching carbon budget for the sector. In responding to the recent advice of the independent Climate Change Committee, it is expected that the Government will set out a range of fiscal and other control measures in the forthcoming Aviation Strategy. The airport fully supports the decarbonisation of the industry and has made a number of clear and important commitments alongside the growth envisaged, including its recent achievement in becoming a 'carbon neutral' business with respect to its own operations and a target of becoming 'net zero' by the same measure by 2050.⁸</p> <p>As a member of the UK Sustainable Aviation coalition, London City Airport has also joined the industry behind a commitment to achieve net zero carbon emissions by 2050.⁹</p> <p>This is based on a thorough review of the opportunities to cut aviation emissions and forms a central pillar of a new "Decarbonisation Road-Map: A Path to Net Zero", published by Sustainable Aviation on 4 February 2020. This sets out where reductions can come from, including through smarter flight operations, new aircraft and engine technology, modernising UK airspace, the use of sustainable aviation fuels, and high-quality market-based policy measures.</p> |
| <p>b) Measures to improve aircraft technology, such as making them cleaner, were not enough to mitigate the perceived environmental impacts</p> | <p>Once complete, the airport's investment programme (CADP) will increase opportunities to further improve emissions and manage noise by accommodating more quieter, cleaner new generation aircraft (such as the Airbus 220-100 and Embraer E190-E2).</p> <p>These new generation aircraft are more fuel efficient than current models and they can accommodate more seats, meaning emissions per passenger mile flown are lower than with existing and previous generation aircraft. While other technologies are emerging, it is anticipated that hybrid and electric aircraft could be tested and introduced at London City Airport in the next decade. Such aircraft have the potential to further reduce noise and other environmental impacts of the airport's operations.</p> <p>The airport has committed to respond to demand for future growth while remaining within and reducing its air noise contour area over</p> |

| Summary of issues | London City Airport's response |
|--|---|
| | <p>the master plan period. Moreover, it already has in place a wide range of additional controls to mitigate its impacts and enhance its environmental performance over time.</p> <p>In the event that a planning application is submitted to deliver part or all of the forecast growth in the master plan, it would be accompanied by a detailed Environmental Impact Assessment (EIA). This would assess all potential impacts associated with the proposals and would identify any necessary mitigation measures to avoid, reduce or offset such impacts.</p> |
| <p>c) Incompatibility with local authorities' declaration of a climate emergency</p> | <p>As stated above, it is for the Government to determine the best means by which carbon emissions from UK aviation can be controlled and how this can be achieved within its overarching commitment to becoming a 'net zero' nation by 2050. The airport fully supports this aspiration and has declared its own commitment to this goal for airport operations. Once the Government has published its Aviation Strategy (including a new carbon budget for aviation) the airport will respond accordingly.</p> |

Environment – noise

| Summary of Issues | London City Airport's response |
|---|--|
| <p>a) Increased noise as a result of the increased number of flights and the negative impact of this on quality of life</p> | <p>The airport recognises that any increase in the number of flights has the potential to impact local residents and businesses.</p> <p>While it is acknowledged that to deliver the forecast growth in the master plan, additional flights (beyond the currently consented number) may be required, the introduction of the new generation of cleaner, quieter aircraft will allow the airport to accommodate this growth within the currently permitted noise contour area limit which the airport will also seek to reduce over the master plan period.</p> <p>The air noise assessment carried out to inform the draft master plan concluded that the forecast increase in aircraft movements over the master plan period would not result in any significant adverse impacts on the local community, due to increased use of the quieter new generation aircraft.</p> |

| Summary of Issues | London City Airport's response |
|---|--|
| <p>b) Noise pollution currently unacceptable. Concerned about the issue becoming worse as a result of the plans outlined within the draft master plan</p> | <p>Managing the impacts of aircraft noise is a key priority. The airport currently operates within a comprehensive suite of noise controls, including our recently introduced Incentives and Penalties Scheme. The scheme encourages airlines to operate as quietly as possible on a day to day basis and penalises those that exceed prescribed noise levels.</p> <p>As the new generation of quieter aircraft gradually replace the current generation of aircraft, there will also be a reduction in the number of the current noisiest movements, which are departures by the Embraer E190. The noise contours for the new generation Embraer E190-E2 are less than a third of the area of those for the Embraer E190, showing the large expected improvement in departure noise levels.</p> <p>In addition, if in future the airport proposed to grow beyond the current limit of 111,000 aircraft movements annually, any planning application would be accompanied by improvements the current comprehensive suite of noise controls to ensure that the noise effects associated with growth are appropriately mitigated. This could include further improvements to our Sound Insulation Scheme, which already has the current joint lowest daytime threshold in the UK at 57dB.</p> |
| <p>c) Weekend respite is valued. Concerns raised about the impacts of changes to weekend operating hours on residents ability to enjoy their weekend</p> | <p>The airport is mindful of the current 24-hour weekend respite and the related feedback on this issue.</p> <p>Recognising the concerns raised by many who responded to the consultation, the airport will maintain the eight-hour night time flight curfew. It also has no immediate plans to seek to extend the operating hours, either during the week or at weekends, however, this will be kept under review as the airport recovers from the impact of the COVID-19 pandemic. Should any future adjustments be proposed, these would be considered and consulted upon through the planning process before a decision is taken by the relevant authority.</p> |
| <p>d) Impact of increased operations in the first and last half hours of the day, disruption to ability to sleep, and the associated potential negative wellbeing impacts</p> | <p>Recognising the concerns raised by many who responded to the consultation, the airport will maintain the eight-hour night time flight curfew. It also has no immediate plans to seek to extend the operating hours, either during the week or at weekends, however, this will be kept under review as the airport recovers from the impact of the COVID-19 pandemic. Should any future adjustments be proposed, these would be considered and consulted upon through the planning process before a decision is taken by the relevant authority.</p> |

| Summary of Issues | London City Airport's response |
|---|--|
| <p>e) Insufficient information was provided in respect of the noise implications of the draft master plan</p> | <p>The assessments that were carried out to support the master plan included a detailed assessment of the noise impacts of increased aircraft movements of up to 151,000 ATMs.</p> <p>The noise assessment concluded that the increase in flights would not result in any significant adverse impacts on the local community, in part because of the increasing use of the new generation of quieter aircraft.</p> <p>As the draft master plan was a high-level strategic document the assessment focused on LA_{eq} contours. LA_{eq} metrics are the primary basis of air noise assessments in the UK under current government policy. This approach is also consistent with that adopted in other airports' recent master plans.</p> <p>If any detailed proposals are brought forward following publication of the master plan, a full suite of noise contours and metrics would be included as part of any Environmental Impact Assessment to accompany any planning application.</p> |
| <p>f) Whether the noise contour area should be reduced further to control noise</p> | <p>In the master plan, the airport has committed to operating within its permitted noise contour area limit of 9.1km². Over the course of the master plan period, in accordance with existing planning controls, the airport will also seek to reduce the noise contour area and, in doing so, the number of people that would otherwise fall within it.</p> <p>The number of people within the contours (those exposed to 54dB and above) is forecast to reduce. While the number of people within the 57dB contour and above is forecast to increase slightly over time, any increase in noise will generally be of a very small magnitude. Most people within the noise contours will experience a negligible change in aircraft noise and more people will experience a decrease in aircraft noise.</p> |
| <p>g) Uptake of noise insulation measures and therefore its ability to mitigate noise impacts</p> | <p>The airport operates a comprehensive Sound Insulation Scheme (SIS) for residential dwellings and public buildings, which already has the current joint lowest daytime threshold in the UK at 57dB. The scheme has recently been improved to include treatment at 63dB and includes additional treatment at 66dB.</p> <p>This tiered scheme ensures that those closest to the airport and most affected by noise receive a 100% grant for a high level of sound insulation treatment.</p> <p>The airport publishes details of those eligible for the Sound Insulation Scheme in its Annual Performance Report each year and writes to local residents who are eligible to encourage them to apply to the scheme.</p> <p>If in future the airport proposed to grow beyond the current limit of 111,000 aircraft movements annually, any planning application would be accompanied by improvements to the current comprehensive suite of noise controls to ensure that the noise effects associated with growth are appropriately mitigated. This could include further improvements to our Sound Insulation Scheme, which already has the current joint lowest daytime threshold in the UK at 57dB.</p> |

Environment – air quality

| Summary of issues | London City Airport's response |
|--|--|
| <p>a) Increased flights impacting the local air quality, particularly given the airport's location in a densely populated area of London</p> | <p>London Borough of Newham's Air Quality Action Plan (November 2019) identifies road transport as by far the single biggest contributor to NO_x Emissions and that the GLA's five focus areas for NO₂ in Newham are all roads.</p> <p>The airport monitors nitrogen dioxide, fine and very fine particulate matter in and around the airport. There have been no recorded breaches of the statutory UK air quality objectives since monitoring began in 2006. Indeed, in recent years air pollution concentrations have been well below these objective levels and are predicted to continue to improve in the future.</p> <p>To help accelerate this trend, the airport has published an Air Quality Management Strategy (AQMS) which contains a range of existing and future measures to reduce emissions. These include, but are not limited to, electric charging points and encouraging a further modal shift to the DLR forms of sustainable transport. The air quality assessment which accompanied the published draft master plan demonstrates conclusively that the airport can meet demand and grow without causing any exceedance of the UK and EU limit values or delaying compliance with such legally binding objectives.</p> <p>In the event that any planning application comes forward to deliver future growth, a more detailed assessment would be carried out as part of any Environmental Impact Assessment.</p> |
| <p>b) Proposed mitigation measures do not go far enough to improve air quality in London</p> | <p>The airport is already delivering mitigation in its AQMS which sets out measures to reduce air quality impacts. Despite an expected reduction in the maximum concentrations of air pollution in the vicinity of the airport compared with the current situation, due to the predicted decrease in road traffic emissions, the airport proposes additional commitments in the draft master plan to improve air quality.</p> <p>This includes the provision of electric mobile ground power units on all new stands, increased number of cleaner new generation aircraft, reducing emissions for airside vehicles and providing EV charging points to staff and passenger parking spaces.</p> |
| <p>c) Insufficient information was provided in respect of the air quality implications of the draft master plan</p> | <p>An air quality assessment was carried out in support of the draft master plan. The air quality assessment provides a comprehensive level of detail for a master plan. A master plan is not a detailed proposal but a framework which shows how the airport could respond to forecast passenger demand while also mitigating the environmental impacts.</p> |

Environment - other

| Summary of issues | London City Airport's response |
|--|--|
| <p>a) Whether the promise of cleaner, quieter aircraft technology is in the control of London City Airport, rather than with the airlines themselves</p> | <p>The airport already operates under a range of controls which incentivise the airlines to introduce cleaner and quieter aircraft. These include the 9.1km² noise contour (which must be periodically reviewed), limitations on the noisiest aircraft movements and the ability to penalise airlines which operate noisier aircraft. These measures will continue to incentivise fleet change, alongside commercial imperatives. New generation aircraft, like more modern passenger cars, are cleaner and quieter, typically burn less fuel and are more efficient to operate and maintain, and it is therefore in the interests of the airlines to upgrade periodically.</p> |
| <p>b) The measures proposed in the draft master plan to mitigate for environmental issues, such as carbon offsetting, did not go far enough and should already be part of their approach to environmental sustainability</p> | <p>The measures described in the draft master plan are considered robust and proportionate to the potential impacts of future growth and have been informed by the accompanying environmental assessments.</p> |

Surface access

| Summary of issues | London City Airport's response |
|---|---|
| <p>a) The ability of the Docklands Light Railway (DLR) to support the increase in passenger numbers</p> | <p>The assessment that accompanied the draft master plan confirmed that the impacts of growth on the DLR would be acceptable.</p> <p>In the event that any detailed proposals come forward over the course of the master plan period then a full and detailed assessment of impacts would be carried out and appropriate mitigation provided if necessary.</p> <p>It is also noted that the Crossrail Elizabeth line will open in the near future and will relieve some of the current congestion on the DLR at peak periods, particularly in the early part of the master plan period.</p> |

| Summary of issues | London City Airport's response |
|---|---|
| <p>b) Capacity concerns over the local road network, and the impact that a potential increase in private hire and personal vehicles associated with the draft master plan might have on the community</p> <p>Concerns included:</p> <ul style="list-style-type: none"> • Potential local road congestion; • Possible gridlock on the A13; and • Roads not wide enough to accommodate double decker buses | <p>The assessment that accompanied the draft masterplan confirmed that the impacts of growth on the local road network would be acceptable.</p> <p>In the event that any detailed proposals come forward over the course of the master plan period then a full and detailed assessment of impacts would be carried out and appropriate mitigation provided if necessary.</p> <p>Any further growth at the airport will largely be reliant on additional passengers using public transport and this will help to manage traffic growth arising from changes at the airport.</p> |
| <p>c) Increase in road users would contribute further to local air pollution, particularly when considered alongside a rise in flight numbers</p> | <p>As part of the master plan the airport will seek to maximise use of sustainable modes of travel, manage private car use and encourage the transition of all vehicles that use the airport to be zero emissions. The air quality assessment that accompanied the draft master plan concluded that pollutant emissions from the road transport sector will fall considerably, even with the forecast increase in aircraft movements, and there would be no predicted exceedance of the air quality objectives.</p> |
| <p>d) How much control London City Airport has over transport improvements, stating that decisions would be made by Transport for London (TfL) rather than the airport itself</p> | <p>The airport will continue to work with TfL to ensure that suitable and sustainable transport services and where necessary service improvements are delivered in partnership with DLR and TfL to support the airport's operation. The airport will also continue to promote the increased use of public transport by passengers and staff alike.</p> |
| <p>e) Sustainable transport measures would not provide enough mitigation for the increased emissions resulting from more aircraft movements</p> | <p>The majority of emissions from aircraft take place at altitude and have a negligible impact on ground-level pollutant concentrations. In contrast, emissions from road traffic take place at ground level and close to where people are. Reducing emissions from the road transport sector is key to delivering improved air quality in future years. Reducing emissions from aircraft operations is also important and a number of measures are set out in the master plan.</p> |
| <p>f) How easily people with disabilities can access the airport</p> | <p>Equality of access to the airport is a key issue. The airport has made great steps in ensuring that people can get the help they need at the airport through the sunflower lanyards and dedicated staff to assist passengers who require assistance. This will be at the heart of any new development to ensure access modes and routes are step free and open for all to choose how they get to and from the airport.</p> <p>The airport also aims for continuous improvement of services for passengers with additional service needs, including engagement with representative groups and investment in facilities.</p> |

| Summary of issues | London City Airport's response |
|--|--|
| g) Whether different opening hours would be compatible with current public transport operating times | The airport believes that as the economy recovers from the COVID-19 pandemic, there will continue to be considerable demand for earlier DLR services and/or improved bus services, connectivity with Crossrail and pedestrian/cycle routes to and from the airport. The airport will continue to work in partnership with TfL and LBN to improve connectivity and operating hours on public transport. |

Flight operations

| Summary of issues | London City Airport's response |
|--|---|
| a) Removal of the 24-hour respite period, and flexibility at the beginning and the end of the day, and the subsequent increase in noise pollution and impact on resident's quality of life | <p>The airport is mindful of the importance to the local community of the current eight-hour night curfew on flights as well as the 24-hour weekend respite.</p> <p>Recognising the concerns raised by many who responded to the consultation, the airport will maintain the eight-hour night time flight curfew. It also has no immediate plans to seek to extend the operating hours, either during the week or at weekends, however, this will be kept under review as the airport recovers from the impact of the COVID-19 pandemic. Should any future adjustments be proposed, these would be considered and consulted upon through the planning process before a decision is taken by the relevant authority.</p> |
| b) 'Flight stacking' with Heathrow | <p>It is recognised that in some areas near the airport, people experience noise from both Heathrow and LCY overflights. The nature of operations at LCY and Heathrow are very different. This is evident by comparing the size of the 57 dB LA_{eq} noise contours, 93.2 km² for Heathrow in 2017 and 7.6 km² for LCY in 2018. As a result, in contrast to Heathrow, for LCY primary noise impacts are restricted to close to the airport, where mitigation is already provided under the airport's Sound Insulation Scheme. In these zones, any cumulative noise effects of Heathrow traffic is negligible.</p> <p>At more distant locations, noise effects will occur as a result of a combined effect of Heathrow and LCY flights. Such effects would be subject to consideration under any air space change proposals or should any planning application come forward for future growth.</p> |

| Summary of issues | London City Airport's response |
|--|--|
| <p>c) Concentrated flight paths and/or how the proposals would affect airspace</p> | <p>Separate to the master plan process the UK's airspace is currently in the process of being modernised. This process is being led by the Civil Aviation Authority and NATS.</p> <p>The first step in this process occurred in 2016 when we underwent an airspace change to introduce modern navigation technology (RNAV1) along our flightpaths. This upgrade was mandated by the CAA and was implemented to improve the operational efficiency and safety of the airspace, minimise future delay and improve environmental performance. The changes resulted in 1.2 million people no longer being regularly overflown below 7,000ft, arrivals staying over the sea for longer and in a narrower path over land as well as departures climbing high more quickly. NATS are now developing airspace change proposals to modernise the airspace structure and route network above 7,000ft. All airports in the south east are key consultees in this process and are required to review arrival and departure routes to determine how best to connect with these high-altitude network changes. We are committed to working with NATS and all London airports to facilitate an integrated approach.</p> <p>The CAA's guidance outlines the next stages of the process, including development of design options which will be subject to full public consultation.</p> |
| <p>d) Lack of clarity in relation to the potential changes to opening hours</p> | <p>The airport is mindful of the importance to the local community of the current eight-hour night curfew on flights as well as the 24-hour weekend respite.</p> <p>Recognising the concerns raised by many who responded to the consultation, the airport will not at this time seek to change the operating hours either during the week or at weekends and will instead prioritise responding to increasing demand for air travel within existing operating hours.</p> <p>However, over the lifetime of the master plan where there are strong economic, employment and customer requirements to do so, future changes could be sought to operating hours. Should any future adjustments be proposed, these would be considered through the planning process where there would be extensive analysis of transport impacts and consultation before a decision is taken by the relevant authority.</p> |

Employment and community growth

| Summary of issues | London City Airport's response |
|--|---|
| <p>a) Whether job creation benefits and community investment outweigh negative environmental impacts, including noise</p> | <p>The draft master plan reports both the economic benefits and the environmental implications but does not set out to assess where the balance lies.</p> <p>The balance of benefits and environmental impacts will be considered by the relevant planning authority should any planning application come forward for growth over the master plan period.</p> |
| <p>b) How the airport would ensure that jobs were given to local people, and whether the jobs available would accommodate the skill set of the community</p> | <p>LCY already operates a scheme aimed at ensuring local people have the skills necessary to gain employment at the airport – called 'Take-off into work'. This is a partnership with the London Borough of Newham and local agencies.</p> <p>The airport has an excellent track record in prioritising local residents for jobs. In 2019, 65% of employees on site were from the local area.</p> |
| <p>c) The geographical definition of 'local residents' and 'community'</p> | <p>Where the local area is referenced it generally refers to areas that are located in close proximity or overflowed by aircraft from the airport and includes: London Boroughs of Newham, Tower Hamlets, Greenwich, Bexley, Lewisham, Southwark, Barking & Dagenham, Havering, Redbridge, Waltham Forest and Hackney, as well as Epping Forest District Council.</p> |
| <p>d) Potential negative effects on surrounding property prices</p> | <p>There is no evidence currently that proximity to the airport has resulted in lower property prices than similar properties in east London.</p> |
| <p>e) Potential to inhibit growth and regeneration in the surrounding area</p> | <p>Substantial development is coming forward in the vicinity of the airport, such as Silvertown Quays and ABP Royal Albert Dock in close proximity to the airport. These businesses are in part being attracted by the presence of the airport.</p> <p>There are safeguarding zones around the airport which limit the height of buildings but these are defined in relation to the existing runway, which is not proposed to change in the master plan. The airport also engages with all local developers to ensure that it facilitates growth and regeneration while also maintaining the safe and efficient operation of the airport.</p> |

Physical works (including terminal quality)

| Summary of issues | London City Airport's response |
|---|---|
| <p>a) How the airport terminal itself would handle an increase in passengers, as this was not clear from the draft master plan</p> | <p>The current terminal has permission for expansion as part of the CADP development. This development, coupled with enhanced passenger processing technologies will allow more passengers to be handled at a higher standard of service than achieved today. This includes continuous improvement of services for passengers with additional service needs, including engagement with representative groups and investment in facilities.</p> |
| <p>b) Unclear how the airport could expand operations without extending the runway</p> | <p>The number of operations at the airport is currently limited by the taxiway infrastructure serving the runway and the number of aircraft stands, rather than the capability of the runway itself. The master plan sets out further enhancements to some or all of the stands and taxiways, including the provision of aircraft holding points at the western end of the runway, which would allow the runway to be operated more efficiently without any need to extend it or build a new one.</p> |
| <p>c) Enabling London City Airport to become a bigger, busier, airport would cause it to lose its appeal as a small, convenient airport</p> | <p>The airport intends to keep its unique character and to continue to allow passengers to get from the DLR/kerbside to the aircraft and vice versa in the shortest possible time. Any modifications to the terminal have been granted planning permission as part of the CADP scheme.</p> |
| <p>d) The check in and security processes are currently slow, and an increase in passenger numbers could result in this worsening</p> | <p>As passengers increase, the number of check-in desks and security screening facilities will be increased accordingly. Additionally, there are developments in technology which will reduce the processing time for passengers in the future. Examples are included in the master plan.</p> |

Other comments

| Summary of issues | London City Airport's response |
|---|--|
| <p>a) The overall principle of the airport expanding</p> | <p>The UK government has publicly recognised the importance of aviation to the UK economy: to global trade, tourism and inward investment.</p> <p>Government policy seeks to make best use of runway capacity at existing airports subject to environmental and other considerations. The potential future development of the airport outlined in the master plan is considered to be consistent with this objective.</p> |
| <p>b) The validity and scope of the consultation process</p> | <p>Unlike a planning application or Local Development/Local Plan, there are no prescribed consultation requirements for the non-statutory master plan consultation process. The airport followed best practice adopted by other airports and applied this to the local context.</p> <p>The airport consulted widely, made information available online and, in response to comments received about the process, attended additional consultation events, extended the consultation period by a month and published further background information.</p> |
| <p>c) The level of detail and robustness of the technical assessments that informed the draft master plan</p> | <p>The draft master plan was prepared with what is considered to be an appropriate level of detail to inform a high-level master plan. In the event that any planning application comes forward to deliver future growth a more detailed assessment would be carried out as part of any Environmental Impact Assessment.</p> |
| <p>d) The implications of the draft master plan on the Public Safety Zone are unclear</p> | <p>The draft master plan included a forecast Public Safety Zone contour and confirmed that the PSZ would largely be the same as that currently consented with potential improvements depending on operations at the Jet Centre in the future.</p> |



Appendices

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Appendix 1: Technical note on data processing

Data receipt and handling

All consultation responses were directed to Arup who adopted a rigorous and auditable protocol of screening and entering all data in accordance with GDPR. All original hard copy and electronic responses were securely filed and assigned a unique ID.

In cases of more than one submission being received from a respondent at different times, the submissions were recorded on the database and assigned the same respondent reference so that the respondent number is not overstated. Duplicated responses from the same respondent were not recorded on the database.

Coding

In order to analyse the data, a coding process was undertaken by a team independent of the airport. Coding is a process whereby each individual response is assigned various themes with the aim of categorising the content. Each thematic category was broken down into a series of sub-themes which represent discrete issues or opinions raised by respondents in their feedback form 'free text' responses, as well as emails and letters.

The coding framework was developed throughout the consultation period to ensure that all issues and comments were captured, including new themes and sub-themes when necessary.

Briefing coders

Each coder was fully briefed on the agreed data processing protocol. This covered what responses would be considered void, what to do when handwritten answers cannot be understood, etc. Each coder was also briefed on how to input data into the consultation response database, and it was ensured that each individual was proficient in coding.

There was a core team who oversaw the wider coding team. This ensured that there was consistency in the coding process, as well as adding to the reliability of the data.

Assurance

Assurance was carried out on the coding by an individual who was independent of the coding team. Basic checks were completed on the entire dataset, and detailed checks were completed on a randomised 10% sample. A series of recommendations were made based on the findings.

Coding development

The coding framework was added to and developed as new themes emerged from the free text responses. This was limited to the beginning of the consultation, to ensure that all responses were coded according to the same coding framework.

Free text responses

There were seven open questions that offered respondents the opportunity to respond via free text box. Not all respondents who answered the associated closed question chose to respond to the free text, and many chose to answer the question that related to the issue they felt most strongly about. Some respondents chose to write about the same issue in each free text box, regardless of the topic of the associated closed question.

A verbatim quote from the free text responses has been chosen for each question to reflect the overall sentiment of the answers.

Other forms of feedback, such as email and letter responses, were coded using the same coding framework used for the feedback forms.

In all cases, it is not possible to know to what extent respondents had read the consultation material, such as the draft master plan, or the level of understanding they had.

Appendix 2:

Email sent to political stakeholders by London City Airport

Re: London City Airport's draft master plan 2020-2035

I am writing to you to inform you that we will be launching our draft master plan 2020-2035, tomorrow, and as an important stakeholder we would encourage you to review the document and share your thoughts with us on the role we can play for the community, the environment and for connectivity.

By way of background, the draft master plan is a document that outlines our long-term vision of how we intend to operate in the future. Our last master plan was published in 2006 and the Department for Transport specify that it is good practice to refresh the document periodically. It is now the right time to review ours, with the airport set to serve over 5 million passengers, airlines looking to re-fleet and growing demand profile around us.

As you will read, our draft master plan is focused on sustainable growth and continuing to be a responsible neighbour, involving the local community at every step of the journey. We want to make best use of our existing infrastructure and do not plan to build a new runway or to significantly extend beyond our current site boundary. We will maintain an 8-hour ban on night flights and will only grow within our current noise contour limit.

Our draft plans will strengthen connectivity both domestically and internationally and provide more choice for Londoners and visitors alike. We have carefully considered how to deliver quieter and cleaner operations over the lifetime of this master plan and beyond. Our climate change and air quality responsibilities are central to informing this draft for consultation. We will become a carbon neutral business by 2020 and we fully support the Government's recent commitments to achieve net zero emissions by 2050. Our ambition is to be at the forefront of this agenda.

People are at the heart of what we do. We want to help them fulfil their potential and our plans will create 2,500 more jobs locally, ensuring that the benefits of our growth are shared. Our draft masterplan is the start of a conversation and we want to hear your views to create an airport that truly represents and delivers for our communities and the country.

To join the conversation and share your views please visit our website, which goes live on Friday 28th (www.londoncityairport.com/consultation), or alternatively come along to one of our consultation events that will be taking place during the twelve week consultation period (28th June – 20th September), please see attached for further details.

If you would like to discuss this further or if you have any questions, please do not hesitate to get in touch with me either by phone or email.

London City Airport is consulting on a new draft master plan.

London City Airport has published a new draft master plan, setting out a framework for how the airport can respond to continued demand for air travel in a sustainable and responsible way between now and 2035.

Delivering this growth could provide 2,500 additional jobs locally and contribute £2 billion to the UK per year by 2035, as well as leading to even greater investment in our communities.

We want to hear your views on the draft master plan. The 12 week consultation period from 28 June to 20 September 2019 is a chance for you to have your say and for us to take account of feedback before finalising our future framework.

Why now?

The airport has experienced significant growth in demand with passenger numbers up 42% in the past five years, driven by population growth and the continued success of East London. The population of Newham alone is expected to grow by 31% by 2035. The airport is no longer just for the City, Canary Wharf and financial districts, and is attracting an equal proportion of business and leisure passengers. We have to respond to these changes, and to increased demand.

What we are seeking views on
✓

| | |
|---|---|
|  <p>The creation of 2,500 jobs locally by 2035</p> |  <p>Greater proportion of new generation aircraft that are quieter and create fewer carbon emissions</p> |
|  <p>Making best use of our existing runway</p> |  <p>Greater flexibility to operating hours at the weekend</p> |
|  <p>Increasing the proportion of people that use public and sustainable transport to get to and from the airport</p> |  <p>Maintain the speed, efficiency and convenience that passengers love</p> |

What this draft master plan will not consider
✗

| | |
|---|--|
|  <p>A new runway</p> |  <p>The operation of any noisier aircraft than at present</p> |
|  <p>Operating any night flights between 10:30pm and 6:30am</p> |  <p>An increase in the airport's noise contour</p> |

We want to hear from you.

The 12-week public consultation will commence on 28th June and run until 20th September.

You can visit www.londoncityairport.com/consultation for more information and to respond online or download forms. Forms can also be found at consultation events. **Freepost is available.**



1. Greenwich Broadwater Village Hall

Date: Tue 9th July
Time: 15:30 - 19:30
1c Goosander Way, West Thamesmead, London SE28 0ER
 10 minutes walk from Plumstead station



2. Newham Canning Town Library

Date: Wed 10th July
Time: 16:30 - 19:30
Rathbone Market, 18 Barking Rd, Canning Town, London E16 1EH
 5 minutes walk from Canning Town station



3. Central London The City Centre

Date: Wed 11th Sep
Time: 12:00-19:00
80 Basinghall Street, City of London, EC2V 5AR
 5 minutes walk from Bank station



4. Tower Hamlets Southern Grove Community Centre

Date: Thu 12th Sep
Time: 15:30 - 19:30
Southern Grove, Mile End, London E3 4FX
 5 minutes walk from Mile End station



5. Royal Docks Royal Docks Learning and Activity Centre

Date: Sat 14th Sep
Time: 10:00 - 16:00
Albert Road, London, E16 2JB
 5 minutes walk from King George V station

Appendix 4:

Consultation feedback form

Draft Master Plan 2020–2035 Consultation Feedback Form

June–September 2019

Please use this feedback form to respond to our consultation on our draft master plan.

You can respond to the consultation by completing as many sections of this feedback form as you would like, and return to us by using one of the following methods:

Online

The feedback form can be completed online at **www.londoncityairport.com/consultation**

Email

The feedback form can be emailed to: **consultation@londoncityairport.com**

Freepost

The feedback form can be posted to: **FREEPOST LCY MASTER PLAN CONSULTATION**

You do not need a stamp.

In person

The feedback form can be submitted to London City Airport staff at any of our engagement events.

We cannot accept responsibility for responses that are sent to any addresses or provided in formats other than those described above.

The deadline for responding to the consultation is 20th September 2019.

If you would like further information about our proposals, you can:



Go online at: **www.londoncityairport.com/consultation**



Send an email to us at: **consultation@londoncityairport.com**

Thank you for your feedback.

About you

It's useful for us to understand who has taken part in the consultation, so please can you provide the following details:

Name*

Address*

Postcode*

Are you responding on behalf of an organisation or group? *(please tick one)* Yes No

If yes, please specify the name of your organisation/group and a brief description of its role and membership:

Please confirm you have the authorisation to respond to the consultation on behalf of this organisation: *(please tick)*

- Yes, I am over the age of 16***
Please note in order to participate you are required to be over the age of 16.
- I attended one of the consultation events
- Yes,** I would like to receive news, updates and offers from London City Airport Ltd.

***denotes mandatory questions**

For information on how we will use your information, please see the Data Privacy Notice towards the back of this feedback questionnaire.

1. The draft master plan proposals outlined in section 4 prioritise making best use of our existing runway in accordance with Government policy. Do you agree that we have sought to do this in the most appropriate way? *(please tick one)*

| | | | | | |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| Strongly agree | Agree | Neither agree or disagree | Disagree | Strongly disagree | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Do you have any suggestions about how the existing infrastructure could be better utilised or what additional facilities should be provided?

2. Do you agree that growth over the master plan period should only be accommodated within the existing aircraft noise contour limit and that the airport should seek to reduce the area of the contour over time by adapting infrastructure to accommodate more of the quieter, cleaner new generation aircraft? *(please tick one)*

| | | | | | |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| Strongly agree | Agree | Neither agree or disagree | Disagree | Strongly disagree | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

3. Do you support our aspirations in section 4 to further increase employment at the airport, especially for local residents, and invest more in local business and community initiatives? *(please tick one)*

| | | | | | |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| Strongly support | Support | Neither support or oppose | Oppose | Strongly oppose | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Do you have any other suggestions on how we could support more local jobs?

4. Subject to addressing environmental issues, would you support the principle of more flexibility on the number of flights during the first and last half hours of operations during weekdays if it was important to meet passenger demand, improve connections and help accelerate investment in more of the quieter, cleaner, new generation aircraft? This would not affect our commitment to an 8-hour night-time curfew on all flights. *(please tick one)*

| | | | | | |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| Strongly support | Support | Neither support or oppose | Oppose | Strongly oppose | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

5. Subject to addressing environmental issues, would you support the principle of more flexible flight times at the weekend if it was important to meet passenger demand, improve connections and help accelerate investment in more of the quieter, cleaner, new generation aircraft? *(please tick one)*

| Strongly support | Support | Neither support or oppose | Oppose | Strongly oppose | Don't know |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Do you have any suggestions on how we could improve these plans?

6. Do you support the measures in sections 4 and 5 to manage and mitigate environmental issues over the duration of the master plan (e.g. noise, air quality, emissions, transport)? *(please tick one)*

| Strongly support | Support | Neither support or oppose | Oppose | Strongly oppose | Don't know |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Do you have any suggestions on how we could improve these plans?

7. Overall, do you support the plans and measures to increase passenger and staff travel to and from the airport by public transport and sustainable means? *(please tick one)*

| | | | | | |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| Strongly support | Support | Neither support or oppose | Oppose | Strongly oppose | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Do you have any suggestions on how we could improve local transport infrastructure and encourage more travel by public transport and sustainable means?

8. Overall, do you support the plans outlined in the draft master plan? *(please tick one)*

- Yes, I support the plans
- Yes, but I've got certain concerns
- No, I don't support the plans
- I don't have a view
- I don't know

Do you have any suggestions on how we could improve these plans?

9. Do you have any further comments on our draft master plan?

10. Please tell us how you found out about this consultation:

- Newspaper advert
- Town hall/library
- Online advert
- Social media
- Engagement event
- London City Airport's website
- Other (*please specify*)

Privacy Notice

Draft Master Plan

2020–2035 Consultation

This privacy notice ("Notice") tells you what to expect when you provide your personal information to London City Airport Limited ("We", "Our", "LCY") in response to the Consultation on Our draft master plan.

If you choose to submit your response online, this Notice will be supplemental to Our Privacy Policy (www.londoncityairport.com/privacy-policy) which can be found on Our website.

Whenever you provide personal information, We are legally obliged to use it in line with all applicable laws concerning the protection of personal data, including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA).

What is personal information?

Personal information is personal data which is defined by the GDPR and the DPA as "any information relating to an identified or identifiable natural person ('data subject'). An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person".

Why do We collect personal information?

We collect personal data from you so that We can analyse the feedback We receive and feed this analysis into Our final report on Our draft master plan as well as helping us ensure where possible that one feedback form is returned per individual.

What information will We collect about you?

We will collect the following information about you when you provide your feedback to Us in respect of the Consultation on the

draft master plan:

1. Name;
2. Address;
3. Post Code; and
4. Any additional information that you choose to provide in the course of submitting your views.

How will We use the information We collect from you?

We may use the personal information collected from you to:

- Review and analyse the responses you raise in your feedback
- Respond to any questions or comments you have raised in your feedback
- Publish reports and information on the feedback to the Consultation
- Ensure the safety of Our staff and the staff of Our third-party service providers

We will not use personal information in a way that is incompatible with the purposes for which it has been collected or subsequently authorised by you.

We may periodically contact you with promotional or news material about Us or Our products using the email address or other contact details which you have provided if you have opted into this service.

Who will We share your information with?

We will only share personal information to the extent needed to perform the uses listed above and will take steps to safeguard your personal information.

We may be required to make copies of responses to the Consultation available to the London Borough of Newham, the London Assembly, the Mayor of London, the Secretary of State, the Planning Inspectorate and/or the Civil Aviation Authority. In such instances, We will request that personal information is not placed on the public record, however, please note that these third parties may use any personal information that is disclosed to them in accordance with their own privacy

policies, over which We have no control. We therefore recommend that you do not include any information in your response to the Consultation that you would not want to be viewed by these third parties, or to be placed on the public record.

Your information will be handled and used by Our third-party service providers who assist with recording, collating, consolidating, analysing and reporting on feedback received, including:

Ove Arup & Partners Ltd, the organisation will that collect, record, analyse, consolidate and report on the Consultation responses and pass the results and data to Us as well as facilitating postcode and address look ups, mapping and email facilities; and Callitech Ltd t/a Moneypenny, the third-party service provider We engage to answer telephone calls made to Our dedicated Consultation line on Our behalf. You can access Moneypenny's privacy policy on their website here <https://www.moneypenny.com/uk/privacy/>

We will keep your information within LCY and Our trusted third parties except where We may be required to disclose your personal information, without notice, to comply with legal requirements, including any regulation, in relation to legal proceedings or investigations by governmental or law enforcement agencies, including criminal investigations, or to meet tax or other reporting requirements.

Your information is processed only in the UK and is not moved or transferred outside the European Economic Area.

What is the legal basis for collecting and processing your personal information?

Our lawful basis for collecting your personal data is that We have obtained your consent to do so. Your consent is given when you provide your name, contact details and your response to the Consultation within the feedback Form.

We may use your personal data in exceptional circumstances where necessary for Our legitimate interests to contact you by the email provided for ensuring the safety of Our staff.

How long will We retain your information?

We will retain your information until the Consultation feedback has been analysed and applied in accordance with the purpose of the draft master plan and in any case no longer than 3 years from the deadline for responses, after which We will delete the personal information We hold. We believe this is the shortest period reasonably required in order to fulfil the purpose for which We have set out to collect your information.

Your rights in relation to your personal data

Under the GDPR and the DPA you have rights We need to make you aware of including the right to:

- Request a copy of your personal information that We hold about you
- Ask us to rectify information you think is inaccurate. You also have the right to ask Us to complete information you think is incomplete.
- Ask us to erase your personal information in certain circumstances
- Ask us to restrict the processing of your information in certain circumstances
- Object to the processing of your information in certain circumstances
- Withdraw consent for the processing of your information where this is justified, and We have no other legitimate grounds for processing it.

To exercise your rights in respect of your personal information, please contact the London City Airport Data Protection Officer at the following address:

Data Protection Officer
London City Airport Ltd
City Aviation House
Royal Docks
London
E16 2PB

Alternatively, you can email your request to: dataprotection.queries@londoncityairport.com

Complaints

If you are unsatisfied with Our response or handling of your personal information, you also have the right to make a complaint to the data protection supervisory authority in the UK, the Information Commissioner's Office ("ICO") which can be contacted through various means available on the ICO's website <https://ico.org.uk/global/contact-us/>

This privacy notice was last updated in June 2019. We will inform you of any updates or changes to the Notice.

What happens next?

Thank you for completing this feedback questionnaire. Your views are important to us.

You have until 20th September to provide us with your feedback to this Consultation.

At the end of this Consultation we will consider all of the feedback received as we develop our master plan further, ahead of publishing it later this year. We will also produce a report that sets out how we have had regard to all feedback received.

There are lots of ways you can contact us and find out more information:



Visit our website: www.londoncityairport.com/consultation



Send us an email at: consultation@londoncityairport.com

Appendix 5:

Press release announcing draft master plan consultation¹⁰

London City Airport has published a draft master plan, detailing how it could respond to continued demand for business and leisure air travel, in a sustainable and responsible way, over the next 15 years. It follows a 42% increase in passengers at London's most central airport over the past five years and the continued shift in London's centre of gravity towards the east, where the rate of growth in population, homes, jobs and office space is higher than any other part of the capital.

At the heart of the draft master plan is sustainability, with measures that will encourage airlines to accelerate investment in the latest generation of cleaner and quieter aircraft that are 17% more fuel-efficient compared to their predecessors. The draft master plan forecasts that these new aircraft, like the Airbus A220 and Embraer E2, could comprise 75% of all jet aircraft by 2035. Several major airlines currently operating from the airport have recently announced plans to re-fleet to these new generation aircraft. The airport will be carbon neutral by the end of this year and committed earlier this week to achieve net zero carbon emissions by 2050, consistent with the emerging policy of the UK Government, the Mayor of London and the London Borough of Newham.

The draft master plan also sets out how the airport will work with partners to further improve its position as the UK's best airport for public transport use, raising the proportion of people travelling to and from the airport by public and sustainable modes from 69% today to 80% in 2035. This could be achieved by more capacity and earlier start times on the DLR, the new Crossrail service, adding walking, cycling and riverboat routes, and expanding sustainable transport initiatives for staff. The airport will retain its eight-hour night time closure, and not permit any noisier aircraft than those currently operating. Most importantly, the airport will also continue to operate within its existing noise contour limit, and seek to reduce this area over the duration of the draft master plan.

The airport can respond to demand by making best use of the existing runway and infrastructure with only limited further development required to 2035. The draft master plan does not consider any provision for a new or extended runway or a new terminal.

The airport predicts that the growth of the airport could create up to 2,500 additional jobs for local people, and will deliver an overall economic contribution of £2 billion per year by 2035. The airport plans to further enhance its excellent track record of sharing the benefits of growth with the local community, and is keen to hear suggestions for how this can be delivered. With the airport set to welcome over 5 million passengers by the end of this year and based on current trends in the industry and in London, the draft master plan forecasts that the airport will reach its current passenger cap of 6.5m and 111,000 flights in 2022. It also forecasts demand for up to 9.8 million passengers by 2030 and 11 million passengers by 2035, representing only 4% of the London market at that time.

Views are also being sought on some additional operational flexibility in the current restrictions in the first and last 30 minutes of operations and at weekends. Consultation on the draft master plan lasts for 12 weeks, starting today (Friday 28th June) and ends on 20th September. The airport is encouraging communities and stakeholders to review the documents and provide feedback on how the airport can grow sustainably.

Robert Sinclair, Chief Executive Officer for London City Airport, said:

"This draft master plan is a long-term vision for London City Airport, detailing how London's most central airport can meet continued demand sustainably, create jobs and opportunities for East London, and support the capital as a major global city for tourism and business.

"These proposals reflect the airport's changing role, with an increasing proportion of leisure passengers choosing the airport, and East London's continued transformation. Most importantly, sustainability is central to our thinking. We have carefully developed these plans to strongly incentivise our airlines to re-fleet to cleaner, quieter new generation aircraft, minimise further construction activity, reduce emissions, limit aircraft noise, preserve air quality, and create meaningful opportunities for our local community."

A final master plan, taking into account the feedback received during the public consultation, will be published before the end of the year.

Notes for editors

- The current capacity limits of London City Airport, set by the London Borough of Newham, are 111,000 air traffic movements (ATMs) per year and 6.5 million passengers per year.
- The draft master plan forecasts that by 2030, passenger demand to use London City Airport could increase to 9.8 million per year and to 11 million per year by 2035. It is envisaged that the forecast demand could be met with 137,000 movements by 2030 and 151,000 movements by 2035. These forecasts represent 33,000 fewer movements in 2030 than the 2006 master plan, and 20,000 fewer movements in 2035 (a 12% decrease versus the 2006 master plan overall).
- Following a 50/50 split of leisure and business travellers last year, the trend towards a broader customer base at London City Airport is expected to continue, with new forecasts that by 2035 around 64% could be leisure travellers and 36% flying for business purposes.
- The airport is seeking views on allowing more flexibility on the number of flights in the following periods:
 - In the first half hour of permitted operations when there is increased demand. This first half hour between 0630hrs – 0700hrs is currently limited to 6 movements;
 - In the last half hour of permitted operations for delayed take-offs or arrivals. Flights in the last half hour between 2200hrs – 2230hrs are currently limited to 400 per year, or just more than one per day; and
 - At weekends to allow the airport to respond to airline and customer demand for more flexible flight times. There is currently a 24-hour closure at weekends from 1230hrs on Saturday to 1230hrs on Sunday.
- The draft master plan is subject to public consultation for 12 weeks from 28 June to 20 September 2019. Five consultation events are planned:
 - Greenwich: Broadwater Village Hall. 1C Goosander Way, West Thamesmead, SE28 0ER/ Tuesday 9th July, 3.30pm until 7.30pm
 - Newham: Canning Town Library, Rathbone Market, 18 Barking Rd, E16 1EH. Wednesday 10th July, 4.30pm until 7.30pm
 - Central London, The City Centre. 80 Basinghall Street, EC2V 5AR. Wednesday 11th September, 12.00pm until 7.00pm
 - Tower Hamlets: Southern Grove Community Centre, Southern Grove, Mile End, E3 4FX. Thursday 12th September, 3.30pm until 7.30pm
 - Newham: Royal Docks Learning and Activity Centre, Albert Road, Royal Docks, E16 2JB. Saturday 14th September, 10.00am until 4.00pm.
- Interested parties can respond in person, by post, email and online. More information can be found at www.londoncityairport.com/consultation [note: website will go live on Friday 28th June]
- The City Airport Development Programme (CADP) is a £500 million investment which includes eight new aircraft parking stands, a parallel taxiway and an extended and reconfigured passenger terminal. This development received planning permission in July 2016 and is already in progress, with facilities coming from 2022. The draft master plan forecasts take this new infrastructure into account, as well as the UK's exit from the European Union.

Appendix 6:

Email sent to all London Borough of Newham councillors by London City Airport

Dear Councillor,

Re: London City Airport's Consultation Event

Wednesday 10th July (today) from 4.30pm - 7.30pm
Canning Town Library, Rathbone Market, 18 Barking Road E16 1EH

I am writing to you to inform you that London City Airport has recently published its Draft Master Plan 2020-2035, and we currently undertaking an extensive 12-week consultation.

The airport is actively engaging with Newham residents, and as you may be aware, we are holding two core consultation events in the borough: one in Canning Town (10th July) and the other in Royal Docks (14th September). These events have been publicised on our website, the Newham Recorder and will be in the next edition of Newham Mag.

Furthermore, we will also be attending the Ferry Festival, Britannia Village Fair as well as publicising the draft master plan in our 'Inside E16' magazine, which delivered to over 6,000 properties in the Royal Docks area. Copies of the draft will also be made available in East Ham & Canning Town Libraries for residents, to make our proposals as accessible as possible to everyone.

We want to hear and engage with anyone who has an interest in these draft plans and would welcome attending community meetings around the borough. If you feel it would be helpful, both myself and Liam McKay (Director of Corporate Affairs) are also available to meet with you personally to talk through the details of the draft. If this is of interest, please do let me know.

In the meantime, if you have any questions please feel free to get in touch.

Appendix 7:

Email sent to all London Borough of Lewisham councillors by London City Airport

Dear Councillor,

Re: London City Airport's Draft Master Plan 2020-2035

I am writing to you to inform you that London City Airport has recently published its Draft Master Plan 2020-2035, and we currently seeking views on it throughout our extensive 12-week consultation.

London City Airport is in the heart of East London and as responsible neighbour, we do recognise that some Londoners are affected by our operations, however; the airport does have a positive impact on the capital through employment, connecting residents and business to the rest of the world, and supporting London businesses into our supply chain. Furthermore, earlier this year we launched our Community Fund, allowing charities and not-for-profits from 12 London boroughs to apply for grants between £300 - £3,000, and we would welcome you promoting it amongst your network. To find out more information visit¹¹

I thought it would be useful to provide a summary of some of the key points of the draft master plan below:

Jobs

- Building on our strong record supporting local employment (68% from surrounding areas to the airport), we could create up to 2,500 jobs locally.
- As an accredited London Living Wage employer, we will ensure fair and equal pay to our workforce.

Environment

- London City Airport will be an independently accredited carbon neutral business by 2020.
- We will work with the industry and Government to achieve net zero emission by 2050.

Transport

- The airport already has the highest proportion of public transport use by passengers accessing the airport (69%) and our target is to increase this to 80%.

Air Noise

- Accommodate all future growth within our existing noise contour area limit and seek to reduce the area, and number of people that would otherwise fall within it, by 2035.
- Maintain an 8-hour ban on night flights.
- No noisier aircraft than those permitted today will operate in the future.

We want to hear and engage with anyone who has an interest in these draft plans and would be delighted to attend community meetings to discuss the draft master plan.

Appendix 8:

Email sent to relevant cabinet leads at surrounding boroughs by London City Airport

Dear Councillor,

Re: London City Airport's Draft Master Plan 2020-2035

I am writing to you to inform you that London City Airport has recently published its Draft Master Plan 2020-2035, and we currently seeking views on it throughout our extensive 12-week [consultation](#).

London City Airport is in the heart of East London and as responsible neighbour, we do recognise that some Londoners are affected by our operations, however; the airport does have a positive impact on the capital through employment, connecting residents and business to the rest of the world, and supporting London businesses into our supply chain. Furthermore, earlier this year we launched our Community Fund, allowing charities and not-for-profits from 12 London boroughs to apply for grants between £300 - £3,000, and we would welcome you promoting it amongst your network. To find out more information visit.¹¹

I thought it would be useful to provide a summary of some of the key points of the draft master plan below:

Jobs

- Building on our strong record supporting local employment (68% from surrounding areas to the airport), we could create up to 2,500 jobs locally.
- As an accredited London Living Wage employer, we will ensure fair and equal pay to our workforce.

Environment

- London City Airport will be an independently accredited carbon neutral business by 2020.
- We will work with the industry and Government to achieve net zero emission by 2050.

Transport

- The airport already has the highest proportion of public transport use by passengers accessing the airport (69%) and our target is to increase this to 80%.

Air Noise

- Accommodate all future growth within our existing noise contour area limit and seek to reduce the area, and number of people that would otherwise fall within it, by 2035.
- Maintain an 8-hour ban on night flights.
- No noisier aircraft than those permitted today will operate in the future.

We want to hear and engage with anyone who has an interest in these draft plans and would be delighted to attend community meetings to discuss the draft master plan.

Appendix 9:

Email sent to relevant MPs at surrounding boroughs by London City Airport

Dear Member of Parliament,

London City Airport Draft Master Plan 2020-2035

I am writing to you following the launch of our draft master plan and to inform you that we are now halfway through our extensive 12-week non-statutory public consultation.

As you may be aware, the draft master plan provides a 15-year vision for the airport between 2020 and 2035, setting out a framework for how we can grow responsibly and sustainably in the period while we continue to invest in opportunities for local communities. Importantly, our draft master plan is not a planning application and does not include proposals for a new runway, extension of the existing infrastructure, operate within our current noise contour limit. We will also maintain the 8-hour ban on night flights which we know is important to those living under the flightpath.

We're proud to be part of the east London community and we're committed to continuing to be a responsible neighbour. That's why we want to involve local communities in the consultation process so that we can ensure that the benefits of our sustainable growth are shared. We opened the 12-week public consultation on 28th June and, while not statutory, we can get the views of local residents and those living in your constituency.

We've already hosted two public events, with three more core events planned before the consultation closes. We will also be attending community events where we've been invited. Liam McKay, Director of Corporate Affairs, and I are also available for personal briefings and if you feel this would be helpful, please do let me know.

In the meantime, if you have any questions about the draft master plan, the consultation or anything related to the airport, please do not hesitate in contacting me.

Appendix 10: Public consultation boards

What is a draft master plan and what happens next?

The Government encourages UK airports to prepare master plans so they can set out possible future plans in order to inform local planning authorities and others about potential future changes.

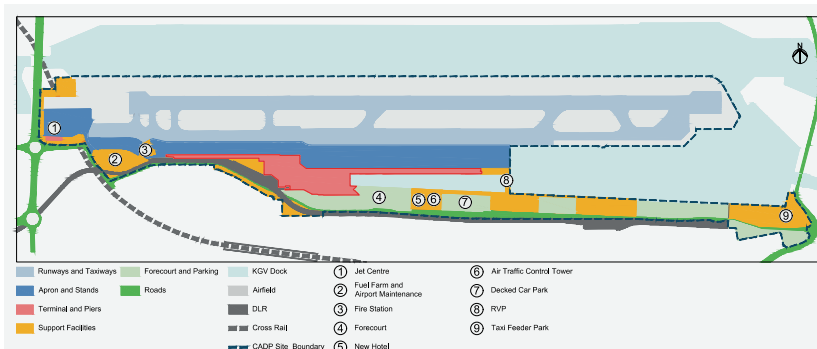
Our draft master plan provides a vision for the period between 2020 and 2035, setting out a framework for how we can best respond to the growing demand for air travel within a constrained London system in a sustainable and responsible way.

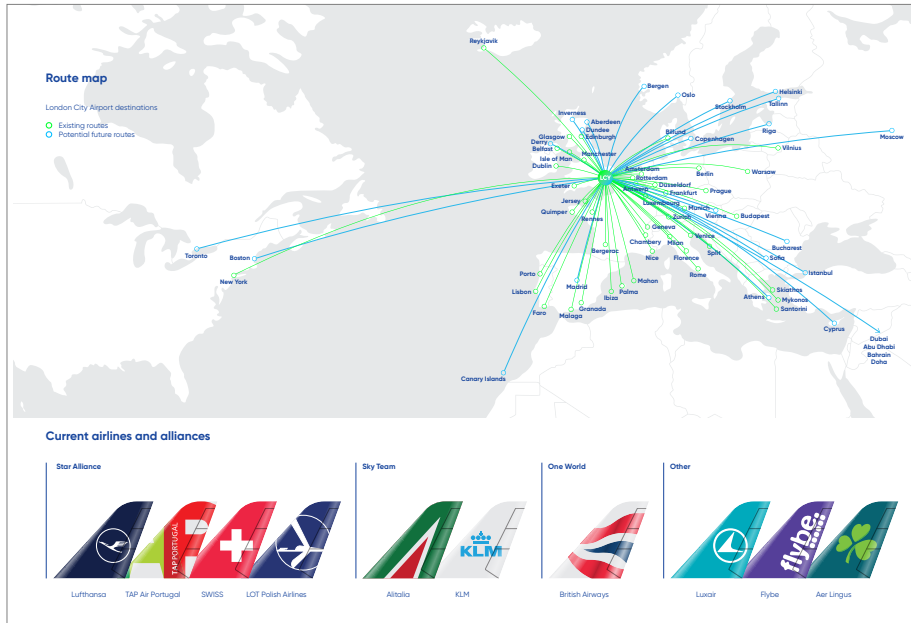
We are seeking views on our draft and will take them on board before publishing the master plan later this year. The master plan will then inform local authorities and others about how we can respond to demand, including any future updates.

Investing in the people of East London



Site plan following completion of City Airport Development Programme

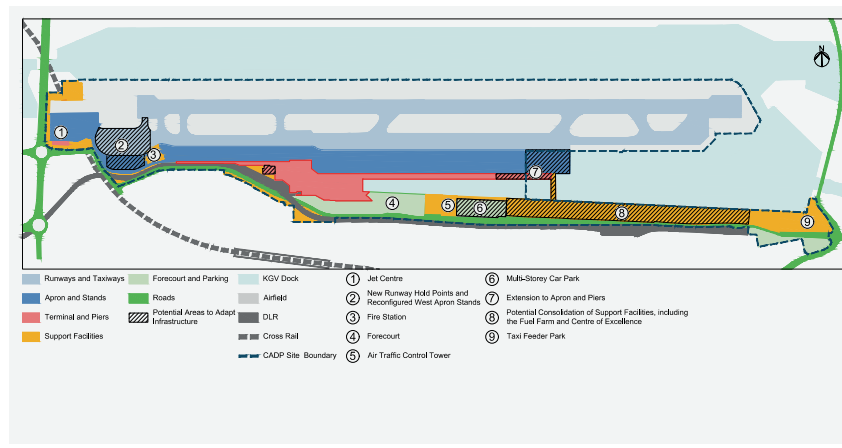




Departure noise contour comparison for Embraer E190 versus E190-E2



2035 potential site land use



Appendix 11:

Press release announcing consultation extension¹²

London City Airport said:

"Today, on Friday August 30th, we are making available background documents that we used to inform the technical information included within the Draft Master Plan (2020-35).

"These documents include assessments with respect to the forecast passenger numbers and associated environmental impacts that are set out in the Draft Master Plan. This background information does not change the substance or content of the Draft Master Plan in any way.

"To allow consultees and all other stakeholders sufficient time to read the supporting documents, we have extended the consultation period by four weeks to Friday, 18 October.

"The background information is available on our website. Additionally, we will write to everyone that has responded to the consultation, and have provided us with contact details, as well as stakeholders, who the airport has engaged with previously, to communicate this update. The airport will also advertise the extension in all relevant local newspapers.

"There are three public consultation events scheduled in September that we encourage stakeholders, community members and interested parties to attend so that they can learn more about our plans, and to share their views on how the airport can make best use of its existing infrastructure, manage its environmental impacts and grow sustainably over the next 15 years."

Appendix 12:
HACAN East postcard



I BACK THE BAN!

I SUPPORT the 24 hour London City Airport weekend flight ban!

I DO NOT want up to 40,000 more flights!

I DO NOT want more early morning or late evening flights!

I DO NOT want more climate damaging airport expansion!

Overall I DO NOT support the plans in the draft master plan!

Name **Location** **Email (optional)**

Full details of the consultation and the airport privacy policy can be found at
londoncityairport.com/consultation
I am over 16 ✓

hacaneast.org.uk

Appendix 13:

List of stakeholder respondents

Businesses:

- ABP Royal Dock London
- Airport Coordination Limited
- Avison Young (on behalf of Albert Island Regeneration)
- BA Cityflyer
- Ballymore Group
- Canary Wharf Group
- CBI
- City AM
- Duck Consult
- Evergreen Aviation
- ExCeL
- Federation of Small Businesses
- FeedbackNow by Forrester
- Lagardere Travel Retail
- London Chamber of Commerce and Industry
- LHG (LH and LX) (Lufthansa and SWISS)
- London First
- Newham Chamber of Commerce
- Shoe Vouchers Ltd
- Silvertown Partnership LLP
- Tag Construction Ltd

Community groups:

- Chelsea Gardens and Wellington Building Tenancy Association
- Crystal Palace Transition Town
- Drew Road Tenants and Residents Association
- Fairfield Conservation Area Residents Association
- Royal Docks Residents Association
- Sidcup Community Groups
- The Toronto and Montreal House Residents Association
- Walthamstow Stadium Area Residents/Community Association
- WILLMA - Community Music & Arts
- Womens Inspire Network.

Local Authorities:

- City of London
- London Borough of:
 - Barking and Dagenham
 - Bexley
 - Hackney
 - Havering
 - Lewisham
 - Newham
 - Redbridge
 - Waltham Forest
- Royal Borough of Greenwich

Elected representatives:

Members of Parliament

- Rushanara Ali MP*
(Bethnal Green and Bow)
- Rt Hon James Brokenshire MP
(Old Bexley and Sidcup)
- Janet Daby MP
(Lewisham East)
- Clive Efford MP
(Eltham)
- Jim Fitzpatrick*
(MP for Poplar and Limehouse, 1997-2019)
- Julia Lopez MP
(Hornchurch and Upminster)
- Teresa Pearce MP
(Erith and Thamesmead)
- Wes Streeting MP
(Ilford North)
- Rt Hon Stephen Timms MP*
(East Ham)

Mayor of London

- Rt Hon Sadiq Khan
(Mayor of London)

Mayor of Newham

- Rokhsana Fiaz OBE
(Mayor of Newham)

London Assembly Groups

- Jennette Arnold OBE AM
(North East London)
- Leonie Cooper AM
(on behalf of the London Assembly Labour Group)
- Caroline Pidgeon AM
(Londonwide)
- London Assembly Environment Committee

Councillors

- Esther Amaning[†]
(Thamesmead East)
- Matt Hartley
(Coldharbour and New Eltham)
- Mabel Ogundayo[†]
(Thamesmead East)
- Luke Sorba
(Telegraph Hill)
- Andrew Wood
(Canary Wharf)

Other political groups and think tanks:

- Greenwich & Bexley Green Party
- London Sustainability Exchange
- London TravelWatch

Campaign groups

- Campaign Against Climate Change
- Dulwich and Herne Hill Quiet Skies Campaign
- Friends of the Earth
- HACAN East
- London branch of the Campaign to Protect Rural England
- Plane Hell Action
- Stop City Airport

[†] Responses co-authored so therefore count as one response

* Responses co-authored so therefore count as one response

References

1. Department for Transport, Aviation Policy Framework, 2013, p81
2. Department for Transport, Aviation Policy Framework, 2013, p69
3. Department for Transport, Aviation Policy Framework, 2013, p70
4. Newham Statement of Community Involvement, 2015, p19
5. London City Airport draft master plan 2020-2035 (June 2019)
6. [link here](http://www.londoncityairport.com/corporate/consultation) www.londoncityairport.com/corporate/consultation
7. Youtube [Video link](https://www.youtube.com/watch?v=3PAOEwUkWh8&t=7s) https://www.youtube.com/watch?v=3PAOEwUkWh8&t=7s
8. London City Airport achieved 'carbon neutrality' as part of the Airport Carbon Accreditation programme [link here](http://www.airportcarbonaccreditation.org) www.airportcarbonaccreditation.org
9. Sustainable Aviation Decarbonisation Road Map [link here](http://www.sustainableaviation.co.uk) www.sustainableaviation.co.uk
10. Appendix 5: Press release announcing draft master plan consultation [link here](https://media.londoncityairport.com/london-city-airport-begins-public-consultation-on-draft-master-plan-that-sets-out-a-vision-for-the-airport-to-2035/) https://media.londoncityairport.com/london-city-airport-begins-public-consultation-on-draft-master-plan-that-sets-out-a-vision-for-the-airport-to-2035/
11. Appendix 7 & 8: Email sent to relevant cabinet leads at surrounding boroughs by London City Airport [link here](http://www.londoncityairport.com/corporate/responsible-growth/community-fund) http://www.londoncityairport.com/corporate/responsible-growth/community-fund
12. Appendix 11: Press release announcing consultation extension [link here](https://media.londoncityairport.com/london-city-airport-extends-public-consultation/) https://media.londoncityairport.com/london-city-airport-extends-public-consultation/

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www.londoncityairport.com/consultation