

Meeting of Passenger Services Sub-Committee (held via Teams)

5th June 2024

	Attendees		
	Mr M Routledge	LLACC Chairman	
	Dr R Egan	Vice Chairman	
	Mr J Morgan	SLAE	
	Mrs Tricia Harris	LLACC Administrator	
	Mr R Kett	Which?	
	Mrs C Armstrong	LLAOL – Head of Guest Experience	
	Mr Dara O’Neil	Border Force	
	Mr Chris Jones	LLAOL – Head of Security	
1.0	Apologies		
	Mrs D Hobbs	LLAOL – Accessibility and PRM Manager	
	Mr A Martin	LLAOL – Surface Access Development Manager	
	Mr N Bradford	LLAOL – Head of Marketing and Communications	
	Cllr M Muir	Hertfordshire County Council	
	Ms L Sweet	DART	
			Action
1.1	The Chairman welcomed attendees to the June meeting.		
2.0	Minutes and Matters Arising from the 13th March 2024 Meeting		
2.1	The Minutes from the March meeting were agreed as a true and accurate record.		Admin
2.2	A member referred to the Arriva buses (particularly those on the A route) and their unsuitability for airport access as there was no space for luggage, pushchairs, wheelchairs etc. LLAOL said they had been in touch with the Arriva Area Manager who had said they were working to improve the situation. Further discussion on this topic would take place at the forthcoming Transport Forum meeting and LLAOL would update on any developments.		LLAOL
3.0	Review of Feedback and Airport Updates		
3.1	<p>LLAOL updated on performance during the 1st quarter; it was noted that customer feedback was on target as monitored by the LLAOL Airport Quality Survey and had scored 4.01 against a target of 4 out of 5. Recommendation to Friends and Family (NPS) was currently 41 against the target of 28. LLAOL gave an explanation on the complexity of this metric and why the target was currently sitting at 28 even though the achieved score was significantly higher.</p> <p>LLAOL were also on track to receive their ACI Level 5 Customer Experience Accreditation. It was noted that last year LLAOL had achieved Level 2 and this year they would be submitting their Level 3 application.</p>		

	<p>Regarding Special Assistance performance, LLAOL continued to maintain a very good standard (judged by the CAA) and had done so since January 2023. This year they had implemented a new contract with Wilson James as their Special Assistance provider.</p> <p>LLAOL would be entering for some customer experience awards during 2024 including the UK Customer Experience Awards which would be held in October – they would enter two categories: Best Team over the Year, and Best Customer Experience for Vulnerable Guests.</p>	
3.2	<p>Members noted the ASQ benchmarking for Q1 2024 against 4 other similar UK airports in the programme. The Wi-Fi service quality was noted as an area for improvement and LLAOL advised that the terminal Wi-Fi was being upgraded. There was a project in progress to install new equipment which was being rolled out across the terminal. Seating at gate areas also needed improvement and LLAOL were working closely with third parties to improve the experience.</p>	
3.3	<p>Members were advised on the ongoing works on the mezzanine level in International Departures which would deliver a new dining area and additional seating. The newly refurbished My Lounge would also be in this area.</p>	
3.4	<p>PRM – PRM guest numbers had increased over the past few months. Departing PRM passenger numbers were 10% up on 2019 (pre-pandemic) figures whilst overall departing passenger numbers were still about 3% below.</p> <p>An accessibility familiarisation day had been held in March in collaboration with easyJet, Border Force, the Police and the Fire Service. This showcased the services available to more than 40 visitors.</p>	
3.5	<p>LLAOL referred to the Radio 1 Big Weekender show and the Airport's contribution of a dance on the aircraft parking apron being filmed as a part of the event.</p> <p>A new edition of the board game Monopoly had been launched that focused on Luton landmarks including the Airport.</p>	
3.6	<p>Questions were raised about some PRM passengers missing flights; LLAOL informed that this was something they tracked and always investigated.</p> <p>Comment was made about passengers having to walk to and from the mid-term car park, not only for parking but also for pick-up and drop-off. LLAOL updated on the current situation including the temporary drop-off zone and their plans for the pick-up zone. They noted that there was a shuttle bus that circled the route to the terminal from the car park and temporary DOZ plus there was a PRM shuttle that would take PRM passengers to the terminal. It was noted that a new temporary DOZ was in the process of being built directly outside the terminal.</p>	

4.0	Surface Access	
4.1	Concerns were raised about the Arriva 100 bus route and the removal of the Wigmore Lane link. From a passenger and workers' perspective there was no alternative bus service to the Airport. The Vice-Chairman advised that she would raise this at the next Airport Transport Forum meeting and report back.	RE
4.2	The minimum charge for the short term car park was £29.99 for 1.5 hours and the competitiveness of the car parking business was discussed. A member commented that as charges were high, and many of the roads near the hotels were now double red lined, this was forcing the problem further out onto the local streets leading to fly-parking in residential areas. It was commented that one could use the long-term park for 1 hour for free and it was asked if signage could be erected on approach roads to try and persuade more people to use this facility. LLAOL agreed to forward the request to the relevant department.	LLAOL
4.3	Questions were raised about the taxi rank signage at Luton Parkway which seemed to point to the wrong area. It was asked if the signage could be changed to reflect the correct area for the taxi rank. LLAOL agreed to speak with the relevant teams as it was to everyone's advantage for the taxi ranks to operate correctly.	LLAOL
5.0	Border Force	
5.1	Members were informed that Border Force continued to perform well alongside the Airport teams. There had been a minimal number of wait-time breaches in processing passengers through the immigration hall during the Quarter.	
5.2	Border Force had seen an uplift in recruitment and staffing levels, and they were investing in Luton. In the interim they were getting good support from their Central Region and other parts of Border Force. They were confident that they were well placed for the busy summer ahead.	
5.3	Members were given an overview of the Customs activity at Luton which was working well. There was good cooperation with other Border Forces internationally and airlines regarding immigration.	
5.4	Members were also briefed on the Border Force aspects of General Aviation (GA) which was a big part of the operation at Luton. GA flights included Champions League teams and dignitary flights for political events.	
5.5	The E-Gates capacity was discussed, and it was noted these were working well and helping to reduce queue times. The likely impact of the forthcoming visa adjustments and requirements for passengers moving to and from Europe were discussed. Border Force advised that the changes were due to take place in November and would primarily affect sea and Eurotunnel crossings. They were not expected to have a significant impact on airport operations.	

6.0	Security Project	
6.1	The Head of Security briefed members on the next Generation Security Project which was being rolled out across all UK airports. LLAOL were well placed to deliver the infrastructure changes and required lanes on time as they had started the project earlier than many other airports. Members were given further details regarding the project and how the system would operate.	
7.0	Any Other Business	
7.1	The Chairman referred to the recent Flight Ops Committee meeting where a base captain raised the issue of a passenger being taken ill before departure. It seemed the airline had struggled to get any department to take responsibility as the case was not serious enough for an emergency ambulance, but too serious for the ground handlers, with limited medical knowledge, to feel comfortable with. LLAOL stated that it would generally be the responsibility of the ground handler for the airline concerned. They would be expected to unload the passenger and transport them back to the terminal with minimal delay.	
8.0	Date of Next Meeting	
7.1	18 th September 2024 – This will be a tour of the facility	

Post meeting Note: Which? had informed their representative that they would no longer be supporting attendance at ACC meetings. Mr Kett has agreed to continue on the PSSC as a Frequent Flyer representative.