

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

16th March 2022

	Attendees		
	Mr M Routledge	LLACC Chairman	
	Dr R Egan	Vice Chairman	
	Mr N Bradford	LLAOL – Stakeholder Communications Manager	
	Mr J Morgan	SLAE	
	Mr R Kett	Which?	
	Mrs D Hobbs	LLAOL – Accessibility and PRM Manager	
	Mrs C Armstrong	LLAOL – Head of Passenger Services	
	Tricia Harris	LLACC Administrator	
1.0	Apologies		
	Dara O'Neill	Border Force	
			Action
1.1	The Chairman welcomed attendees to the March meeting and reminded members regarding the protocols for the Virtual meeting.		
2.0	Minutes and Matters arising from 16th December 2021 Meeting		
2.1	Minutes from December were agreed as a true and accurate record. Once item 7.3 below has been reworded Item 7.3 – wording to be changed to reflect an assumption not a fact.		
2.2	Item 2.4 – a new covered walkway was now being erected. Item 7.3 – Lighting issue in Prayer room – it was noted that lighting was now on a PRI switch, however it was suggested that some signage should be displayed regarding the switching process. LLAOL agreed to follow up to make the light switch more visible. Following reference at the last meeting regarding the website's information about alternative transport to the Airport, LLAOL informed that detail on the website was to be reviewed along with other forms of media to reflect alternative modes of transport to LLA.. LLAOL		
3.0	Review of Feedback		
3.1	LLAOL confirmed that the presentation regarding feedback was a summary of 2021. Members were advised that 4.5m passengers were handled through Luton in 2021 on 61,500 flights which also carried 26,000 tons of Cargo. This was slightly less than in 2020. Covid restrictions had slowly started to ease with the publication from the Government of the Plan for Living with Covid. Unvaccinated passengers still had a requirement to test before their arrival into the UK but travellers who were vaccinated		

	<p>had been given a lot more freedom.</p> <p>It was noted that from 04.00 on the 18th March there would no longer be a requirement to test or a requirement to fill in the passenger locator form – this was a much welcomed change for the Easter period and Summer recovery.</p>	
3.2	<p>Ukraine – The Airport had already seen Ukraine nationals arriving into Luton – most arriving have a visa and a right to stay and there was a swift process for Border Force to undertake.</p> <p>LLAOL were working closely with the local resilience forum as it was possible there may be a requirement for the local authority to step in if someone were to arrive who needed further support. A space in the terminal had also been identified for a humanitarian hub. This would be a space whereby anybody arriving that needed to ask questions of the local authority could meet representatives and volunteers who spoke their language to help.</p> <p>It was questioned if LLA was capable of dealing with outbound aid from local organisations' initiatives. LLAOL informed that they had not had any requests to date to assist with any outbound aid. However, it was noted that LLA does have a cargo operation and would be prepared to support and facilitate if they were asked.</p>	
3.3	<p>ASQ – Headline points from the ASQ (Airport Survey Quality) the results for Q4 were: overall score of 4.12 out of 5 = 82% overall customer satisfaction. Some 99% of customers felt safe on day of travel and 98% felt little or no stress.</p> <p>ASQ had a new survey for 2022, January and February had been part of that and had given some new levels of insight across 8 customer touch points: Security, check-in, surface access, arrivals, environment, and wayfinding. It was also advised that monthly meetings were held to discuss any feedback received via that channel and included a number of stakeholders around the business who would be tasked to improve on some of the scores where they needed to be improved.</p> <p>Analysis from 2018 showed that LLA was on a good track upwards from 3.69 pre-covid with a new customer service strategy. ASQ was switched off after Q1 2020 as there were very few passengers to survey and it was switched back on in Q3 2021; since then scores had jumped quite significantly with 2021 finishing on an average score of 4.17 out of 5.</p> <p>Net Promoter Scores – the Net Promoter survey LLAOL's own way of asking departing customers if they would recommend friends and family to use London Luton Airport and received good scores. This methodology has now been extended to arriving customers and it was intended to extend it further to include car parking. The score for Q4 2021 (departing passengers only) was 28; in February 2022 for Departing 37; and arrivals 44. This resulted in a combined score of 41. The table would continue to be populated for 2022 and would also track and use any verbatim comments to implement any plans for improvement.</p> <p>The CAA also carry out a similar NET Promoters survey in the terminal and receive regular results. They had recently informed LLAOL that Luton had topped the UK</p>	

	airport league table with a net promotor score for departing passengers of 61.3 which was extremely good.	
3.4	<p>PRM update – LLAOL advised that for Q4 2021 some 1.32% of all passengers were PRM; for the same period in 2019 it was 1.51%.</p> <p>The Non-notified rate (ie passengers declaring a PRM requirement on presenting themselves at the airport) was 29% for the period and remained very high; for the same period in 2019 it was 20%.</p> <p>37 PRM surveys had been responded to for the period Oct to December 2021.</p> <p>No PRMs had missed boarding but 2 customers were offloaded in October and 1 in November due to service failures.</p> <p>Recruitment was ongoing to ensure there would be adequate and appropriate staff for all services during the summer.</p>	
4.0	Surface Access	
4.1	It was questioned if a PRM passenger arrived at the mid-term car park how would they get to the terminal as there was currently no bus service for that Car Park. LLAOL advised that any PRM customer arriving at the mid-term car park would automatically get upgraded to one of the terminal car parks.	
4.2	<p>Reference was made regarding the A Bus that services the airport, and the changes the operator had made to the bus in relation to PRM passengers. For people travelling with young families and the elderly, there was now only one space for a wheelchair or pushchair and no space for passengers travelling with luggage. The operator had not yet responded to questions from a Member and it was suggested that the Airport should speak with the operator. LLAOL to review.</p> <p>Further discussions ensued regarding other operators and the inaccessibility for PRM passengers.</p>	LLAOL
4.3	<p>It was noted that once the DART had been handed over to the Airport a tour of the facility would be arranged. It was noted that once it was handed over it may be too late to make any changes.</p> <p>It was suggested that further discussion should take place on how to help PRM travellers to share their views with the transport operators. It was important that views were not seen in isolation or as an individual point of view but as a collective opinion from an important group of travellers. LLAOL agreed to review how to assist in a most constructive way.</p>	LLAOL
4.4	Electric buggies were to be used to assist PRM passengers to and from the DOZ once all the hoarding had been removed.	
4.5	It was noted that there was a section as you turn left from the DOZ to the existing walkway that was uncovered and a Member asked if there were any plans for this to	

	be filled in. LLAOL to investigate and report back.	LLAOL/GS
5.0	Terminal Update	
5.1	<p>LLAOL alongside the government's relaxation of the COVID rules had now relaxed the mandatory policy in relation to mask wearing and were in the process of reviewing the COVID campaign at the airport in order to move to a more positive campaign with reduced red signage.</p> <p>Commercial – it was noted that following the closure of several units during the lockdown many were now being retendered and new units would start to open later this year.</p>	
6.0	Border Force	
6.1	<p>LLA confirmed that there have been no significant issues at the Border. For Q4 queue times had been on average 13mins which was well inside the required parameters.</p> <p>Overall, the Border had been running smoothly.</p>	
7.0	Any Other Business	
7.1	It was asked when the PSSC would be able to meet in person. It was suggested that a visit to the airport be arranged for the September meeting and that it could be combined with a visit to the DART. This would be open to all LLACC Members.	
8.0	Date of Next Meeting	
8.1	8 th June 2022 at 10.30 via Teams	