

Meeting of Passenger Services Sub Committee (held via Teams)

8th June 2022

Attendees			
Mr M Routledge		LLACC Chairman	
Dr R Egan		Vice Chairman	
Mr N Bradford		LLAOL – Head of Marketing and Communications	
Mr J Morgan		SLAE	
Mr P Gilbert		LLAOL – Communications Manager	
Mrs C Armstrong		LLAOL – Head of Passenger Services	
Mr G Sweedy		LLAOL – Operations Manager Surface Access	
Tricia Harris		LLACC Administrator	
1.0	Apologies		
	Mr R Kett	Which?	
	Dara O'Neill	Border Force	
	Mrs D Hobbs	LLAOL – Accessibility and PRM Manager	
			Action
1.1	<p>The Chairman welcomed attendees to the June meeting and reminded members regarding the protocols for the Virtual meeting.</p> <p>Paul Gilbert the new Communications Manager for LLAOL was introduced to the Passenger Services Committee members.</p>		
2.0	Minutes and Matters arising from 16th March 2022		
2.1	Minutes from March were agreed as a true and accurate record.		
2.2	<p>Item 2.2 – Lighting issue in Prayer room – it was noted that lighting was now on a PIR switch, however it was suggested that some signage should be displayed regarding the switching process and that LLAOL had agreed to follow up to make the light switch more visible - LLAOL confirmed that the work had been requested and would follow up on how it was progressing.</p> <p>Item 4.2 - Reference was made to the A Bus that services the Airport, and the changes the operator had made to the bus. These affected not only PRM passengers but also people travelling with young families and the elderly, as 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 advised that there had been some developments and the issue was ongoing. LLAOL stated that Arriva were aware of the situation and a formal response had now been received by the Member from Arriva following a communication to them from LLAOL. It was agreed that the Member would report back at the next meeting in September on discussions from the Airport Transport Forum.</p>		<p>LLAOL</p> <p>RE</p>

	<p>Item 4.5 - It was noted that there was a section of the walkway to the left of 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 had agreed to investigate and report back – LLAOL advised that there were no plans in the near future to cover the area.</p> <p>Item 4.1 - Further reference was made regarding PRM passengers who arrive at the mid or long term car parks and the lack of signage regarding the fact there was no bus service to the terminal. Nor was there any information regarding an automatic upgrade to a terminal car park. LLAOL advised they would check the signage to ensure it was visible and follow up regarding to ensure the correct information was being provided on the website with more clarity. LLAOL also confirmed that they were constantly reviewing the current process and if it was felt necessary would reintroduce the bus service.</p>	LLAOL
3.0	Review of Feedback	
3.1	<p>LLAOL confirmed that the presentation regarding feedback was for Quarter 1 2022.</p> <p>Members were advised of the passenger and flight figures for the first quarter - 4.2m passengers were handled through Luton on 43,000 flights which also carried 13.6 tons of Cargo.</p>	
3.2	It was noted by members that a considerable amount of positive feedback had been received via twitter. This was in stark contrast to the media reported difficulties within the broader aviation sector.	
3.3	<p>ASQ – Headline points from the ASQ (Airport Survey Quality) members noted the results for Q1 2022: overall score of 4.10 out of 5 = 82% overall customer satisfaction. Some 99% of customers felt safe and secure, 96% felt confident to travel and 97% felt relaxed.</p> <p>Net Promoter Scores – The Net Promoter Score was at the Good to Great level.</p>	
3.4	<p>Members discussed some of the issues currently being experienced with the journey through the airport. LLAOL would investigate the reason for the locked disabled toilets in arrivals.</p> <p>It was suggested that a facility for passengers to fill their own water bottles would be a good idea. LLAOL advised that there were additional water fountains in the IDL and there was also an agreement with Service partners to refill bottles.</p> <p>LLAOL also advised on an LLA Way training programme that was to be rolled out to their own teams initially and then to 3rd parties and all members of the airport community. The training would include the use of appropriate language and etiquette to passengers as well as colleagues.</p>	LLAOL
4.0	Surface Access	
4.1	Members were advised that all car parks were now open; Greenline Arriva and National Express were both operating an hourly service to London; but National	

	<p>Express local services were operating a reduced service; Hackney carriages were offering a 24/7 service from the Drop of Zone; and Thameslink train services were now running as normal including the bus transfer service.</p> <p>It was noted that the new hackney carriage taxi rank is expected to be completed by late June. The new rank would be located closer to the terminal building and would hold around 40 vehicles (there are currently 100 licenced vehicles permitted to operate from the rank of which 20 are electric). It was noted that the overall feedback was this was a better value service with fares that were regulated with the standard of drivers and vehicles high.</p>	
4.2	<p>The Chairman referred to a possible presentation to be given to PSSC members regarding road and car usage to the Airport. This was an issue of concern as it had an impact on the surrounding roads/communities of Hertfordshire. It was felt that it was not clear if the question could be answered as to how many people travelling on Hertfordshire roads were travelling to the Airport. However, it was noted that CAA data gives the origin of the commuter but does not necessarily answer the question on routing and the impact it has had. It was also noted that in relation to the 19m application Hertfordshire Highways advised that there would be no impact on the strategic highway network. It was suggested that Luton Rising be approached regarding the possible impact of their future project and what information could be shared.</p> <p>PSSC members noted that the initial question regarding the this was raised by LLACC.</p>	
4.3	Members noted that the DART project was now expected to go live in Quarter 3.	
5.0	Terminal Update	
5.1	<p>The PSSC were briefed on terminal changes with new commercial outlets now in place. These included a new Burger King that opened airside and offered additional seating for customers. The Big Smoke Tap House and Kitchen was due to open later in June and would be occupying the area where Oriel had been; this also would have additional seating. There were two new vending areas one each in Piers A and B.</p> <p>Following the loss of ICE, a new currency exchange provider was also now in place.</p> <p>The Kids Zone had been refurbished and activities were introduced for the half term holiday, it was hoped that something similar would be introduced for the summer months.</p>	
6.0	Border Force	
6.1	Border Force operations seemed to be working well with queue times inside the performance criteria and the e-gates well used. Border Force were being transparent on where they think they should be for summer 2022. LLAOL stated that they continued to have a good relationship with Border Force and helped people to use the gates.	

7.0	Any Other Business	
7.1	Reference was made to areas around the car parks and approaches where the signage needed re-positioning and where the white road paint could be renewed. The Airport noted these points and undertook to review the situation.	LLAOL
7.2	The PSSC agreed that the next meeting would be a face-to-face meeting with the intention of touring the terminal area to get a first-hand feel for the passenger experience. Such meetings had been a regular, annual feature pre-covid and the invitation would be extended to the entire LLACC membership. LLAOL confirmed they would be happy to organise.	LLAOL
8.0	Date of Next Meeting	
8.1	7 th September 2022 at 10.30 – Terminal Tour	