

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

15th December 2021

	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	
1.0	Apologies		
	Mrs C Armstrong	LLAOL – Head of Passenger Services	
	Tricia Harris	PA to CCO, CFO and Operations Director	
			Action
1.1	The Chairman welcomed attendees to the December meeting and reminded members regarding the protocols for the Virtual meeting.		
2.0	Minutes and Matters arising from 15th September 2021 Meeting		
2.1	Minutes from 15th September were agreed as a true and accurate record.		
2.2	<p>Item 2.4 – no further update was available regarding the covered walkway</p> <p>Item 7.2 – Unattended Vehicle in DOZ – Members to be updated with a small presentation regarding security measures LLA have in place to lower /reduce possible threat risks.</p> <p>Item 7.3 – Lighting issue in Prayer room – Confirmed that most of the airport use PIR lighting but the prayer room has an actual light switch. LLA to look at prayer room light switch to see if signage is required to notify prayer room users to its location.</p>		LLAOL
2.3	Free Blue Badge Parking – MR had forwarded link for information to interested parties		
3.0	Review of Feedback		
3.1	<p>LLAOL confirmed that the presentation regarding feedback was based on Q3 of 2021.</p> <p>Members were updated by LLAOL - 1.8M passengers travelled in Q3, 21,700 flights, Covid safety measures were audited and accredited by Public Health England, LLAOL received a Health Accreditation Certificate for the 2nd Year by the ACI.</p> <p>LLAOL went on to confirm that Covid measures were not changed when national restrictions were relaxed. Nothing changed in terms of face coverings. There was a dip in compliance when rules nationally changed but staff were positioned near the</p>		

	<p>entrance to the terminal to remind people to wear masks as they entered, especially in peak periods.</p> <p>Members asked if it was still passengers only inside terminal? LLAOL confirmed that signage to this effect was still in place, but it was not being policed as some customers may need assistance into the terminal. People who are not compliant with face coverings could be asked to leave if they were not travelling on a flight as per airport by-laws.</p>	
3.2	<p>ASQ – main points on questions on ASQ (Airport Survey Quality) relating to Covid - 4.21 out of 5 = 84% overall customer satisfaction. 99% customers felt safe on day of travel, 95% felt little or stress.</p> <p>Average queue time in security was 9 mins; half of all passengers were getting through in 5 mins or less.</p> <p>Average time queue in immigration was 23 mins; however, LLAOL were aware that there had been some significant exceptions to that in isolated cases.</p> <p>Members asked to see how the stats were trending over time. LLAOL confirmed that this information would be provided but noted there had been a large hiatus through Covid-19 and that the ASQ questions would soon be changing. Once LLAOL had the trend data it would be provided.</p> <p>LLAOL were constantly reviewing and monitoring the Covid measures in place.</p> <p>Members asked that given the new variant of Covid-19 was more transmittable, would policies change on how many people were on the airside bus? LLAOL confirmed that they would be following whatever guidelines were in place at the time. For example, a mask policy was still in place, windows on the bus were open, time spent travelling on the bus was short and in theory passengers had at least tested negative.</p> <p>LLAOL also confirmed that they did try to avoid using the airside busses, but they were required when all nearby stands were full</p>	LLAOL
3.3	<p>PRM update – LLAOL confirmed that some stats were the same as previous meeting. PRM V DPAX 1.22%, down from 1.48 in 2019.</p> <p>The Non-notified rate was 29% in the year to date which was up from 20% in 2019. More non-notified customers than LLAOL were used to could be because of flight changes / schedule changes/ flights booked last minute etc.</p> <p>39 PRM surveys had been responded to in July, Aug & Sep 2021, which was a good proportion of the PRM travelling numbers.</p> <p>No PRBs had missed boarding but a few customers had been offloaded. In addition, 1 x PRM arrived late and did not make their flight; another was a service failure by PRM service provider.</p>	

	<p>Projects:</p> <ul style="list-style-type: none"> • New signage for PRMs arriving by bus. • Accessibility toilet facility upgrade has been pushed into Q1 2022. • DART site visit – waiting on DART being handed over to LLA so the forum members could visit the site to experience the end-to-end passenger journey. • 360 mapping project. <p>Of note from UK Airport Consultative Committees’ meeting the CAA had reported their findings on PRM activities across the nation. PRM’s were reported as receiving better assistance during Covid.</p> <p>Members commented that staff helping recent journeys through LLA had provided really good service.</p> <p>There was a mechanical failure on one journey whereby an ambulift door got stuck, LLAOL confirmed that unfortunately the vehicles can get used all day and then a mechanical fault occurs.</p> <p>Members also reported that some staff manhandle wheelchairs even after they had been shown how to demobilise it. Concerns were raised that the EMA may get broken if altered or dismantled after being prepared for travel. LLAOL confirmed that checks had to be completed by the PRM service provider, ground handlers and on occasions by the aircraft dispatcher but the EMA should not be dismantled or altered without the PRMs knowledge.</p> <p>Members raised concerns over poor handling of offloaded customers by ground handlers whereby the airport staff are not looking after the customers who have been offloaded. LLAOL confirmed that ground handling staff were employed by the airlines and all customers who are offloaded must then be presented through Border Force. LLAOL were working on how this process could be made less stressful and were working on how the airlines could better manage the offload process. LLAOL confirmed that conflict management training has been provided to LLAOL staff to help defuse situations like these. LLAOL were also encouraging the ground handlers to undertake this conflict management training. LLAOL were also introducing a “licence to serve’ training package so all parties at LLA were working to the same customer service standards.</p> <p>Members also asked if the 29% of un-notified customers could be helped by those customers, who are in transit, could notify the airport so that this number could be lower. LLA confirmed that any customer who has booked assistance after -36hrs to the scheduled time of departure or arrival of their flight is classed as un-notified regardless of whether they then contact the airport en route. It was suggested that this definition could this be re-thought as in these modern times many decisions to travel were made within 36 Hours of departure. LLAOL confirmed that the time is regulated by CAA to provide consistency in statistical analysis. There was a requirement for customers to notify their airlines of their service needs by -48hrs to the flight, and -36hrs for airlines to inform the special assistance providers to aid with staffing for service demands.</p>	
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4.0	Surface access	
4.1	<ul style="list-style-type: none"> • All car parks were now open • TCP2 level 1&2 opened on 1st Dec 2021 following some remedial works • Remaining levels would be opened from the 23rd Dec 2021 • Greenline, Arriva, London and national express on hourly service (reduced service from national express on local routes due to reduction on demand.) • No update from Addison Lee – still currently suspended • Thames's link – train services running as normal with bus transfer. • Car hire - reduced operating hours • Hertz – had ceased their operation for the time being 	
4.2	<p>Surface access update :</p> <ul style="list-style-type: none"> • Reinstatement of full service for car hire & Car Park B.(staff are back in car park B) • Collinson Covid testing had been moved from the middle of the Mid-term car park to the far side in order to accommodate both car parking and testing. • Collinson testing was no longer a drive through service but now a park and test. Different types of tests were now available. The centre had a small footprint but was still meeting demand. • The final phase of development in the Mid-stay Car Park, should provide better way finding for customers • Hackney carriages were returning today on site. The interim solution for them was in the drop off zone to get them started but LLAOL were looking to move them to their new area by mid-2022. Guidelines on conduct and standards were being worked on for Hackney carriage drivers. 	
4.3	<p>Future projects in surface access:</p> <ul style="list-style-type: none"> • Airport Surface Access Strategy review going beyond 2022 - the strategy would be more in line with the strategy set out to meet what the demand was in the 2019 period • DART due to commence currently early Q2 of 2022 • Resurfacing works that were delayed this year (2021) would begin shortly • Sustainability focus on electric vehicle facilities to ensure LLAOL could meet the current and future demand. 	
4.4	<p>Members confirmed that the East Midlands new rail service was operating, with new trains and was a good service.</p> <p>Members also confirmed that the concerns with regards to a lift contingency (down at Luton Airport Parkway station from ground floor to level 1) had been raised with the DART project team. Also at the Luton Parkway Station currently there were barriers in front of the station so busses needed to pick up wheelchair users and drop them off in an alternative spot outside the front of the Parkway station.</p>	

	An end-to-end journey check with wheelchair users would be a useful event, when the DART could accommodate this, to help with any questions that could be raised regarding the journey from a wheelchair users perspective.	
4.5	<p>Members asked if the Surface Access Strategy had been reviewed & updated in light of COP 26 and what plans did LLAOL have to reduce the number of people arriving by car rather than providing increasing car parking? LLAOL confirmed that as COP26 was a recent event, current work had been based on if LLAOL had sufficient car parking to meet demand. LLA ranked bottom in terms of parking spaces per passenger so by definition LLA had more people arriving by more sustainable methods of transport. The demand for car parking far exceeded the current provision.</p> <p>Members had heard that LLAOL were renting space from easyJet at the bottom of the hill for parking? LLAOL confirmed that this was incorrect but not entirely. The land was being rented out, not to LLAOL, but to a competitor and thus it would be classed as an offsite car parking area. Asda was also rumoured to be offering an airport parking service; LLAOL were not concerned as there were only a few car parking spaces but they would continue to monitor developments. There were several off-site car parks because of the low number of on-site spaces.</p>	
4.6	<p>Members raised the poor east to west connections for LLA. Arriva had a 24hr service from Dunstable to the airport which was a good service.</p> <p>Concerns were raised that the airport did not have a dedicated web page about alternative transport to the airport. LLAOL agreed that was a good suggestion and would look at offering other options on the website when customers go to book parking. It was something that LLA had considered and was part of a piece of work that LLAOL would undertake. It was agreed that it would be good to have the information available for when the DART goes live.</p> <p>It was mentioned that if a customer is at the point of booking parking, that they had already decided that they will be driving and parking. It was also suggested that the work needed to commence with the airlines so when a customer books a flight, that it could flag up ways of travelling to / from Luton airport.</p> <p>It was mentioned by members that the DART would only be useful to those travelling North or South. LLAOL confirmed that Local bus services had the option to open new routes if there was a demand. There were many catchment areas which the DART would help support and there were other transport services which already support other areas as far away as Wales. These were commercial operational decisions, and should the demand be there then a bus link would be made.</p> <p>An issue regarding the A bus, by Arriva, was raised for information. This route comes up to the Airport, has new busses with limited spaces for wheelchair users on them. Arriva was also operating busses which were not as good as they were before from a PRM point of view. This was being taken up with Arriva separately by Members of the PSSC.</p>	LLAOL

5.0	Terminal Update	
5.1	<p>No update as issues had been covered earlier in the meeting.</p> <p>Passenger numbers recovered somewhat when Covid restrictions relaxed, but travelling customer numbers then went down again when restrictions brought back in.</p> <p>LLAOL were expecting a reasonable Christmas period even though numbers were not where LLA wanted them to be, but the future was still looking optimistic.</p>	
6.0	Border Force	
6.1	<p>LLA confirmed that queue times in Q3 had been on average 23mins with some peaks.</p> <p>Overall the Border had been running smoothly.</p> <p>Concerns were raised regarding the moment that EU citizens were not allowed to travel on their I.D cards. LLAOL confirmed that this was already in practise and although LLAOL had planned for high numbers of rejections and had created an overflow area to help. However, when the policy came into effect the message seemed to have got through to EU travellers and rejections had been in single figures.</p>	
7.0	Any Other Business	
7.1	Members of the PSSC wanted to thank the LLA chaplaincy team for making contact when a potential vacancy came up, and as a result, a replacement for the Jewish chaplain was currently in process.	
7.2	Members asked what the process was should a customer become held up during the security check and feel that it was because of this delay that they missed their flight. LLAOL confirmed that the customer could write into LLAOL by e-mail info@ltn.aero and LLAOL would then be able to investigate any individual complaints.	
7.3	<p>A concern was raised regarding the lack of seating in the Terminal leaving customers sitting on the floor. With 19M passengers being approved, there might only be 3 additional flights required in theory but with bigger aircraft being used the seating issue would still be there.</p> <p>LLAOL confirmed that as the passenger figure grew, they would be reconfiguring the seating throughout the airport to help accommodate this growth. LLAOL also confirmed that there might still be seats empty even when people were sitting on the floor, but they had chosen to be near a plug socket / charging point. There were no real changes to the infrastructure planned at this time.</p>	
7.4	<p>All members were reminded of the need for discretion regarding information mentioned in these PSSC meeting.</p> <p>Place holders for diaries were requested by attendees for future meetings.</p> <p>When the DART opens, as a committee, will the PSSC members be invited to ride it? LLA confirmed that at this time we could not say yes but could not see any reason why</p>	TH

	not; members of the LLA Accessibility Forum would be completing an end-to-end journey in any case.	
8.0	Date of Next Meeting	
8.1	16 th March 2022 at 10.30 via Teams	