

Minutes

Meeting of Passenger Services Sub Committee

19th December 2018

	Attendees		
	Mr M Routledge	LLACC Chairman	
	Mr I Wilson	Consumers' Association - Which?	
	Nikki Pal	Border Force (substitute)	
	Miss L Saint Clare	LLAOL - PRM Manager	
	Dr R Egan	Vice Chairman	
1.0	Apologies		
	Mr N Bradford	LLAOL – Stakeholder Communications Manager	
	Cllr D Barnard	Herts CC	
	Liga Spite	LLAOL – Environment Manager	
	Kevin Gardner	Border Force	
	Mr N Thompson	LLAOL - Operations Director	
	Cllr M Muir	North Herts District Council	
	Mrs Clare Armstrong	LLAOL – Head of Passenger Services	
			Action
1.1	The Chairman welcomed attendees to December meeting.		
1.2	Members reviewed the minutes from the September meeting and agreed that these were a correct record of the meeting.		
2.0	Minutes and Matters arising		
2.1	<p>The Members noted the decision of the LLACC to adopt in full the DfT Guidelines for ACCs and agreed this put greater emphasis than before on the Passenger Experience. The DfT Guidelines state:</p> <p><i>Users of the Airport will vary depending on the specific aerodrome in question. For many airports, passengers are obviously among the most central user groups, along with the airlines that carry them and the other associated services. Consultative committees are well placed to ensure passenger interests are represented and communicated to the airport.</i></p> <p>To fulfil this remit, it was felt that membership should be extended possibly to include Airline representatives, the Association of British Travel Agents and retail outlets in the Terminal amongst others.</p>		
2.2	<p>Members were informed that LLAOL continued to strive to move the airport from a 'Good' rating to a 'Very Good' rating for the next CAA PRM Audit. As part of the qualifying criteria the Airport would need to create and independently chaired PRM Forum. It was noted that LLAOL already held a meeting with airport</p>		

	customers and various charities and this might be expanded to become the Forum in question.	
3.0	Review of Feedback	
3.1	<p>Feedback from passengers was discussed for the period September to November and although a detailed breakdown by category was not available it was noted that the publicity surrounding the case of Mr Justin Levene (the PRM passenger who chose to crawl, rather than use the PRM service providers' wheelchair, through the Terminal after his airline had left his wheelchair behind) had created considerable correspondence. Much of this was enquiring about the provisions for PRM at the Luton; there was some that was very negative; and many of our regular PRM clients took the opportunity to compliment the Airport on the service routinely provided. The incident ranked third in the top five issues complained about.</p> <p>Further discussion ensued regarding Mr Levene and it was noted that the issue was between the airline and their ground handler (Mr Levene's wheelchair was left behind at his airport of departure) and that it needed to be made clear that the airport had no part in what had occurred. However, it was acknowledged that the airport legally had an obligation to provide something even if it was not like for like. It was suggested that information or notices should be available for passengers to advise them on who was handling their flight – Action for Liz to check</p> <p>Other issues complained about included - Handling agents' performance at check-in, at the gates and in providing information; Smoking just outside the Terminal entrance by passengers (the airport takes this issue very seriously and does try to enforce, the committee were also informed that there are now 3 smoking shelters outside the front of the terminal); Strike Action by some contractors and the Speed of the Priority Lane which was so popular it was no longer quick enough.</p> <p>The Committee noted that some perennial issues such as security, car parking and baggage handling had dropped off the top five list and complimented the Airport on their achievements.</p>	LSC
4.0	Surface Access	
4.1	The Surface Access Strategy had been published and was available on the Airport Website; it was noted that the next action would be the Staff Travel survey.	
4.2	There was discussion about the desire to improve the modal split for travel to the Airport and it was generally felt that the targets for non-car-based travel were too low and did not pose sufficient challenge. It was also noted that the planned DART would appear only to benefit those travelling by rail, as it was uncertain whether it would be possible to join the DART at Luton Parkway as a foot passenger. Many people including staff (Border force seasonal staff and new staff without parking permits) use the Parkway car-park and associated bus service at present but the bus would stop once the DART was operational. Members asked for further clarification regarding DART usage from the Surface Action Group.	Chair/LLAOL

	There was some discussion about whether the Airport Transport Forum should be absorbed in to the PSSC and whether LBC could be represented to inform the Committee on travel issues such as bus routes and nuisance parking – Action Chairman to investigate further and speak with LBC.	Chairman
5.0	Terminal Update	
5.1	The Committee were updated on developments and progress within the Terminal project and were informed that the airport upgrade was officially completed and had been opened by the Minister for Transport. Included within the project was additional seating in Departures; improved Immigration queuing area; more Security lanes; 2 additional baggage belts; and improvements around the Terminal entrance. It was noted that the bus/coach interchange bays were also complete.	
5.2	The Committee were informed that Clare Armstrong had replaced Kim Kennedy. The role had changed, and Clare was the Head of Passenger Services - her focus would be on improving the passenger experience. It was noted that the Technical Services team would now be responsible for the Cleaning contract.	
5.3	LLAOL informed that free water was now being offered throughout the airport.	
5.4	The Committee were advised that a better location for PRM passengers was being investigated to try and make their experience as close to other passenger's experience whilst waiting for their flights.	
5.5	<p>Border Force - The Committee noted the good relationship between Border Force and the Airport which ensured a good service for incoming passengers was the normal experience.</p> <p>Border Force informed that they now had a Watch House which made their process more efficient and reduced the time officers were away from their desks. Border Force also advised that all 15 E-Desks were continuously open.</p> <p>With regards to Brexit, Border Force stated that briefings had been delivered to Officers by Power Point presentation with a further presentation planned in January. Border Force added that Task Force teams had been trained.</p>	
6.0	Any Other Business	
6.1	Discussion ensued regarding a Home Office Consultation on Airside Licensing in relation to alcohol (a topic that is currently very much in the public eye). It was noted that Luton do record and track any alcohol related instances but generally do not have any real issues and added that they do also have an alcohol policy in place with their concessions. The number of passengers who do not make their outbound flight due to alcohol were very few; however, inbound flights were a more serious issue with many of the Polish flights having a very high contingency of passengers arriving drunk - Action to consider if LLAOL should send figures to the CAA on alcohol related incidents.	LLAOL

6.2	No further business was raised, and the meeting closed. Date of next meeting; 20 th March at 10.30.	
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