

Minutes

Meeting of Passenger Services Sub Committee

3rd September 2018

	Attendees		
	Mr M Routledge		LLACC Chairman
	Mr I Wilson		Consumers' Association - Which?
	Kevin Gardner		Border Force
	Mrs K Kennedy		LLAOL - GM for Customer Services
	Miss L Saint Clare		LLAOL - PRM Manager
	Mr N Bradford		LLAOL – Stakeholder Communications Manager
	Cllr D Barnard		Herts CC
	Dr R Egan		Vice Chairman
1.0	Apologies		
	Mr N Thompson		LLAOL - Operations Director
	Cllr M Muir		North Herts District Council
			Action
1.1	The Chairman welcomed attendees to the September meeting.		
1.2	Members acknowledged that as the July meeting was a tour of the airport facility there were no minutes for the meeting.		
2.0	Minutes and Matters arising		
2.1	<p>Members were advised that the Surface Access Strategy was in its final stages of review and members noted that the rail target would be amended in line with the DART project.</p> <p><i>Secretary's note: The Surface Access Strategy has now been published on the Airport website.</i></p>		
2.2	The Chairman made reference to the continued struggle in finding a Frequent flyer to sit on the Committee. IW confirmed that he was happy to continue to sit on the committee until a replacement was found.		
3.0	Review of Feedback		
3.1	<p>Feedback from passengers was discussed using the new and more detailed analysis. It was noted that during the Quarter contacts per thousand passengers had again reduced slightly which, once the small number of compliments were taken out, roughly split 65 : 35 complaints to enquiries. While many complaints were still quite general, there remained a trend of dissatisfaction with Ground Handling (baggage arrival and information during delays being the root causes of dissatisfaction), Car Parking facilities and the Terminal works. Complaints about</p>		

	Security and Immigration had crept back in to the top 5 issues during the Quarter but overall the level of complaints per thousand passengers was extremely low. For example, the Immigration Happy or Not scores were around 80% Happy. However, some local issues had been noted and there was an active campaign ongoing to recruit more Border Force staff.	
4.0	Surface Access	
4.1	<p>The Surface Access Strategy had completed its consultation phase but was still awaiting final approval before publication. Members noted that the bus terminal area had been improved and would expand from 13 to 20 bays by November.</p> <p>Members were advised that the DfT's East Midlands railway tender had not included the extra fast trains as part of the 'essential' criteria but had listed them as 'desirable'. The Airport stated that they would continue to negotiate with the franchise holder to try and secure more fast trains from London to Luton Parkway</p>	
5.0	Terminal Update	
5.1	<p>The Committee were updated on the progress of the developments works within the Terminal. The new pier was now in use and there was more public seating available and more still to be added. The canopy work was expected to be complete by the end of October</p> <p>The British Toilets Association had been invited to review and advise on the style and provision of facilities at the airport. Their recommendations had been taken in to consideration and any new facility or future refurbishment will comply with current legislative compliance. It was acknowledged that some of the older facilities were still in need of upgrade and that some of the PRM facilities also needed some attention.</p> <p>Members felt that the Terminal was much improved and offered a modern facility that compared extremely favourably with other airports of similar standing.</p>	
5.2	The Committee were briefed on the recent CAA PRM Audit and the formal report had, as expected, placed LLA in the 'Good' category. LLAOL has set an internal target to achieve 'Very Good' ratings, held by few major airports, by 2020 and to achieve this were considering creating an independently chaired PRM Forum which would include organisations such as Age UK, the Disabilities Resource Centre and Dementia UK.	LLAOL
6.0	Any Other Business	
6.1	Members were advised that Kim Kennedy, Head of Terminal Operations, was leaving LLAOL for a new opportunity in the Ports of Kings Lynn and Lowestoft. The committee expressed their thanks to Kim for her energetic engagement with the PSSC in recent years and wished her all the very best in her new role.	
6.2	Date of Next Meeting – 19 th December 2018	Admin