

Minutes

Meeting of Passenger Services Sub Committee (held via Teams)

16th September 2020

	Attendees		
	Mr M Routledge	LLACC Chairman	
	Dr R Egan	Vice Chairman	
	Mr N Bradford	LLAOL – Stakeholder Communications Manager	
	Mrs C Armstrong	LLAOL – Head of Passenger Services	
	Mr J Morgan	SLAE	
	Mr R Kett	Which?	
	Mr G Sweedy	LLAOL – Operations Manager, Surface Access	
	Mrs D Hobbs	LLAOL – Accessibility and PRM Manager	
1.0	Apologies		
	Cllr D Barnard	Hertfordshire CC	
	Ms P Hastings	UK Border Force	
			Action
1.1	The Chairman welcomed attendees to the September meeting and briefed on the protocols for the virtual meeting.		
2.0	Introductions		
2.1	<p>The Chairman welcomed 2 new members: Russell Kett the replacement for Iain Wilson the Which? member and Jeff Morgan joining the sub-committee representing SLAE.</p> <p>As there were several new faces, the Chairman invited all attendees to introduce themselves.</p>		
2.2	<p>The Chairman stated that at the January LLACC meeting the future of the PSSC had been discussed to inform its purpose, its configuration and what it should be considering as there were a few other forums which overlapped PSSC business. It was recognised that the passenger experience was a fundamental part of what the DfT expected any Airport Consultative Committee to concern itself with and LLACC needed to consider how best to achieve this – the consensus was the PSSC should continue in its current guise but be reinforced by LLACC members and others with an interest in the passenger experience.</p> <p>The Chairman reiterated that the fundamental purpose of LLACC is to be a critical friend of the Airport and that members of the PSSC needed to look at the entirety of the passenger experience including surface access, terminal facilities, immigration, security, and airline handling. One of the best ways of gauging this was through Passenger Feedback which would be covered under item 3.0.</p>		

3.0	Review of Feedback	
3.1	Members were given a presentation from the Airport (see attached) with very generic data from 2020 including: Customer Contacts – the main contact related to the COVID 19 situation (2531 in total and was made up of compliments, general enquiries and complaints). April, May, June enquiries related mainly to what was happening regarding the Pandemic and what was happening regarding any refunds etc. In late June to July, as the airport started to reopen, enquiries related more to facilities available at the airport. In July and August enquiries were more about travel advice with many people enquiring about flights; restrictions; destinations and Border Force including locator forms; entry requirements and border restrictions. There were spikes in refund requests and lost property which were also related in one way or another to COVID 19.	
3.2	<p>The PSSC were updated on the current COVID situation, its impact on passenger numbers and the steps being taken to ensure a safe environment for both staff and passengers. LLAOL informed that the response since March had been significant with teams being furloughed and others working from home where possible; but a duty team was still in place in the Terminal. Teams had all been working collectively to deliver the Airport's response including social distancing, signage campaigns and additional hand sanitizer had all been rolled out across all customer touch points. Throughout the Airport, seating had been changed and digital signage and automated announcements from LLAOL and government (these were increased during peak times) were in place to serve as a reminder to passengers. Also, additional cleaning, sanitization and installation of Perspex screens had been completed across all customer touch points such as check in, security, boarding gates, baggage facilities special assistance and UK Border Force. The PSSC were informed that the Airport had also taken part in a passenger temperature check trial which was set up outside security. It was noted that LLAOL were following industry best practice and had recently been accredited with the ACI Health Accreditation in response to COVID 19 and were the first UK airport to achieve this. LLAOL briefed further on the various challenges being faced by themselves and third parties such as ground handlers particularly in keeping up with the evolving and often rapidly changing situation.</p> <p>There had been significant positive feedback from passengers, but it was also noted that some social media posts had questioned the enforcement of distancing measures. LLAOL advised that the Teams in the terminal were the social distancing marshals for the terminal and continued to remind passengers where necessary. Discussion regarding the wearing of face coverings and social distancing ensured.</p>	
3.3	Customer Satisfaction– The installation of the new Feedback Now project had not been fully completed prior to COVID 19. The roll out across Check-in, Security and Immigration was just finishing but the project was paused on 12 th March and the 'smiley' buttons were removed as it was felt inappropriate to ask people to press the buttons. Therefore, for 2020 there has been no data since March. Discussions were being held with the supplier to understand if there was an alternative way the airport could capture this type of feedback (the scanning of QR codes via a smartphone is a possible solution). Further discussion ensued regarding various solutions.	

	Immigration and Security received the most positive feedback during the period immediately before lockdown with both scoring 83% satisfaction. Check-in and Baggage Reclaim facilities scored worst at only 70-75% satisfaction.	
4.0	Surface Access	
4.1	The Committee noted the Airport was rated 'Good' for Special Assistance and had also received Disabled Parking Accreditation for the Long Stay, Mid Stay and Terminal Car Park 1 with Terminal Car Park 2 yet to be assessed.	
4.2	It was also noted that the Long Stay Car Park had been used as a mobile COVID testing site.	
4.3	LLAOL informed that there had been a significant change in passenger habits regarding their mode of transport to and from the airport and a marked change in passenger confidence regarding travel.	
4.4	Discussion ensued regarding the issues regarding the lift replacement at Luton Parkway Station and the impact it is having on passengers with reduced mobility.	
4.5	Questions were asked regarding ticketing and the need for integration of Rail tickets to cover the DART journey to the Airport. LLAOL said that they had been campaigning for that to be the case and were given the impression that this would be the case.	
4.6	Questions were also raised regarding Oyster Cards and whether a start date has been given for their use for journeys to and from London. LLAOL advised that TFL had not yet given the go-a-head.	
4.7	New Express Service (2 trains per hour) – it was questioned if there would be an additional charge for the service. LLAOL informed that they were unable to clarify if there would be any additional cost at this stage. Members discussed further possible implications.	
4.8	Concerns were raised regarding the signage for the new Drop-Off-Zone (DOZ), it was felt that charges for using the area were not clear. Separately it was felt that vehicles left inappropriately unattended in the DOZ were not being towed frequently enough - LLAOL agreed to review.	GS
5.0	Terminal Update	
5.1	Hearing Loops had now been installed in the Terminal with some 130 situated both Airside, Landside and in the Arrivals area.	
5.2	Following the work carried out last year, a new Customer Experience Strategy had now been completed and LLAOL had applied to ACI in January to be part of their accreditation programme for Customer Experience; consequently the Airport has been awarded a Level 1 accreditation.	
5.3	In March the Multi-Faith landside prayer room was completed as part of Project Curium. The facility has washing facilities for anyone wishing to use them and an Office for the Chaplaincy Team.	

	<i>Chairman's note: following an observation by a Member there has now been seating provided in the Prayer Room.</i>	
5.4	The newly refurbished Aspire Lounge, run by Swissport, had been reopened on the 3 rd August.	
5.5	LLAOL informed that at the end August they submitted, as part of the UK Customer Experience Awards 2020, the work that the Airport had carried out on the Customer Experience Strategy last year. The Airport's submission has made it to the finals which were to be held in October and the result would be briefed at our next meeting.	
5.6	Members noted that PRM figures (as a percentage of all travellers) were down by 67% from 2019 to 2020 due to the impact of COVID 19.	
5.7	The last PRM Accessibility Forum had been held in November last year. The April meeting had been cancelled because of COVID 19. The next meeting Scheduled for October had been postponed until the beginning of November and invitations would be sent to Forum members.	
5.8	The Special Assistance pages on the London Luton Airport website had now been updated with a significant amount of additional information. This should assist customers and the pages will be kept under constant review to ensure all the information was up to date.	
5.9	Many of the other initiatives for Special Assistance and general improvements in the Terminal were now on hold pending the restoration of passenger flows.	
5.10	Concerns were raised regarding passengers smoking directly outside the terminal and it was questioned why there was no enforcement in place. LLAOL advised that they had no direct powers of enforcement but continually informed passengers of the location of the smoking shelters and reminded them that they are in a non-smoking area.	
5.11	Further concerns were raised regarding an area of rest where passengers can lie down if they feel unwell. LLAOL informed that they will pick up this topic again once normal operations are restored post COVID restrictions.	
6.0	UKBF Update	
6.1	The Government were looking to improve the Passenger Locator form. The other big challenges for immigration flows were the additional checks and the issue that families were not currently able to use the E Gates.	
7.0	Any Other Business	
7.1	The Airport's preparations for EUEXIT were raised by a Member but the Airport explained they were still awaiting direction from Government departments on the specific measures required.	
7.2	Discussions ensued regarding the issue of Taxi Touts.	
7.2	Date of Next Meeting - 16th December 2020	

