

Meeting of Passenger Services Sub Committee (held via Teams)

13th March 2024

	Attendees		
	Mr M Routledge	LLACC Chairman	
	Dr R Egan	Vice Chairman	
	Mr N Bradford	LLAOL – Head of Marketing and Communications	
	Mr J Morgan	SLAE	
	Cllr M Muir	Hertfordshire County Council	
	Mr G Sweedy	LLAOL – Operations Manager Surface Access	
	Tricia Harris	LLACC Administrator	
	Mr R Kett	Which?	
	Mrs C Armstrong	LLAOL – Head of Guest Experience	
	Ms L Sweet	DART	
	Ms Sindi Selmani	LLAOL – Senior Public Affairs Executive	
1.0	Apologies		
	Mrs D Hobbs	LLAOL – Accessibility and PRM Manager	
	Mr D O'Neill	Border Force	
	Mr A Martin	LLAOL – surface Access Development Manager	
			Action
1.1	The Chairman welcomed attendees to the March meeting.		
2.0	Minutes and Matters Arising from the 13th December 2023 Meeting		
2.1	The Minutes from the December meeting were agreed as a true and accurate record.		Admin
2.2	<p>Reference was made to the car park fire and what PR/Publicity was being issued to inform passengers and the public about the rebuild of the car park. LLAOL informed that there were no plans to provide a continuous commentary on progress; however, at appropriate points LLAOL would brief on the next stage. In terms of the current situation, in particular the temporary Drop off Zone, updates were in all the various social media comms and partner communications.</p> <p>Item 7.3 – LLAOL confirmed that the Underpass was regularly swept and cleared and if LLAOL were aware of a very bad weather forecast then cleaning would be carried out more frequently.</p>		
3.0	Surface Access		
3.1	LLAOL updated on Surface Access issues, the challenges following the car park fire and on some of the contingency plans that had been put in place.		

	<p>It was noted that the DART would celebrate its first birthday on 27 March and had carried over 2m passenger by January 2024. The rail transport mode for travelling to the Airport had reached a high of 19% in December 2023.</p> <p>LLAOL informed that they were waiting for the CAA 2023 data which were due out in April. Once received, these would be published to show the full year and would highlight where LLAOL were regarding sustainable transport modes.</p> <p>Following a tender process 2 new coach concessionaire agreements had been awarded to National Express and Arriva Greenline. These were set to go live by the end of March. The airport would also be working with the operators to assess the viability of new routes to and from the airport.</p>	
3.2	<p>The Airport's Surface Access Strategy was nearing completion and would be submitted to Luton Borough Council for review. LLAOL advised that they would provide an update at the next meeting.</p> <p>LLAOL were working with Beds and Herts Community Rail Partnership to increase collaboration with local partners on rail transport as a green and convenient option for travel to and from the Airport.</p>	LLAOL
3.3	LLAOL informed that refurbishment of the Car Hire Centre had commenced including improvement to the toilets, waiting area and outside appearance of the building.	
3.4	LLAOL advised that a new dedicated Sustainable Travel Plan Coordinator will join LLAOL in April 2024 to work with the airport and LBC on delivering the targets and objectives outlined in the new Travel Plan which was due to be published soon.	
3.5	The Airport were currently working with Buckinghamshire Council to discuss options for working collaboratively to secure sustainable travel links to/from the airport.	
3.6	New buses were due to be delivered in early summer. The expectation was July/August, but it was hoped it might be sooner. The vehicles would run on HVO fuel and would replace the Airport's current fleet.	
3.7	Discussions were ongoing regarding relocation of the interim Drop Off point from the Mid-Term Car Park to somewhere nearer the terminal. More information would be provided when available.	
3.8	Resurfacing work had been carried out in the Mid-Term Car Park and it was much improved. General improvements had also been made to the Airport's Road network.	
3.9	Other services: the Long-Term Car Park remained the same; The multi-story TCP1 was prebook only and to meet PRM requirements; Arriva/Greenline were running a normal service; National Express were operating a 15-minute service during peak times with a new direct service to Victoria; Hackney Carriage Taxis were operating a 24/7 service from the front of the Terminal and the Car Hire Centre was open as normal.	

3.10	<p>Questions:</p> <p>When renegotiating contracts did the process include setting goals or objectives in areas where LLAOL would like to see improvements? LLAOL advised that they wanted to get more sustainable transport which had resulted in more discussion on increasing routes and growth and if it could be done sustainably. They also looked for use of hydrogen fuel and greener buses as well as setting minimum requirements for buses in terms of emissions and engine types etc.</p> <p>Discussion ensued regarding the A Bus service and LLAOL agreed to speak with Arriva for an update.</p> <p>Would it be possible for a drop off area to be created on the right hand side of the Mid-Term Car Park? LLAOL confirmed that it was their intention to bring the pickup and drop off area closer to the barrier. LLAOL also confirmed that they were preparing an area to bring the drop off closer to the terminal, but designs had not yet been finalised.</p> <p>Reference was made to an apparent lack of information boards for the bus terminal at the Airport. LLAOL informed that Digital Totems were being installed and these would give information on bus services and the relevant bay information. LLAOL also advised that there were plans to improve the onward travel centre within the terminal.</p> <p>Members were briefed on the Kimpton Road taxi area which would be gated and ANPR controlled.</p> <p>Given the collaboration between Buckinghamshire Council and LLAOL on Transport were there similar plans for collaboration with Hertfordshire CC. LLAOL confirmed that they were currently establishing contacts and planned to meet as many people as possible.</p> <p>Further discussion ensued regarding signage at the railway station.</p>	LLAOL
4.0	Review of Feedback and Airport Updates	
4.1	<p>Passenger volumes for Quarter 4 of 2023 were 3.6m. The total number of flights was 30,500. The year had finished the on 16.3m passengers in total slightly less than 2019.</p>	
4.2	<p>Guest experience – the ASQ scores for 2023 finished at 4.06 and year to date for 2024 was currently 4.02 (80% overall customer satisfaction) the target for 2024 was 4.0. The ECAC rating remained at Very Good and it was noted that following the ACI CX Accreditation for Level 2 in December 2023 LLAOL would be working to achieve Level 3 for 2024.</p> <p>LLAOL briefed on benchmarking against other airports across the UK including Heathrow, Stansted, Manchester and East Midlands who were all in the programme. LLAOL intended to update future meetings as the data set developed. It was asked if trends could also be shared as the data develops along with learning points.</p>	LLAOL

	<p>LLAOL referred to their low Wifi score against the other airports and informed that they were pushing to get it resolved with the Terminal Wifi being overhauled with a new system later in the year.</p> <p>Other work that would be carried out was around the departure gates which continue to report low satisfaction rates. The Airport were working collectively with airlines and ground handlers to improve things this year.</p>	
4.3	<p>Customer contact KPI's were discussed, and it was noted that most of the Car Park contacts related to the TCP2 fire which also impacted the DART contacts due to the period it was closed following the fire. General enquires were also up and mainly related to travel advice and post fire enquiries.</p>	
4.4	<p>The Next Generation Security project was ongoing and LLAOL now have 4 new security lanes in operation. A further 3 lanes had been taken out of action to install the next 2 new lanes and it was hoped that these would be available by April and that 50% of the security area would be operating new machines LLAOL briefed further regarding the installation process of the new lanes and their operation and why they were closed on occasion whilst they were being rolled out.</p> <p>It was noted that staff training and recruitment was ongoing.</p> <p>LLAOL advised that other improvements to the Security Area would come post-delivery of the Next Generation project.</p> <p>LLAOL informed that they would invite the Head of Security and the Project Manager to the next PSSC to update members.</p>	LLAOL
4.5	<p>Improved retail offers were discussed including: the opening of the New No.1 Lounge; the Aspire Lounge was now closed for refurbishment but would reopen in June ahead of the summer; Discover London Store; LEGO; and Benito's a Mexican food offering.</p>	
4.6	<p>The Airport had been visited by the Home Secretary, James Cleverley, on the 21st December. He was hosted by Border Force and toured their office facilities; the immigration hall including the e-Passport Gates; Short-Term Holding facilities; and observed a live outbound operation in the Central Search Area. He was very complimentary of LTN performance.</p>	
4.7	<p>Members noted the Christmas entertainment programme in the Terminal with over 40 performances by local community groups which had raised over £4,000 for the Airport's supported local charities.</p>	
4.8	<p>It was suggested that an Airport Tour be arranged for PSSC and LLACC members for the September meeting.</p>	
5.0	Border Force	
5.1	<p>LLAOL informed that Border Force continue to perform well and had coped well with the Christmas rush. The Border Force performance had generally been strong across 2023 and this had continued into 2024.</p>	

6.0	Any Other Business	
6.1	Following the car park fire it was enquired whether car owners had had the opportunity to receive any personal belongings back from their cars. LLAOL advised that this would be a matter between the insurance companies the car owners.	
6.2	A member commented that there had been reports of thefts from some cars written off in the car park fire. As this was a police matter it was not discussed further.	
6.3	Members were informed that the DART was scheduled for a deep clean twice a year.	
6.4	There were highly complimentary remarks about the DART and the Airport's refurbished toilets which were felt to be the Jewels in the Crown for the Airport.	
7.0	Date of Next Meeting	
7.1	6 th June 2024	