

**Minutes**
**Meeting of Passenger Services Sub Committee**
**5<sup>th</sup> June 2019**

	<b>Attendees</b>	
	Mr M Routledge	LLACC Chairman
	Mr I Wilson	Consumers' Association - Which?
	Mr K Gardner	Border Force
	Dr R Egan	Vice Chairman
	Mr N Bradford	LLAOL – Stakeholder Communications Manager
	Mrs K Ingham	LLAOL – Head of Commercial Strategy & Surface Access
	Mr H Lane	LLAOL – Senior Manager Commercial Strategy
	Mrs C Armstrong	LLAOL – Head of Passenger Services
<b>1.0</b>	<b>Apologies</b>	
	Cllr D Barnard	Herts CC
	Liga Aspite	LLAOL – Environment Manager
		<b>Action</b>
<b>1.1</b>	The Chairman welcomed attendees to June meeting.	
<b>1.2</b>	Members agreed the minutes from the March meeting.	
<b>2.0</b>	<b>Minutes and Matters Arising</b>	
2.1	<p>The Chairman again noted the poor attendance at the meeting, in addition to himself there was only 2 ex-officio members. It was further noted that the Which? member would be standing down from the Committee at the end of the Year.</p> <p>Membership from other external parties was again discussed particularly from a frequent flyer perspective. It was agreed that LLAOL would discuss with AOC members at the next meeting in July to see if they would attend.</p>	<b>LLAOL</b>
2.2	Action Item 2.2 – LLAOL informed The Air Transport Forum sits within Liga Aspite's (Environment Manager) remit. HL to speak with LA to establish if it made sense to incorporate Air Transport forum business with that of the Committee.	<b>LLAOL</b>
<b>3.0</b>	<b>Review of Feedback</b>	
3.1	<p>The PSSC considered the Airport's report on feedback from customers and noted that the Happy or Not system was currently running at 75% Happy; however although this result is recognised as being good the airport advised that their internal target was 80%.</p>	

3.2	LLAOL informed that they are now back in the ASQ programme as of January 2019 and this allowed them to compare their passenger experience with other airports across Europe. It was noted that the 1 <sup>st</sup> quarter results showed Luton favourably and provided a platform for future improvement.	
3.3	LLAOL asked members to consider the current reports being presented to the Group and asked if there was anything they could do differently or would like to see reported on in the future.	<b>Members</b>
<b>4.0</b>	<b>Surface Access</b>	
4.1	<p>Members were introduced to the new Head of Commercial Strategy and Surface Access who briefed on the remit and future strategy of the team. Details were given regarding a proposed new car parking website which would provide more information to the customer; enhanced accessibility for Green Line and National Express coaches who now have 17 allocated bus bays as well as looking to improve access for the Thames Link bendy buses which were unable to reverse.</p> <p>Further projects included improved Wayfinding to help passengers transit through the airport from aircraft to the car parks; the new MSCP2 which would increase capacity in car parks and reducing midterm usage; refurbishment of the Car Hire Centre; and transport Network Development – which would be looking at areas of the country that were not currently well served by public transport.</p>	
4.2	Members complimented the Airport on the waiting areas for the bus/coaches which now allowed passengers to wait outside in the dry. The airport stated that the bus/coach operators were also very pleased with the layout and that since the end of last year both Green Line and National Express had both seen an increase in passenger numbers. It was further noted that a large increase had also been seen in the number of people waiting to travel now using the landside retail coffee shops.	
4.3	Vehicle replacement was discussed and in particular whether the buses that service the car parks could be replaced with hybrid or full electric vehicles. LLAOL advised that they would be talking with bus operators and were in the early stages of investigation and assessment regarding various hybrid/electric options.	
4.4	<p>DART – LLAOL informed the PSSC that the DART was a LLAL project and the Airport were not involved in the construction of the DART but believed it to be progressing as per their program.</p> <p>Further discussion ensued regarding the DART and members raised concern regarding use of the facility particularly by those choosing to use the Luton Parkway railway station car park.</p>	
4.5	Car parking charges, particularly for drop off and pick up, were again raised. LLAOL informed that there was free parking for the first 15 minutes in the Medium Stay car	

	<p>park and a reduced tariff for the remainder of the day for Blue Badge holders and passengers with reduced mobility.</p> <p>LLAOL explained that the reasons for introducing drop off charges was primarily to reduce demand and thus congestion in the terminal area and to encourage people to use other modes of surface access but it was acknowledged there was also a commercial element. It was pointed out that there were areas of the airport where waiting was free for much longer periods of time.</p>	
<b>5.0</b>	<b>Terminal Update</b>	
5.1	LLAOL informed that they continued to meet all the mandatory targets for PRM Services at the airport even though the PRM demand had increased by 19% in the last year.	
5.2	Members were informed that the multi-lingual host scheme had now been upgraded with 7 hosts becoming Passenger Service Assistants (PSA), there had also been more focus on delivering continuous improvement with additional Duty Managers and Passenger Service Mangers. LLAOL briefed on 2 other new members to the Terminal Team: Martin Benfield – Passenger Services Operations Manager had joined the airport from Gatwick and was very knowledgeable regard PRM and Philip Mosley as a Customer Insight Analyst. Members noted that the airport were still seeking a replacement PRM Manager following the departure of the previous manager at the end of March.	
5.2	It was acknowledged that the majority of PSA's were now multi-lingual and spoke at least 2 languages. LLAOL briefed on a proposed initiative for them to use tablets and information boards which were capable of multi-lingual translation. LLAOL also informed of their intention to have interactive information screens within the terminal.	
5.3	<p>The work to develop the Customer Experience Strategy had gone out to tender and had now been awarded. The contract was expected to commence from 1<sup>st</sup> July. A new strategy document was expected by September for implementation thereafter.</p> <p>The PSSC were advised that the Airport's shareholders were very committed to customer services and the Airport's CEO was very keen on ASQ scores – the airport had a target of 80% and it was noted that as of today they were currently sitting at 75%.</p> <p>Chairman suggested that Customer Service Strategy be presented at the full LLACC, probably in October, once complete.</p>	<b>LLAOL</b>
5.4	<p>Border Force</p> <ul style="list-style-type: none"> <li>Continued to planning for an EU exit.</li> <li>Updated on the use of e-gates which were proving extremely popular. The gates could now be used by nationals from the USA, Australia, New Zealand, Singapore</li> </ul>	

	and South Korea and were proving very useful. There had also been a promotional campaign explaining to European travellers that they would be better helped through Immigration by travelling with a passport rather than an ID card.	
<b>6.0</b>	<b>Any Other Business</b>	
6.1	LLAOL advised on the appointment of Keith Ludeman as Chairman of the Board for London Luton Airport. Keith has a strong pedigree in transport and infrastructure and was currently Chairman of both HS1 and Bristol Water Plc.	
6.2	No further business was raised, and the meeting closed.  Date of next meeting; 4th September at 10.30.	