Meeting of Passenger Services Sub Committee
(held via Teams)

15th March 2023

	Attendees			
	Mr M Routledge		LLACC Chairman	
	Dr R Egan		Vice Chairman	
	Mr N Bradford		LLAOL – Head of Marketing and Communications	
	Mr J Morgan		SLAE	
	Mr P Gilbert		LLAOL – Communications Manager	
	Mr G Sweedy		LLAOL – Operations Manager Surface Access	
	Tricia Harris		LLACC Administrator	
	Mr R Kett		Which?	
	Mrs D Hobbs		LLAOL – Accessibility and PRM Manager	
	Cllr A Brewster		Herts CC and LLACC Vice Chair	
1.0	**Apologies**			
	Dara O'Neill		Border Force	
	Mrs C Armstrong		LLAOL – Head of Passenger Services	
				Action
1.1	The Chairman welcomed attendees to the March meeting.			
2.0	**Minutes and Matters arising from the 14th December Meeting 2022**			
2.1	Minutes from the December meeting were agreed as a true and accurate record.			
2.2	Action 6.1 – LLAOL confirmed that the E261 posters were visible around the airport and they also handed out paper copies if needed. Action 6.3 – LLAOL advised that there was a project underway to replace all the help call points within the Airport including Terminal Car Park 2.			
3.0	**DART**			
3.1	A progress/update briefing was given by Linsey Sweet from Luton Rising on the progress regarding the DART launch. It was expected that the DART would be fully live and operational by the end of March.			
3.2	Questions raised: Q: How to evacuation of wheelchair passenger? It was questioned if the passenger would be left on the shuttle until after other passengers had been evacuated. LS advised that it was highly unlikely that a full evacuation would necessary; however, it was stressed that at no point would anyone be left on the shuttle by themselves. A wheelchair user would probably be one of the last to safely evacuate depending on the capability of the person in the wheelchair.			

	Q: Signage advising Pick Up and Drop Off point for taxi's only – LS confirmed that signage had now been changed. Q: Suitcase entrapment - LS advised that the shuttles are operated 24hrs a day 7 days a week by a human who had full sight of the entire shuttle end to end. If they needed to stop the shuttle they could perform a slow stop, a hard stop or a full emergency stop. Q: How would you get through the station without a ticket? It was advised that you needed to book a ticket on-line from the DART website. The bus would cease operating once the shuttle was fully operational. Q: Concerns were raised regarding vehicles being parked in the bus stop in Kimpton Road. LS advised that they were working with LBC to improve Kimpton Road and would also be relining to enable parking enforcement. Q: If parking outside the station and if the bus is not working and the lift is broken how do you get to the DART. LS agreed to follow up. Q: Was there a plan to provide seating on the platform? Yes this was being installed soon. Further discussion ensued regarding the cost of train tickets including the DART and it was noted that there were multiple ways of buying tickets.	
3.3	Linsey advised that they would be happy to host a formal visit.	
4.0	**Surface Access**	
4.1	Members were advised that all car parks were fully open and were almost back to operating at pre-pandemic levels; all bus services were operating as normal; but there had been a slight drop overnight in-line with the reduced demand. LLAOL continued to look at green initiatives and improving local services to meet demand with sustainable growth.	
4.2	LLAOL were currently reviewing electric charging infrastructure with the sustainability team. It was noted that 35% of the Hackney Carriage fleet were now electric. The car park bus fleet operators were looking at replacing the fleet, as they are now around 8 years old, and were looking at Zero emission type vehicles.	
4.3	The committee were briefed on the work that had been ongoing between the Police, LBC and LLAOL regarding the ongoing issue with taxi touting. It was recognised that this would not eradicate the issue but would make it more difficult for the taxi touts.	
4.4	Projects - Line painting in Terminal Car Parks (TCP) and long stay car parks were ongoing. Remedial works in TCP 1 had been completed.	
4.5	An update was given regarding the railways' industrial action and contingencies that had been put in place.	

4.6	It was asked if an update could be given regarding the car park prices over the past 4 years. GS informed that the tariff had not changed over the past few years and they had maintained the initial free periods in both mid and long stay car parks. It was noted that a dynamic pricing model, which changes with demand, was used and the earlier you booked the better the price.	
5.0	**Review of Feedback and Airport Updates**	
5.1	LLAOL confirmed that the presentation regarding feedback for the period was for the 4th Quarter of 2022 and the whole of 2022.	
5.2	For Q4 there were 3.2m passengers with 28500 flights which was about 85% of pre-pandemic levels. The year ended on 75% (13.1m passengers and 118,000 flights) of the pre-pandemic level.	
5.4	During the Quarter, performance had been good with queue times around 15 minutes for check in; security around 9 minutes; and immigration at 11 minutes. For the whole of the year que timings had been: check in 10 minutes; security 9 minutes; and Immigration 11 minutes.	
5.5	LLAOL had received the Silver Customer Service Award at the end of 2022 and continued to roll out training to third parties on the LLA Way including the simple friendly approach.	
5.6	ASQ results - ASQ stats 4 out of 5 80% customer satisfaction 100% feeling safe and secure and 97% feeling relaxed.	
5.7	New toilets in the departure area had been installed and more would be commissioned throughout the terminal. New Generation Security Lanes were due to commence, and these would allow passengers to leave liquids in bags. This would make the whole security processes quicker as there would be 3 scanners per lane. Prayer Room – there are plans to move the PRM waiting area and once this had been completed the airside Prayer Room would be extended. Questions were raised regarding the offer of Kosher food at the airport NB to follow up.	NB
5.8	PRM Update – LLAOL advised that for the last 3 months 1.40 % of passengers through the airport had been PRM. Non notification rate was 22.45% and LLAOL continued to work with airlines to improve this.	
5.9	LLAOL briefed on the Accessibility Forum and the disability awareness training provided to LLA staff. It was intended that this would eventually be rolled out to all airport staff.	
5.10	PRM waiting times were improving and the CAA were now assured that LLA were now meeting all targets. There were many projects underway with help points and a whole new PRM guest lounge on the Mezzanine level.	

5.11	It was confirmed that the LLA PRM assistance ended once the passenger reached the train station. It was also noted that the new buggies were now operational.	
5.12	Discussion ensued regarding the checks carried out at the Special Assistance deck and the questions being asked regarding passenger requirements. LLAOL agreed to review the questions.	**LLAOL**
6.0	**Border Force**	
6.1	Due to industrial action there was no representation from Border fore.	
6.0	**Any Other Business**	
	No other business was raised	
7.0	**Date of Next Meeting**	
7.1	14th June 2023	