

Meeting of Passenger Services Sub-Committee

(held via Teams)

11th December 2024

	Attendees		
	Mr M Routledge	LLACC Chairman	
	Dr R Egan	Vice Chairman	
	Mr J Morgan	SLAE	
	Mrs T Harris	LLACC Administrator	
	Mr R Kett	Frequent Traveller	
	Mrs C Armstrong	LLAOL – Head of Guest Experience	
	Mr D O’Neil	Border Force	
	Mr N Bradford	LLAOL – Head of Marketing and Communications	
	Mr A Martin	LLAOL – Surface Access Development Manager	
1.0	Apologies		
	Mrs D Hobbs	LLAOL – Accessibility and PRM Manager	
	Cllr M Muir	Hertfordshire County Council	
	Ms L Sweet	DART	
	Mr G Sweedy	LLAOL – Surface Access Manager	
			Action
1.1	The Chairman welcomed attendees to the December meeting.		
2.0	Minutes and Matters Arising from the 5th June 2024 Meeting		
2.1	The Minutes from the 5 th June meeting were agreed as a true and accurate record.		Admin
2.2	It was noted that the September meeting was a tour of the Airport Facility		
2.3	Which? had withdrawn from ACC’s across the Country, so Mr Russell Kett who had been their representative would remain on the Committee as the Frequent Traveller representative.		
2.4	Item 4.1 Following the concerns raised about the Arriva 100 bus route and the removal of the Wigmore Lane link, the Vice-Chairman informed that the next Transport Forum had not yet been held but agreed to raise the issue with relevant parties at Arriva. LLAOL also advised that Andy Martin from their Sustainable Transport Team had just undertaken a large piece of work on how workers travel to the Airport and were looking at their needs. It was also noted that the Transport Forum was likely to gain momentum and become a much more meaningful forum.		Vice-Chair
2.3	Item 4.2 – Given the minimum charge for the short-term car park there was a request for signage to advise there was 1hr free parking in the long-term car park. LLAOL agreed to chase up. They also advised that they were also working through various options pick-up and drop-off and were engaging with taxi companies to avoid parking on the double red lines particularly in Spittlesea Road.		LLAOL

2.4	Taxi Rank Signage was discussed around the DART station area on the Kimpton Road side. LLAOL to speak with Luton Rising regarding the issue.	LLAOL
3.0	Review of Feedback and Airport Updates	
3.1	<p>LLAOL updated on performance during the third quarter; and members noted that the rolling passenger numbers for the year was 16.5m some 4.8% up on the same period in 2023. Customer satisfaction scores, in the ASQ survey, were above target at 4.01 out of 5. Members asked if comparisons could be given for the same period in the previous year to see how the figures were trending – LLAOL agreed.</p> <p>Members were briefed on the next generation security channels and how these had significantly improved the security process now that all passengers were able to use them. It was noted that there was still a DfT directed 100ml liquid restriction in place across all airports.</p> <p>LLAOL advised that the summer period had been extremely positive in terms of customer/guest relations. Year on year they had seen a reduction in contacts by around 22%, which demonstrated that the proactive comms on the website and social media were working.</p>	LLAOL
3.2	Car parking – the priority drop off area had opened in July ahead of the school holidays. The old TCP 2 had now been completely demolished and the contractors were now digging the foundations for the new car park. This was expected to be complete by the middle of 2025 and would include a sprinkler system.	
3.3	<p>Bedfordshire Fire Service had published their full incident report of the Car Park Fire earlier in December. LLAOL welcomed the finding of the report, which also highlighted the efforts of the Airport fire service and the wider team. It identified a number of learning points for Bedfordshire Fire and Rescue but none which would have materially changed the outcome. It also noted that: “The car park was designed and built to meet a relevant standard and performed in the fire in a manner consistent with its design. Terminal Car Park 2 did not have a sprinkler system or other automatic fire suppression system installed. If a suitable sprinkler system had been installed, it may have changed and delayed the pattern of fire spread increasing the chances of a successful outcome once firefighting operations had begun”.</p> <p>A member asked about installing a sprinkler in the existing TCP1 car park. LLAOL advised that this was under review and informed that they were looking at all solutions and options and would brief the committee when a decision had been made. Further discussion ensued regarding the car parks, and it was asked why all the EV chargers in the existing car park were out of use. LLAOL agreed to report back.</p>	LLAOL
3.4	Special assistance - LLAOL continued to meet all the CAA metrics and had received a Good rating for 23/24 Accessibility Report, this was despite a significant uplift in the number of passengers receiving special assistance which had seen an increase of 16% on 2023 levels. September had been the busiest month on record with over 17,000 guests in the month requiring special assistance.	

	The Guest Experience Team hosted their 10 th Accessibility Forum in September. easyJet and Wilson James had taken visitors through the Next Gen Security process and also showed them the new Assisted Travel lounge that was being built.	
3.5	LLAOL informed members that from 1 st April 2025 Luton would have a new based carrier Jet 2 who would be offering 17 routes across Europe operating the quieter A321neos.	
3.6	LLAOL Guest Experience Team had received a number of Awards in 2024 including Customer Experience Team of the Year Award; Best Customer Service Award for Vulnerable Customers; National Transport Award alongside East Midland Railway and Luton Rising for the best alliance/collaboration for the launch of the Luton Airport Express; and British Travel Awards (Bronze) for the second year running. All were good recognition for the Teams involved.	
3.7	Discussion ensued regarding the cost of DART tickets and the lack of discounts. Further discussion continued regarding the importance of rail travel to and from Luton Parkway and LLAOL briefed further on the need to grow the number of passengers wanting to use rail travel to get to the Airport. They were working with train operators to make rail the best way for passengers to get to the Airport.	
3.8	Members raised concerns about the number of special assistance passengers who had to wait at Gate 21 particularly those who had not pre-booked assistance. It was also felt there was a need for additional signage to tell such passengers to check in at the Special Assistance Desk. Concerns were also raised regarding passengers agreeing to walk once in the Lift to the Ambi Lift. LLAOL to investigate.	LLAOL
4.0	Surface Access	
4.1	Members were advised that the Airport Transport Forum would be held following the meeting and there would be a full update on surface access issues. LLAOL suggested that if anyone had any further concerns on the operational side they should email Graham Sweedy who would address any issues.	
4.2	<p>LLAOL advised that they were working hard behind the scenes with bus and coach operators to get routes to the airport. LLAOL were also working with LBC on the wider Luton Transport Plan to get what was needed for the Airport along with more services that ran 24/7. LLAOL had renewed their partnership with Luton Airport Express and East Midlands Rail who would also be renewing their rolling stock next year to be more fit for purpose. LLAOL briefed further on the strategy and work going on behind the scenes to bring a suite of travel products to the airport.</p> <p>It was also noted that a new temporary Onward Travel Centre had opened in the Terminal which would bring travel ticketing to the forefront whilst working on a new 'Fit for the Future' long term ticketing and information product.</p>	
4.3	LLAOL briefed on the changes for the Express Drop Off (which was changing to a pick up and drop off facility for everyone) and the removal of the dedicated pick up facility from the mid-term car park. This area would revert to a 15 minute free parking zone. Members felt that 15 minutes was insufficient time and asked if the 30 minute limit could be kept. LLAOL agreed to forward the request to the Commercial Car parking team.	LLAOL

5.0	Border Force	
5.1	<p>Members were informed that Border Force continued to perform well alongside the Airport teams and had worked well during the busy summer period.</p> <p>Border Force recruiting was ongoing as was training and mentoring. It was noted that Luton was a good environment for training and mentoring as it was very busy across a range of activities.</p>	
5.2	Reference was made to the visa replacement scheme for certain countries that was scheduled to take place in the New Year with much work being carried out prior to its implementation.	
5.3	Members were given an overview regarding the Immigration Hall, the queue system that it operated and the mix of passengers that are dealt with within the current infrastructure. In due course the replacement of E Gates was planned with an upgrade to the new Generation E Gates.	
6.0	Any Other Business	
6.1	<p>A Member made reference to the Airport Tour which had replaced the September meeting. This included positive feedback relating to the area from the Duty Free to the Departure Lounge which looked great and was visually very appealing. They had been very impressed with the Swissport Lounge and compared it with the BA Business Lounge in Terminal 5 albeit on a smaller scale. The upgrade of the airside toilets (it was hoped that this would continue throughout the Airport) also received praise. However, there were areas that needed improvement including the lack of free seating with no family seating areas in the terminal; passengers queueing on stairwells prior to boarding; and the industrial look of the ceilings in Security, Passport Control and landside arrivals (it was felt this was not a good look for an international airport).</p> <p>LLAOL thanked members for their comments and informed that seating was a balance between density and numbers. They added that the family friendly product formed part of the Airport's strategy and they would like to develop this across all of the guest touch points. It was noted a full complement of seats would be available in the Departure Lounge from mid-December, with an additional 500 seats being available once Sanfords opened in February 2025.</p>	
6.2	Reference was made regarding the lack of Blue Badge Parking on Kimpton Road which had been requested on many occasions in the past. It was noted that if the lift was broken down on the station side the only option would be to use Kimpton Road but this required Blue Badge Parking facilities. LLAOL agreed to take the issue forward for discussion at the Airport Transport Forum.	LLAOL
7.0	Dates of forthcoming Meetings in 2025	
7.1	<p>12th March 2025 (Teams Meeting)</p> <p>4th June 2025</p> <p>24th September 2025 (this date has been changed from the originally published date)</p>	

	10 th December 2025	
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