

## Meeting of Passenger Services Sub Committee - (held via Teams)

15<sup>th</sup> September 2021

	<b>Attendees</b>		
	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	
	Mr Gary Collins	LLAL/LBC	
	Ms Rebecca Star	LLAL/LBC	
<b>1.0</b>	<b>Apologies</b>		
	Cllr D Barnard	Herts CC	
	Ms P Hastings	Border Force	
			<b>Action</b>
<b>1.1</b>	The Chairman welcomed attendees to the September meeting and reminded members regarding the protocols for the Virtual meeting.		
<b>2.0</b>	<b>Minutes and Matters arising from 17<sup>th</sup> March 2021 Meeting</b>		
<b>2.1</b>	Minutes from 9 <sup>th</sup> June were agreed as a true and accurate record.		
<b>2.2</b>	Item 3.2 – no further update was currently available regarding any potential prosecution.		
<b>2.3</b>	Free Blue Badge Parking – details will be sent to members due to the complexities of the details.		<b>LLAOL</b>
<b>2.4</b>	Covered Walkway – LLAOL confirmed that discussions were underway regarding the potential of a covered walkway between the Dart Station and the Terminal Building.		
<b>3.0</b>	<b>DART Update</b>		
<b>3.1</b>	<p>Gary Collins/Rebecca Star gave a presentation to members updating them on the DART project and informed that discussions were ongoing regarding increasing the canopy so that it would cover a wider area. The airport were currently taking advice regarding submitting permitted development plans and were in discussion regarding what might be acceptable.</p> <p>Members were shown plans and photos of the DART at its current stage of the works that were being carried out.</p> <p>The DART Train was in its final stages of testing which would be checking, amongst</p>		

	<p>other things, the train's alignment and that it was at the same level as the pavement to ensure there was a flat surface with no step.</p> <p>Members were advised that the Contractors hoped to be off site in December if everything went according to plan, however there was still some uncertainty.</p> <p>The formal opening of the DART was planned for Spring 2022.</p>	
<b>3.2</b>	<p>Members sought clarity around the journey of a person travelling from St Pancras to the Airport who had requested wheelchair assistance with their luggage and how it is going to work – members were advised that discussions were taking place with LLAOL regarding customer care services and the possibility of LLAOL delivering the service. In effect, passengers would get the customer care service that is currently provided at the Airport delivered on the DART and the DART Journey to the Airport. LLAOL added that they had good relationships with the GCR Team at the station at Parkway and that the aspiration was to become effectively one team where wheelchair assistance and accessibility was concerned. It was stressed that it was important to ensure that the process was smooth and that who was responsible for each part of the service/journey was clear and did not become an issue.</p> <p>It was also asked if issues with ticket machines and the lighting of the machines had been addressed to enable those who are travelling by wheelchair to see the machines clearly. Members were advised that accessibility was the key driver in developing the machines that are to be used at Luton, there had been positive reviews from the trials of the Gatwick machines and the intention was to replicate these for the Luton DART.</p> <p>The Chairman thanked the DART Team for briefing members.</p>	
<b>4.0</b>	<b>Review of Feedback</b>	
<b>4.1</b>	<p>Members were updated on the current COVID situation, its impact on passenger numbers and the steps being taken to ensure a safe environment for staff and passengers.</p> <p>Members were advised that the majority of customer contact with the Airport concerned COVID and its implications regarding Travel.</p> <p>It was however noted that as the summer season commenced there had been more contacts related to passengers travelling for leisure and the Airport had started to see more usual comments and questions such as lost property and opening times for security, retail etc.</p>	
<b>4.2</b>	<p>LLAOL advised that they had re-joined the ASQ (Airport Survey Quality) programme in July (Luton withdrew from the programme because of the low passenger volumes due to pandemic in 2020). The programme, which was led by Airport Council International, was a global benchmarking programme which surveys customers all around the world.</p> <p>LLAOL reported that they had averaged 4.2 out of 5 in August which equates to an overall Customer satisfaction of 84%.</p>	

	<p>Members were advised about the new questions that had been added to the survey last year that relate to COVID such as: signage; health measures; staff awareness of health measures; whether passengers felt confident to travel on the day; and how stressed they may feel based on the day. Results had been good with significant positive feedback from passengers through the process with 96% saying they felt safe to travel on the day and 98% reporting little or no stress based on their experience.</p>	
4.3	<p>The review of feedback pointed to the top three positives being:</p> <ul style="list-style-type: none"> <li>• Fast and easy process through the airport</li> <li>• Friendly and helpful staff with no queues</li> <li>• Good WiFi</li> </ul> <p>The Feedback has also identified the areas for improvement as:</p> <ul style="list-style-type: none"> <li>• Need for a smoking area airside (this could relieve some of the problems on the terminal forecourt)</li> <li>• Security staff not very friendly</li> <li>• Wizz Air check-in staff were rude</li> </ul> <p>LLAOL advised that they were following up on the actions and were in discussion with one of the commercial concessions about a possible trial for an airside area smoking area. LLAOL were also refreshing the Customer Experience Strategy and would include a new set of service standards that would define the level of service LLAOL expected from staff (this would include all third-party providers across the airport) to provide a consistent level of service for customers. It would also include provision for customer experience training for all staff and third party providers.</p>	
4.4	<p>Further updates include:</p> <ul style="list-style-type: none"> <li>• Covid 19 – LLAOL had recently retained their ACI Health Accreditation for the second year. LLAOL were the first airport in 2020 to receive the health accreditation.</li> <li>• The CAA had checked the ‘check on health’ measures in Immigration and compliance was very high. Any non-compliance would be raised with the appropriate airline concerned.</li> <li>• There had been challenges in the Immigration Hall during the summer due to Covid and the UK departure from the EU, and there had been queues during peak times in the Immigration Hall, but overall Luton’s performance had been very good and had not seen the length of queues experienced at other UK airports. Both Airport and Immigration staff were working closely together to minimise queues and keep passenger comfort and welfare maintained.</li> <li>• Members were also advised that all 15 e-Passport Gates were being upgraded so that from 4 Oct 21 they would be able to read uploaded Covid-19 health and border control documents which would significantly reduce border queues.</li> <li>• PLF – members were advised that passengers can now upload their UK NHS vaccination status to the form and the Government were constantly tweaking the document. Guidance for completing the PLF was now available in 17 languages.</li> </ul>	

4.5	<p><b>PRM Update</b> – Members were advised that a slow increase had been seen month on month with August 21 being 79% of August 20 but this was still only a quarter of August 19 with regards to PRM figures.</p> <p>Members noted that the non-notified rate was quite high at 37% but nobody had missed boarding their flight.</p> <p>Members were advised that 19 Survey responses had been received in the past 3 months through Survey Monkey from customers. This was good response as numbers were quite low. The majority of the responses were very positive with 14 being excellent; 4 being excellent to poor.</p> <p>Members were briefed on several other initiatives that were underway or had been completed:</p> <ul style="list-style-type: none"> <li>• ACI Airport Accessibility Training</li> <li>• ACI Disability Sensitivity Training completed</li> <li>• 360 Mapping Project in final phase</li> <li>• New signage for PRM customers arriving by bus</li> <li>• LLA Accessibility Forum (LLAAF) Meeting date – 01/09/21</li> <li>• DART Site Visit for LLAAF members (Autumn)</li> <li>• Accessible Toilet Upgrades – planned for 2022</li> </ul> <p>Members enquired regarding the PRM staffing recruitment process, LLAOL informed that it had been challenging, but recruitment was progressing and would continue throughout the winter.</p>	
5.0	<b>Surface Access</b>	
5.1	<p>Members were briefed on Surface Access and advised that Priority Parking had reopened on the 16<sup>th</sup> August amid good demand. TCP 2 remained closed whilst there was still opportunity to carryout remedial works. All other car parks were open and operating. Demand for car parking had returned as the Airport continued to see passengers moving away from public transport during the pandemic.</p>	
5.2	<p>Green Line Arriva were operating an hourly service to London, all local services were running as normal.</p> <p>National Express had restarted services on 4<sup>th</sup> June and were flexing their services depending on the demand of passengers.</p> <p>Addison Lee services were currently still suspended. It was hoped that they would be operational soon.</p> <p>Thames Link were running as normal with 2 busses operating from Parkway to the Terminal.</p> <p>Car Hire – Europcar, Enterprise and Avis were operating reduced hours but Hertz remained suspended.</p>	

5.3	Members were advised that the LBC Covid Bus had been returned after 6 months of use around the local community due to reduced demand. The project had been extremely successful with thousands of people being vaccinated and tested on board.	
5.4	Members were updated on a new system that had been implemented to capture the details of any touting taxi drivers who had snuck through the system.	
5.5	<p>Future projects:</p> <ul style="list-style-type: none"> <li>• Surface Access Strategy to be reviewed</li> <li>• DART Implementation Project ongoing</li> <li>• Resurfacing Works to start in Car Park B and a review of how to improve the whole car park infrastructure including how to provide the resource for charging electric vehicles.</li> </ul>	
5.6	Comment was made regarding the lack of a car park bus service to take passengers to the terminal from the mid-stay car park. LLAOL advised that they did not have a time frame for when the bus service would be reinstated and that users of that car park were made aware that there was no service when they booked.	
<b>6.0</b>	<b>Terminal Update</b>	
6.1	Members were advised that In July and August, the airport carried 1.2million passengers vs 3.6million in 2019 (pre pandemic) and this was 4% lower in 2021 compared with 2020.	
<b>7.0</b>	<b>Any Other Business</b>	
7.1	Members were advised on the removal of permission to travel on an ID Card instead of a passport that would be implemented on the 1 <sup>st</sup> October. Arriving passengers currently travelling on an ID would not be able to do so, unless they had EU settled status or some other exemption. This could impact Luton quite heavily as there were a high number of overseas arrivals who currently travelled with an ID card rather than a passport.	
7.2	There was discussion about irregular parking in the drop-off zone and the implications for security. The Airport noted that such incidences were isolated, and vehicles were towed away but there was a general feeling that the issue merited more research and data on the number of towing and fining events.	<b>LLAOL</b>
7.3	An issue regarding lighting in the Prayer Room was mentioned. LLAOL would investigate	<b>LLAOL</b>
<b>8.0</b>	<b>Date of Next Meeting</b>	
8.1	15 <sup>th</sup> December 2021 at 10.30 via Teams	