

Meeting of Passenger Services Sub Committee (held via Teams)

14th December 2022

	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	
	Mrs C Armstrong	LLAOL – Head of Passenger Services	
	Mr G Sweedy	LLAOL – Operations Manager Surface Access	
	Tricia Harris	LLACC Administrator	
	Mr R Kett	Which?	
	Cllr A Brewster	Herts CC and LLACC Vice Chair	
1.0	Apologies		
	Dara O'Neill	Border Force	
	Mrs D Hobbs	LLAOL – Accessibility and PRM Manager	
			Action
1.1	The Chairman welcomed attendees to the December meeting.		
2.0	Minutes and Matters arising from the 8th June meeting 2022 and the Airport Visit in September		
2.1	Minutes from the June meeting were agreed as a true and accurate record.		
2.2	Cllr Brewster was welcomed to the meeting as the new representative for Hertfordshire CC replacing Cllr Barnard.		
2.3	With reference to signage, LLAOL advised that there had been some changes made to signs in the mid-stay car park and on the website. LLAOL also advised that there would be a surface access review into the new year. White-line road marking was also underway.		
2.4	<p>Members commented that the airport visit had been very helpful and enjoyable.</p> <p>It was noted that some members felt that it was disappointing that a 'proper' ceiling was not installed in the main terminal but acknowledged this was often the modern way.</p> <p>Signage using the term Hackney Carriage was highlighted and a concern raised that it might not be obvious to overseas visitors that this meant 'Taxis'.</p>		
3.0	Review of Feedback		
3.1	LLAOL confirmed that the presentation regarding feedback for the period was for the 3 rd Quarter of 2022.		

	Members were advised that the passenger figures for the third quarter were around 4.2m passengers, which was some 80% of the same period in 2019, on around 35,000 flights. Queue times for the period were on average 15 minutes in Check-in, 9 minutes in Security and 11 minutes in Immigration; all indicating that LLAOL had maintained a strong operational performance through the period whilst maintaining high compliance with COVID which was highlighted through recent CAA audits.	
3.2	<p>ASQ – Headline points from the ASQ (Airport Survey Quality). Members noted the results for Q3 2022: overall score of 3.89 out of 5 = 78% overall customer satisfaction. Some 99% of customers felt safe and secure; 98% felt confident to travel; and 97% felt relaxed. This was slightly down when comparing with the previous quarter but was consistent with the passenger increase. However, it was noted that for the last quarter figures had increased and the breaking news was that LLAOL had achieved their 80% target for customer satisfaction in the terminal this year; an excellent result. The aspiration for 2023 was to maintain the target.</p> <p>Net Promoter Scores – The Net Promoter Score was at the Good to Great level.</p>	
3.3	<p>LLAOL advised that they were invited to the Customer Experience Awards in London following the development of their strategy for Guest Experience and training that had been rolled out to all LLAOL staff called 'The LLA Way'. It was noted that the ambition for 2023 was to roll this out to all 3rd Parties so that all airport employees received the holistic training.</p> <p>Members were advised that LLAOL had been awarded the Silver Award for their achievements.</p>	
3.4	Member were briefed on a number of other improvements and changes within the terminal.	
3.5	LLAOL advised that they were very honoured to host a visit from the new King, Charles III. The King had been introduced to a number of employees from across the business and had travelled to the airport via the DART.	
3.6	Discussion ensued regarding the PRM ground handling challenges experienced across the summer period and the results of a recent CAA report which called for improvements. The report had also been raised and discussed at a recent Accessibility Forum .	
4.0	Surface Access	
4.1	LLAOL advised on the two sources of data being used to give information on how people travelled to the airport. One was the CAA which gave information on passenger data and what mode of transport they had used etc; the other was a staff survey which was carried out annually. It was asked if the question on what route was taken could be on future surveys. Further discussion ensued regarding data sources, data sampling and alternative ways to get customer feedback.	

4.2	<p>It was noted that all the Car Parks were now open and would be operational over the festive period. Greenline Arriva local services were running as normal but would be operating a reduced service over the festive period and the timetable would be made available on the LLAOL website. National Express were running every 15 minutes during peak periods but this dropped to around every 30 minutes during off peak periods. Hackney carriages were offering a 24/7 service from the Taxi Rank and it was noted that 115 individual cabs had now been registered to operate from the airport with over 30% of the vehicles being EV. Thameslink and GTR were being impacted by industrial action. LLAOL advised that they were working with the coach providers to increase their services during periods of industrial action. Car Hire operators were all operating as normal.</p> <p>LLAOL advised that the Festive period was expected to be quite busy and they were working with partners to ensure the festive period would be properly covered - particularly Christmas Day.</p>	
4.3	<p>A member referred to the piece of land opposite the Ibis Hotel which was being used for parking vehicles; it had a Park Mark accreditation. It was asked if the area had been vetted by the police. LLAOL advised that the area was a secure, gated compound; the gates were only left open when vehicle movement was taking place; the area was generally used only by day; the area had been vetting by the police and Park Mark; and regular security patrols took place.</p>	
4.4	<p>LLAOL briefed on a new staff travel initiative including rail tickets and bus service discounts.</p>	
4.5	<p>LLAOL continue to work with Luton Rising over the commissioning of the DART. It was noted that Luton Rising would be announcing a go live date of the facility in the New Year.</p>	
4.6	<p>A Member informed that Herts County Council had recently made a decision to support selling land at the old Radlett Aerodrome in relation to a Freight Project with impact on the Thames Link Line. LLAOL advised that they had not received any information on this proposal but advised that they did work closely with a Rail consultancy to ensure the rail service to the Airport was good.</p>	
4.7	<p>Following comments from the recent Public Inquiry into a potential increase to 19 million passengers per annum, Cllr Brewster asked for the opportunity to work with the Airport to get a more accurate understanding of the routes passengers took when travelling from the east of the country to get to the airport. It was felt that routing through the Hertfordshire countryside might be causing a problem and it would be useful to explore what other options might be available. LLAOL suggested that Cllr Brewster discuss further with LLAOL once the Public Enquiry evidence had been reviewed and the outcome of the inspectors judgement was known.</p>	
4.8	<p>A member reported on several items including, a meeting that had been held with Network Rail on PRM issues on the rail service and Parkway Station; Correspondence received from Minister of Transport regarding the issues on the local bus services around Luton and Dunstable; the allocation of spaces for wheelchairs on buses; and the replacement bus service when trains were not operating.</p>	

5.0	Border Force	
5.1	<p>A series of dates had been issued by Border Force for strikes over the Christmas period. Luton were not on the list for strike action, but it was recognised that Luton might be on the list for future dates.</p> <p>LLAOL were working on contingency plans along with Border Force and this included training up the Military.</p> <p>It was acknowledged that the Border Force activity at Luton did appear to be very robust compared to other facilities around the country and there had always been a good rapport between the two parties.</p>	
6.0	Any Other Business	
6.1	Reference was made regarding EU261 posters - these referred to the relationship between the airlines and the passengers - posters were located around the airport giving guidance on Passengers' Rights. LLAOL agreed to check to ensure posters were clearly visible around various areas of the Terminal.	LLAOL
6.2	<p>Concerns were raised regarding the cost of the DART journey to the airport from Parkway Station including the substantial increase in the cost of a rail ticket when the DART price was incorporated into the train ticket as a whole.</p> <p>The range of fares that could be booked in advance was also raised as a concern particularly when a specific trains was allocated and the ticket was not transferable. This was noted by LLAOL who advised that they continued to lobby with regards to rail ticketing.</p>	
6.3	Reference was made to the height of the call button for PRM passengers in the DOZ as it was felt the height of the button and speaker might be too high. LLAOL agreed to investigate.	LLAOL
7.0	Date of Next Meeting	
7.1	15 th March 2023	