

Meeting of Passenger Services Sub Committee (held via Teams)

13th December 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 G Sweedy	LLAOL – Operations Manager Surface Access	
	Tricia Harris	LLACC Administrator	
	Mr R Kett	Which?	
	Mrs C Armstrong	LLAOL – Head of Passenger Services	
	Mr A Martin	LLAO – Surface Access Development Manager	
1.0	Apologies		
	Mrs D Hobbs	LLAOL – Accessibility and PRM Manager	
	Dara O'Neill	Border Force	
	Ms L Sweet	DART	
			Action
1.1	The Chairman welcomed attendees to the December meeting, including Andy Martin the new Surface Access Development Manager for LLAOL. Andy briefed members on his new role and an overview of the experience he brings to the meeting.		
2.0	Minutes and Matters Arising from the 6th September 2023 Meeting		
2.1	Minutes from the September meeting were agreed as a true and accurate record. Following a typo on 3.8 Lauren Chase should read Lorraine Chase.		Admin
2.2	<p>Item 2.3: RE informed that the manager of Arriva is keeping her informed on the progress being made on all the issues raised. The most significant issue was changes to the Z route which no longer allowed travel direct to the airport from Houghton Regis without a change of bus. It was stressed that if you had luggage, children, prams or wheelchairs it was not acceptable to have to disembark from a bus late in the evening at a retail park and wait for another bus (the Z route) to take you on the remainder of your journey. Furthermore, there was no guarantee that the Z bus would have sufficient room for luggage, wheelchairs, prams etc. It was accepted that these were commercial decisions made by Arriva but it was felt that it was still worth the Airport lobbying for better routes to improve model split. Other issues were the internal design of the bus which had insufficient storage. It was hoped that bigger buses would be put on the route in the future. LLAOL confirmed that they also wanted the best possible service for all those coming to the airport and were in communication with Arriva.</p>		

	Item 3.6 – it was hoped that a member of the Security Project Team would be able to attend the March meeting.	
3.0	Review of Feedback and Airport Updates	
3.1	Passenger volumes in the 3 months to the end of September were 4.8m a 13% increase on 2022. Total number of flights was 36,000	
3.2	<p>There was a strong operational performance across Q3 with queue time at check-in being 10 mins; at Security it was 9 mins (this was an amalgamation of all lanes). However, half the number of passengers were through in 5 mins or less. Immigration performance remained strong with average queues of around 9 mins across the Quarter. Customer satisfaction targets were met for the Quarter and were 4.3 out of 5. In the ASQ survey, 84% customer satisfaction was achieved. LLAOL informed on the various aspects that made up the ASQ scoring this included: surface access; check in; security; commercial(shopping/dining); departure gate experience; Wifi; and the availability of washrooms. It was noted that many of the scores were above the benchmark scores. LLAOL informed that one of the main focuses for 2024 would be the Gate Areas and raising the standard of delivery. LLAOL also referred to their recent improvements with 2 new washrooms facilities that had opened in the departures area, increased provision for charging mobile phones in the terminal and expansion of the children's play areas. There were also new information desks dedicated to customer service in both the airside and landside areas and a disruption desk. Wifi was being retendered to provides a complete new wifi provision throughout the building.</p> <p>Members asked how this all compared with other major airports. LLAOL informed that many of the UK airports came out of the ASQ programme during Covid; however, the Manchester Airport Group had now rejoined and LLAOL would be comparing trends against those airports that have rejoined. LLAOL would provide additional information on benchmarking for the next meeting.</p> <p>Reference was made regarding the routes through the duty free area and the impact that some of the smell and noises had on passengers particularly those with sensory issues.</p> <p>Members were briefed on the Customer contacts that had been received during the Quarter, the majority related to the DART followed by general enquires; and special assistance queries.</p>	LLAOL
3.3	Luton had been awarded first place in the Conde Nast Readers' Choice Award and were finalists in the Customer Experience Awards for 2023 in the category of 'Our Customers are at the Heart of Everything'.	
3.4	Operational Excellence – Following the launch of the LLA Way last year and the subsequent training of their own teams, LLAOL were now moving into a new area called Operational Excellence which would deliver the fast, simple efficient service across all touch points. To start the process 3 workshops had been held with the Senior Management Team and the Duty Management Team at the airport and	

	partnered with the Dorchester Collection Academy in London to discuss how to deliver the experience.	
3.5	New Uniforms had been distributed around the business and would go live on the 1 st January 2024	
3.6	<p>Next Generation Security - Luton had started work on a £20m refurbishment of the Security Area which would mean the end of 100ml liquid rules once all lanes had been changed. The deadline for completion of the project was June 2024. As well as new, state of the art equipment the airport would be looking to make improvements to the flooring and ceilings, and lanes would be longer with more capacity. LLAOL briefed further regarding the installation process of the new lanes.</p> <p>A Member noted the intention to have 12 of the enhanced lanes and asked how many lanes there were originally. LLAOL confirmed that they started with 16 lanes; 2 had been taken out so far so currently they had 14 lanes which included fast track.</p>	
3.7	<p>Improved retail offers were discussed including a new Nero unit opening on the terminal front and a new grab and go Mexican outlet, Benito's, in the departure lounge, a new Boots store immediately after duty free had been opened and LLA were trying to create a good 'dwell' area. A new No.1 Lounge was just about to open and once it had done so the Aspire Lounge would close for refurbishment. There would also be a new Discover London store in a few weeks.</p> <p>Further discussion ensued regarding the offerings available including the high cost of refreshment products on offer.</p>	
3.8	<p>LLAOL had been working with their concessions to encourage better waste and recycling incentives, following this, recycling rates had been consistently high through 2023 achieving between 70% - 76% a considerable increase.</p> <p>During the year passengers had donated more than £20,000 in foreign currency which had been collected in globes in the baggage reclaim hall. All monies went to the Airport's charity partners East Anglia Air Ambulance and The Luton Food Bank.</p>	
3.9	LLAOL shared news of the passing Liz Saint-Clare who many of the members new from her days at the Airport and as a member of the PSSC.	
3.10	Members asked if there were any plans to install further water stations throughout the airport. LLAOL advised that they already have a few, 1 directly after security and a further 2 in the departure lounge 1 opposite Starbucks and 1 further down towards the gates. Others were in arrivals for inbound passengers 1 before immigration, 1 in the immigration hall and 1 in the baggage reclaim. Pret also had a tap landside and airside. LLAOL informed that with the change to the 100ml rule the Commercial Team would be looking to see if there was a possibility for more to be installed in the landside area. It was also noted that as part of the new washroom standard there would always be a drinking water fountain installed in those locations as each was refurbished.	

4.0	Surface Access	
4.1	<p>LLAOL updated members on the Car Park Fire that had happened on the 10th October. Thankfully the evacuation process had worked well and there were no injuries. Following the fire LLAOL had been working hard to establish new areas for a temporary Drop off Zone, which was in the mid-stay car park and was now running smoothly. There were several people located in the area to help with the flow of traffic. There was a covered walkway and the car park bus had been reintroduced; there were currently no charges being applied for dropping off. TCP1 was operating but was only taking prebooked vehicles via the Airport's website. There were some exceptions for PRM passengers who were being directed to TCP1. Long stay was operating as normal.</p> <p>Members referred to the possible reintroduction of charging for dropping off in the mid-stay car park and felt that this would not be acceptable. LLAOL accepted the current provision was not as good and they would like and were looking at options to improve the experience.</p> <p>Demolition would commence in the New Year and would take around 15 weeks. Then, subject to Planning and approvals, the new car park would be built, and it was anticipated this might take 2 years. The build of the new car park would be to the same specification/standards as the old one with adjustments on floor loadings for electric cars which are much heavier. Members enquired if the new car park would have sprinklers. LLAOL informed it was not uncommon for open sided multi-story car parks to be built without sprinkler systems and the old car park had been built to the specific guidelines at that time. Those guidelines and regulations made no recommendation for sprinklers and at the time of the build the Bedfordshire Fire Service also had not recommended sprinklers as part of that building control process. The key point was that LLAOL's Fire Safety procedures had worked; there was no loss of life or serious injury, and everyone was out of the car park within minutes.</p> <p>Further discussion ensued regarding Car Parks 1 and 2; LLAOL informed that there were a number of cars removed from the car park 2 to stabilize the building after the fire, the remainder would be removed as part of the demolition process.</p> <p>Discussion also ensued regarding the pick-up area within the drop off area. It was hoped that this would be reviewed and possibly altered in early January after various traffic flow options had been considered.</p> <p>LLAOL agreed to review the fire exit signs in Terminal Car Park 1 to ensure they were all clear.</p>	
4.2	Members asked if there had been any changes to the cost of travelling on the DART. This was still being reviewed.	
5.0	Border Force	
5.1	LLAOL informed that Border Force continued to have a very good record at Luton. The E gates were now open to 10 and 11 year olds. It was also noted that the E Travel Scheme has been launched.	

7.0	Any Other Business	
7.1	<p>Feedback had been received from a Frequent Flyer who had suggested some point to improve the airport.</p> <ul style="list-style-type: none"> • Departures Lounge Flight Information Displays – discussion ensued on how airlines display information on their own websites as opposed to the Airport Website. LLAOL informed that the LLAOL digital team were looking at the various ways passengers access information. • Availability of USB/charging points throughout the airport and at boarding gates. • The number of Tannoy calls across the airport. LLAOL noted the feedback. • The coaching process from aircraft was also discussed, LLAOL to check the process and waiting times. <p>Drop off area at Parkway Station – It was noted there was no dedicated drop off/pick up area outside Parkway Station. The Chairman commented this was not really an Airport issue but a Luton Borough Council one.</p>	
7.2	<p>PRM Report - LLAOL advised that the CAA had rated Luton, in their annual access report, as very good. LLAOL were happy with the performance of the current PRM providers who had improved and sustained their performance throughout 2023. The contract had been retendered and LLAOL were in the final stages of awarding the contract. Overall the Airport were in a good position moving into 2024 and PRM was still a strong focus for the Airport.</p> <p>Reference was made regarding the Wilson James Concierge Service being provided and their professionalism when addressing customers. LLAOL informed that they were focusing on delivery of the LLAOL standard that was being introduced across all third party providers.</p>	
7.3	Reference was made regarding the recent flooding of the Underpass. LLAOL agreed to enquired what is being done to avoid future flooding.	LLAOL
8.0	Date of Next Meeting	
8.1	13 th March 2024	