

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

**14<sup>th</sup> June 2023**

	<b>Attendees</b>		
	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	
	Mrs C Armstrong	LLAOL – Head of Passenger Services	
	Dara O'Neill	Border Force	
<b>1.0</b>	<b>Apologies</b>		
	Cllr A Brewster	Herts CC and LLACC Vice Chair	
			<b>Action</b>
<b>1.1</b>	The Chairman welcomed attendees to the June meeting.		
<b>2.0</b>	<b>Minutes and Matters arising from the 15<sup>th</sup> March Meeting 2023</b>		
<b>2.1</b>	Minutes from the March meeting were agreed as a true and accurate record.		
<b>2.2</b>	<p>Action 2.2– LLAOL updated further and informed that the content of the E261 Poster is to be refreshed and replaced. They were in discussion with the DfT regarding digital copies of the posters and the required content. Once everything was in place for the display screens the new posters would be installed. In the meantime the Ground Handling Agents had paper copies that could be handed out to passengers when required.</p> <p>Item 3.2 - Members were advised that a new bus stop had now been installed at Parkway Station. However, there were remaining issues about cars parking on the yellow lines.</p> <p>Item 3.2 – Issues were raised regarding the DART tickets for staff and issues with getting through station barriers were still on going.</p> <p>Item 3.2 – Members highlighted A bus issues as it was impossible for PRM passengers to travel to the airport due to the lack of space for wheelchairs.</p> <p>Item 3.2 - A question was asked about seating at the DART station and whether there were plans to instal any. The Committee were advised that there were plans for seating but these had not yet progressed to installation.</p>		

	<p>Item 3.2 – The issue of passing through the train station to get to the DART terminal with a DART ticket still needed to be addressed. LLAOL advised that Luton Rising were aware of the Thames Link issue and were working to resolve the problem.</p> <p>Item 5.7 - LLAOL responded to a question about retail outlets offering Kosher food and said that unfortunately this was not currently being offered except in the Executive Lounge. It might be something that could be offered in the future.</p> <p>Item 5.12 – Special Assistance Questions, LLAOL advised that they were working with the provider Wilson James who were working with their staff on how best to approach and speak to guests on how they can be of assistance. They were working on rephrasing questions regarding whether assistance was required or not.</p> <p>There was further discussion regarding issues relating to the Lift-on-Lift off process and what assistance was available to accommodate passengers.</p> <p>Item 5.7 - members congratulated the Airport on the new toilets in the terminal which were superb.</p>	
<b>3.0</b>	<b>Review of Feedback and Airport Updates</b>	
3.1	<p>LLAOL reported that for Q1 some 3.3m passengers were handled at the Airport on 27,500 flights and 7000 tonnes of cargo. LLAOL reported that as they were on the cusp of finishing Q2 that quarter's figures had increased significantly and this was showing a good start to the year.</p> <p>Target queue times of 10 minutes across check-in, security and immigration were broadly being achieved in the year to date. Customer satisfaction remained high with ASQ survey results averaging 81% overall satisfaction; 99% of passengers feeling safe and secure; and 96% feeling relaxed. LLAOL advised that the results for Q2 had also been done and Luton were keeping above the 80% (4.0 out of 5) target for the ASQ results.</p>	
3.2	<p>Terminal news – The DART had officially gone live in April and there had been a huge improvement in the end-to-end guest journey.</p> <p>LLAOL continued to have regular meetings with the DART team and commented that with any new facility there was a steep learning curve and as such any feedback would be welcome.</p> <p>It was felt that the DART was a good news story for the Airport. When combined with the Luton Express it had reduced travel times from St Pancras to the Terminal to less than 30 minutes. Further discussion ensued regarding the fare prices for the DART and the rail prices.</p>	
3.3	In wider terminal news – LLAOL advised they had a new team of Ops Control Guest Experience Ambassadors. The team operated from the Airport's Operational Control	

	Centre and monitored the guest experience internally and externally including cleaning standards; queue monitoring; and spillages/cleaning requirements as things happened during the day.	
3.4	LLAOL updated on the various new Food and Beverage outlets available in the Departure Lounge.	
3.5	The recent Accessibility Open Day with Wilson James and Easyjet, was a huge success and it was hoped that these would continue on a regular basis.	
3.6	LLAOL updated the meeting on the new Security Project that had started. Airports were required to meet a deadline for some new in technology in the security lanes. Work had started and this would mean that security lanes would be reduced from 16 to 14 until October 2023 in preparation for the change and then a further 2 lanes at a time would be out of commission for about a year while the equipment was upgraded. On completion there would only be 12 security lanes, but they would be much faster, more efficient and would allow more fluid to be carried through. The deadline for completion was June 2024 but by the end of this year the first of the new equipment would be operating.	
3.7	Fast Track security was discussed. This was offered at an additional cost of £8.00 and length of queue times was discussed. The queue has a host to manage the direct flow at the front and would manage anyone who was running late.	
<b>4.0</b>	<b>Surface Access</b>	
4.1	Members were advised that all car parks were now fully open with all spaces available to passengers. Occupancy was currently around 90% during the recent school holidays but was routinely operating at between 70% to 80%.	
4.2	On bus services it was noted that Arriva; Greenline were now back to a 30-minute service and local services were running as normal. National Express London would be back to pre-pandemic services from 6 <sup>th</sup> July. National Express Local were already back to where were they were and were looking at the potential for additional services.	
4.3	The Hackney Carriage fleet were operating a 24hrs service from their new location. There are around 120 vehicles registered with around 35% being electric new standard vehicles.	
4.4	Car Hire - Avis and Europe Car were working normally but had had some challenges in obtaining fleets.	
4.5	The 10 Tesla charge points in TCP1 were due to be replaced for new generation models which would increase reliability. Discussion ensued regarding EV charging and how this operated and what options were available.	

4.6	LLAOL continued to work with operators on discounts for staff - Thameslink and East Midland Railways offer 50% off tickets; Arriva offer 30% and Greenline offer 30% on a number of trips.	
4.6	RE updated on the Transport Forum meeting and noted some entrenched problems regarding bus services for PRM passengers	
4.7	It was questioned if Blue Badge holders could receive a reduced tariff if they parked in the TCP1 or 2. LLAOL agreed to take away and consider.	<b>LLAOL</b>
4.8	On the Mid-term car park, the lack of a bus service to the terminal was discussed. While the distance was short some passengers had considerable amounts of baggage and might welcome a bus service. LLAOL advised that discussions were ongoing and they were listening to customer feedback on this issue.	
<b>5.0</b>	<b>Border Force</b>	
5.1	BF were planning for a busy summer with carriers reporting pre-covid levels of business. The local officers were in constant discussion with the Airport to ensure a good service.	
5.2	The BF Union had a mandate for further 6 months for industrial action. To maintain continuity BF have had a lot of help from the military and will continue to get that support if more strikes were announced. As yet no dates had been given.	
5.3	BF were recruiting heavily both nationally and locally. Luton was understaffed but they were coping well and would continue to do their best. They would be bringing in extra contingency staff for the summer period.	
5.4	An update was given regarding the recent IT issues and the Committee were advised that contingencies and maintenance regimes would be in place throughout the summer.	
5.5	The Chairman commented that the relationship between the Airport and BF was very good when compared with other airports. The BF representative added that the working relationship with Luton was the best he had experienced and helped deliver a positive outcome for all.	
<b>6.0</b>	<b>Any Other Business</b>	
6.1	Reference was made regarding an incident regarding some waste land used by the airport valet car park operator. LLAOL advised that the incident mentioned was under a police investigation and they could not comment further.	
6.2	DART ticket date validity was discussed and an example of where a flight had landed at 2300 but the passenger only made it to the DART by 0030 so would the 'dated'	

	ticket still be valid? The Airport agreed to follow this up noting that in some other travel areas a dated ticket was often valid until the small hours of the next day.	<b>LLAOL</b>
<b>7.0</b>	<b>Date of Next Meeting</b>	
7.1	6 <sup>th</sup> September 2023	