

Minutes
Meeting of Passenger Services Sub Committee
14th March 2018

	Attendees		
	Mr M Routledge	LLACC Chairman	
	Mr I Wilson	Consumers' Association - Which?	
	Kevin Gardner	Border Force	
	Mrs K Kennedy	LLAOL - GM for Customer Services	
	Cllr M Muir	North Herts District Council	
	Miss L Saint Clare	LLAOL - PRM Manager	
	Mr N Bradford	LLAOL – Stakeholder Communications Manager	
1.0	Apologies		
	Mr N Thompson	LLAOL - Operations Director	
	Cllr D Barnard	Herts CC	
	Dr R Egan	Vice Chairman	
			Action
1.1	The Chairman welcomed attendees to the March meeting.		
1.2	The minutes from the 20 th December 2017 were agreed.		
2.0	Minutes and Matters arising from 20th December 2017 Meeting		
2.1	Item 3.3 – LLAOL informed that they have contacted LLAL and informed them of the Committees concern. LLAL advised that discussion were ongoing.		
2..2	Item 4.2 – LLAOL confirmed that they had raised the concerns of the committee regarding the inconsistency of PRM provision at various airports with the CAA. The CAA advised that that any concerns with PRM provision should generally be raised with the operating airline but passengers were also welcome to raise concerns to the CAA. The Chairman added that all PRM service providers would need to meet the minimum standard set by the CAA; however, anything beyond the minimum standard varied depending on the service provider and it was this variation that was causing confusion. It was noted that the Regulator scored airport on their performance and focused in on certain ports who were not complying with the minimum standard.		

3.0	Review of Feedback	
3.1	Feedback from passengers was discussed using the new and more detailed analysis. It was noted that during the Quarter contact per thousand passengers reduced slightly which once the small number of compliments were taken out roughly split 55 : 45 complaints to enquiries which was a slight improvement. It was noted however that during the busy Christmas period, together with the three significant snow events, complaints had risen. That said, generally the trend was downwards and this was most likely due to the improving situation as the terminal works move nearer to completion. Whilst many complaints were still quite general, there was an enduring trend of dissatisfaction with Ground Handling (in particular baggage arrivals and information during delays) and the condition of Car Parking facilities. It was note that complaints regarding Security no longer sat within the top 5 issues for the quarter.	
3.2	The Airport reported they were now using a 'mystery shopper' approach to evaluate all aspects of the passenger experience. The feedback was to be used to target specific areas for improvement. New Happy or Not machines had also been deployed to assess passenger satisfaction in real-time and together with more detailed surveys. LLAOL informed that they now had a good system of analysing how passengers were reacting and informed the meeting that the overall satisfaction score for the Quarter was 73% positive.	
4.0	Surface Access	
4.1	LLAOL updated regarding the airport's continued lobbying for 4 fast trains an hour to and from London and informed that the tender had gone out to bidders. LLAOL informed that they were doing everything possible to push for the change in service but ultimately it is was a DfT decision whether or not to include the fast train requirement in the contract.	
4.2	LLAOL informed that the Surface Access Strategy had completed its consultation phase and was awaiting final approval before publication. Comment was made that if the LLAL vision for a much larger passenger flow were ever to be realised then significant changes to the Surface Access Strategy would be required together with significant improvements to all methods of accessing the Airport. Members enquired where Luton was with their strategy. NB agreed to report back at the next meeting	NB
5.0	Terminal Update	
5.1	The Committee were briefed on developments and progress with the Terminal project and informed that the Airport would be running a trial flight from the new pier in March. The pier should then come on-line at the end of March once any issues had been resolved. Once the pier was in use much of the hoarding in the terminal would come down; several of the new concessions would open; and more public seating would be available. The children's' new play area was proving very popular and customer service training was on going in security. LLAOL informed that 90% of passengers queued for less than 9 minutes to pass through Security.	

5.2	The Committee were updated on Border Force issues and noted the challenges stemming from uncertainty over BREXIT and future funding by the Home Office. The Committee noted that the relationship between Border Force and LLAOL was extremely good and this contributed to the overall high levels of passenger satisfaction with immigration.	
5.3	LLAOL informed that they were in the final staged of appointing a new cleaning contractor and it was hoped that the new operator would be in place by the end of May 2018.	
5.4	The Committee were briefed on the recent CAA PRM Audit and while the formal report had not been received it was likely to place LLA in the 'Good' category. LLAOL informed that they had set themselves an internal target to achieve a 'Very Good' rating, held by few major airports, by 2020.	
5.5	LLAOL stated that they continued to work with the Alzheimer's Society to increase the number of dementia friends within the airport. Security now have Dementia training included as part of their Level 1 training. A lot of work was also ongoing on hidden disabilities and mental health training had been introduced across the airport.	
6.0	Any Other Business	
6.1	Members enquired about the progress of getting a frequent flyer member to sit on the Committee. LLAOL undertook to speak with the Customer Service Team and would report back at the next meeting.	NB
6.2	<p>Next meeting 13th June 2018</p> <p>The Chairman suggested that the next meeting should be a visit to the Terminal on the morning of the 13th June at 10.30. The Chairman would invite LLACC members at the next full meeting in April to attend if they wished.</p>	