

Meeting of Passenger Services Sub-Committee

(held via Teams)

12th March 2025

	Attendees		
	Mr M Routledge	LLACC Chairman	
	Dr R Egan	Vice Chairman	
	Mr J Morgan	SLAE	
	Mrs T Harris	LLACC Administrator	
	Mr R Kett	Frequent Traveller	
	Mrs C Armstrong	LLAOL – Head of Guest Experience	
	Ms L Sweet	DART	
	Mr M D Kay	Border Force (substitute)	
	Mr N Bradford	LLAOL – Head of Marketing and Communications	
	Mr A Martin	LLAOL – Surface Access Development Manager	
1.0	Apologies		
	Mrs D Hobbs	LLAOL – Accessibility and PRM Manager	
	Mr D O’Neil	Border Force	
	Cllr M Muir	Hertfordshire County Council	
	Mr G Sweedy	LLAOL – Surface Access Manager	
			Action
1.1	The Chairman welcomed attendees to the March meeting.		
2.0	Minutes and Matters Arising from the 11th December 2024 Meeting		
2.1	The Minutes from the 11 th December meeting were queried as shown at 2.2 below but once corrected could be agreed as a true and accurate record.		Admin
2.2	Item 3.3 – it was asked if further detail could be included in the minutes to give better clarity of the meeting discussion following the publication of the of the Beds Fire Service incident report on the Car Park Fire. The Chairman undertook to amplify this element.		Chair
2.3	4.3 – Action to be deferred to the next meeting – there was discussion regarding the length of time for free parking with a request that extending the waiting time to 30 minutes be considered.		LLAOL
2.4	Regarding the Taxi rank signage around the Kimpton Road area LS informed that the Taxi Rank for the DART side was now open for use and was being used.		
2.5	EV chargers – LLAOL confirmed that a review was currently taking place to look at what facilities were required and where they should be positioned.		
2.6	Item 3.8 – LLAOL confirmed that all signage was now in place advising PRM passengers to check in at the Special Assistance Desk.		

	With regarding to asking passengers if they can walk to the Ambi lift. LLAOL informed that they were encouraged by the CAA to ask people if they can make an independent journey to the aircraft/ambi lift.	
2.7	Item 6.2 – LS informed that there was not going to be any additional parking added to Kimpton Road and current parking was being reviewed. Further discussion ensued regard the requirement for the disabled parking on Kimpton Road particularly if the lift was not working on the station side. RE informed that she would contact LBC regarding the concerns.	
3.0	Review of Feedback and Airport Updates	
3.1	<p>LLAOL updated on performance for the fourth quarter 2024, and advised that the passenger numbers for the last quarter were 3.9m with the year ending on 16.7m. Members noted that the maximum queue time across the quarter was 15mins and for Immigration the maximum queue time was 43mins; this was under the target that Border Force set themselves which was 1 hour.</p> <p>Customer satisfaction for the quarter was very good and this had been the highest performing quarter for the year at 4.10/5.00 on ASQ rating.</p> <p>Terminal – All effort had been focused on getting the brand new mezzanine diner opened – Sandford (previously known as Frankie and Bennies) was a brand new concept split across 2 levels. It would be the largest diner in the UK with 480 covers using an America classic menu. Feedback had been good since the opening a few weeks ago.</p> <p>A member added that during the tour last year they met one of the Commercial Team (Andy Proudlove) and it was suggested that it would be good to invite him to a future meeting to give an insight to the commercial side of the terminal.</p> <p>RK –Asked if there was any provision in the terminal for Halal and Kosher food outlets. LLAOL confirmed that Halal was catered for but would confirm back regarding Kosher.</p> <p>LLAOL updated on the arrival of Jet 2 on the 1st April and their launch event. Jet 2 will be offering 17 routes from Luton across Europe. Luton would be their thirteenth base in the UK and would provide 125 jobs for the local community. Their schedule would be operating with two brand new Airbus A321 Neos based at LLA.</p>	<p>LLAOL</p> <p>LLAOL</p>
3.2	<p>Car parking – A signification amount of steel had now been erected for the new TCP2 Car Park. Concrete had started to be poured which was the next part of the build.</p> <p>Members asked if a new drop off zone will be created in the same zone as the old one? This was confirmed by LLAOL.</p>	
3.3	Special Assistance - LLAOL continued to meet all the CAA metrics since December 2023 and had received a Good rating from the CAA in last year's report; this was despite a significant uplift in passengers receiving special assistance which had increased by 25% year on year.	

	<p>The Guest Experience Team had celebrated the disability awareness month in December 2024 and trained over 150 staff in sight-loss awareness and dementia friends.</p> <p>Members were advised that the new Assisted Travel Lounge being built in the departure lounge was due to be open in May 2025</p> <p>London Luton Airport had become the first UK airport to achieve level 3 of the ACI customer Experience Accreditation and were working through a programme to achieve Level 5 which was designed to build long term capacity to enhance Customer Experience Management.</p> <p>Also, London Luton Airport had become one of the first organisations, and the first UK airport, to achieve a new BSI Kite mark for service excellence.</p>	
3.4	<p>Members enquired as to what plans were in place for London Luton Airport to become a Net Zero Carbon Operation. LLAOL advised that their target was 2040 and they were making good progress. They were being assessed by GRESB, a global benchmarking scheme for sustainability governance, each year. Some 25% of energy used came from renewable sources and there was a plan to build an on-site solar farm. Vehicles that operated around the airfield were transitioning to lower carbon types and this included the car park buses. Also, on the airfield a trial was underway to transition to electric tugs, GPUs etc. Also 80% of site waste was being recycled.</p> <p>Members suggested that at least once a year an update be given.</p> <p>There was further discussion regarding Green Controlled Growth, and it was suggested that 83.7% of emissions came from Aircraft and these were not included in the scheme and there was no planned control growth for aircraft. LLAOL stated that the sector had a lot to do to decarbonise and advised that airlines that operated from Luton flew some of the most up to date, modern and fuel efficient fleet in the UK/Europe. However, it was accepted that there was still a lot to do in aviation as a whole to become Jet Zero by 2050.</p>	
3.5	<p>A member asked if there were any current plans for a covered walkway from the new drop-off area to connect with the existing covered walkways. LLAOL advised that there were no imminent plans for this, as the present focus was to get the TCP2 rebuild; any future betterment would have to be after that. The feedback was noted.</p>	
4.0	Surface Access	
4.1	<p>The Vice-Chair informed that she had attended the last Airport Transport Forum meeting and updated on a few areas that were still active from a passenger with reduced mobility perception.</p> <p>Arriva had confirmed their intention to replace the current bus stock (which was unsuitable for taking people to the airport due to lack of space and nowhere to put luggage) but it was felt by some that the new stock might still be unsuitable (Arriva have been informed).</p> <p>Another issue that affected the Airport was when there was a replacement bus service being operated by Govia Thameslink. Govia Thameslink do not send accessible transportation suitable for PRM even when booked in advance. This affected</p>	

	passengers at the Airport who required onward travel (The Vice-Chair had written to Govia Thameslink with these concerns).	
4.2	<p>LLAOL advised that they were working with the rail operators to introduce more advanced rail fares to the Airport (South Eastern Railways). These should go live in the near future.</p> <p>Several meetings had taken place with LBC to look at how to build business cases for new and increased bus routes such as Aylesbury.</p> <p>Following the opening of the new temporary Onward Travel Centre in the Terminal, good feedback had been received from all the operators. LLAOL had also been engaging with several operators on how the permanent facility should look.</p> <p>In the background the Surface Access team were working on developing their marketing strategy to ensure all the various surface access links to the Airport were recognised and to encourage people to use them.</p>	
4.3	LLAOL also briefed on the work being carried out regarding the Airport Transport Forum ATF and informed that an independent review had been carried out by Mark Frost and Anthony Smith. Results had been received on how best to streamline the reporting and committees to ensure the Forums were taking place and covering all the relevant aspects.	
4.4	<p>Members referred to the No. 100 bus service that no longer stopped at Wigmore, it was changed due to lack of demand; however it was noted by members that the bus service was more important for the Airport's workforce to access the airport opposed to passenger access.</p> <p>The replacement bus service to Hitchin, was referred to again and it was asked who was responsible for determining what kind of bus replacement was required and which route should be taken. LLAOL agreed to investigate further.</p>	LLAOL
5.0	Border Force	
5.1	Members were informed that Border Force continued to perform well alongside the Airport teams. Both were busy planning for what was expected to be the busiest Summer since Covid.	
5.2	LLAOL informed that they were still waiting on Government direction on what border control technology will look like in the future (The Border Strategy 2025 document).	
6.0	Any Other Business	
6.1	It was asked if Luton provided an elite service (provided by Signature) which Passengers could pay for. LLAOL confirmed this was the case.	
6.2	LLAOL confirmed that there was no update regarding the installation of a sprinkler system in the Terminal Car Park.	

6.3	Reference was made to the security fast track for free service that could be pre-booked. LLAOL confirmed that there was a service that was available and explained how it could be reserved/pre-booked.	
6.4	M&S update – LLAOL advised that the space previously used by M&S would be going out to tender shortly and it would be a convenience store.	
6.5	Following questions regarding the Airport expansion, LLAOL informed that following three delays, the DCO decision was now expected on or before the 3 rd April.	
7.0	Dates of forthcoming Meetings in 2025	
7.1	4 th June 2025 (Teams) 24 th September 2025 (this date has been changed from the originally published date) 10 th December 2025	