

Meeting of Passenger Services Sub-Committee

(held via Teams)

4th June 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 D O’Neil	Border Force	
	Mr N Bradford	LLAOL – Head of Marketing and Communications	
	Mr G Sweedy	LLAOL – Surface Access Manager	
1.0	Apologies		
	Mrs D Hobbs	LLAOL – Accessibility and PRM Manager	
	Mr A Martin	LLAOL – Surface Access Development Manager	
			Action
1.1	The Chairman welcomed attendees to the March meeting.		
2.0	Minutes and Matters Arising from the 12th March 2025 Meeting		
2.1	The Minutes from the 12 th March 25 meeting were agreed as a true and accurate record following a couple corrected typo’s.		Admin
2.2	Item 2.2 – adjusted to give better clarity regarding the meeting’s discussion following the publication of the Bedfordshire Fire Service report.		
2.3	Item 4.3 – LLAOL advised that with the expected opening of TCP2 in September the whole terminal drop area was being reviewed; however, no decisions had yet been made. It was likely that free drop off within the mid-stay car park would be removed and the free option would only be at the long-stay car park. This was to try and encourage people to use more sustainable transport rather than cars. The likelihood of extending the free drop period to 30 minutes was unlikely. It was noted that signage would be reviewed when TCP2 opened.		
2.4	<p>Item 3.1 – LLAOL informed that the only Kosher provider at the moment was the No.1 Lounge who used a certified provider. There were discussions ongoing with the provider to see if passengers could pre-order food and what options could be available.</p> <p>It was noted that other outlets provided a range of Halal food with 3 being fully certified.</p>		

	It was asked if it were possible to introduce a Kosher supplier for sandwiches to Boots or W H Smiths to see if they could be included. RK advised that he could forward details of a supplier if required.	RK
2.5	4.4 – Replacement buses to Hitchin. RE updated on the services to Hitchin and Harpenden, particularly over weekends, and the suitability of the buses being provided.	
3.0	Review of Feedback and Airport Updates	
3.1	<p>LLAOL updated on performance for the first quarter 2025 and advised that the passenger numbers for the quarter were 3.6m up to the end of March. Members noted that the maximum queue time across the quarter were less than 10mins and for Immigration queue times were 4 minutes.</p> <p>Customer satisfaction for the quarter continued to be very good with a score in the year to date of 4.08/5.00 on ASQ rating. It was noted that queue times for both Check-in and Security received really good scores. Some areas to be improved on were: value for money within the commercial space; staff scores at check-in; and staff in some other areas across the airport excluding Security who were performing extremely well.</p> <p>LLAOL gave an overview of the Net Promoter Scoring and how it was applied based on one single question.</p>	
3.2	Reference was made regarding check in with a mobility aid and the issues that were being experienced with Ryanair and their communication with their handling agent. LLAOL agreed to raise the issue with Ryanair Station Manager	LLAOL
3.3	<p>Sanford's continued to deliver a very good experience within the departure lounge. There were some areas that had been refurbished such as Pret a Manger. There were also a few new stores that would be opening soon including Pandora and Victoria's Secret and Wasabi.</p> <p>There was also a landside bar and restaurant in the area where the onward travel centre was opening at the end of June.</p> <p>In Pier A at the Gates 20 to 28 area a new pop-up unit had been installed offering hot and cold drinks for passengers waiting in that area.</p>	
3.4	<p>Members were advised that the new Assisted Travel Lounge, being built in Pier B in the departure lounge, was due to open very soon.</p> <p>It was noted that the requirement for assisted travel had seen a significant increase in volume - up by 40% since 2019.</p>	
3.5	Members were advised that London Luton Airport was recently named the UK's Best Airport for low-cost airlines by an award body called Skytrax and was also ranked in the top 10 globally. Skytrax is the world's largest annual global airport customer satisfaction survey.	

	Members referenced some of the scoring and LLAOL confirmed that they remained committed to continuous improvement in all areas.	
3.6	LLAOL referred to calls to departure gates and informed that they continued to look at ways of doing this sooner in the journey, but a balance was needed to ensure that the correct information was being given customers at the correct time.	
4.0	Surface Access	
4.1	<p>LLAOL informed that new routes had been launched by Arriva including:</p> <ul style="list-style-type: none"> • Increasing the service along the Busway to every 7 to 8 minutes. • Delivering a 24hr service to the Airport, which would benefit staff as well as passengers. • Extending services to new developments around J11A of the M1 (Bidwell West and Linmere) • Combining Routes A and Z. 	
4.2	<p>Reference was made regarding the Airport Transport Forum a Bi-Annual Forum that it was felt was no longer fit for purpose. The LLAOL Surface Access Team would be looking to rescope this forum following some independent advice on how it should be done. It was advised that the June meeting had been cancelled and new invitations would be sent for a new Airport Transport Forum Steering Group which will have an independent Chairman and would meet twice a year. There would be various sub-groups including: Bus and Coach Working Group; Rail Working Group; and a Highways and Parking working Group to give better focus at the strategic level on key areas.</p> <p>Members enquired if there should be an Environmental Working Group as it was felt that an important piece of information was missing. It was felt that from a strategic point of view this would be covered under the Greener Growth agenda. It was agreed that this could be raised at the next meeting.</p> <p>It was noted that the focus and membership of the new forum would be made up by those who could make decisions (senior people within organisations) and who were in a position to be able to make changes. The concept was to be more forward looking.</p>	LLAOL
4.3	Chris Giles, a new member of the Surface Access Team, was introduced to members. Chris was a new Operational Support Executive working alongside Graham and would be looking after the onsite areas of buses, transport, car parking, car hire etc. Members welcomed Chris to the meeting.	
4.4	<p>Members were also advised of an additional resource at the terminal: a dedicated person provided by APCOA for 20hrs a day to assist passengers and address any issues arising in the CTA area.</p> <p>It was also noted that APCOA had been awarded a new 5 year contract to provide parking and bus transfer services plus some additional services including the CTA service and better buses for staff.</p>	

4.5	<p>Regarding sustainability, members question if enough was being done for those passengers arriving by electric vehicle. LLAOL informed that the direction of travel was promoting passengers to arrive by alternative means instead of using a private motor vehicle albeit electric. Further discussion ensued regarding passengers walking from the car parks and passenger safety whilst walking. It was advised that there were free bus service options from the car parks.</p> <p>Members asked if a survey could be undertaken to establish why some passengers had chosen to walk rather than use the free bus service.</p>	LLAOL
4.6	<p>A member referred to:</p> <ul style="list-style-type: none"> The lack of signage near the Ibis hotel informing that there was 60 minutes free parking in the long term car park. It was felt this might help with the congestion in that area – LLAOL noted the comment but informed there were no immediate plans to do this. Regarding the DOZ, as there were now two was the intention to close the first one? - LLAOL informed that this was currently under review. EV Charging –what plans were there for EV charging on the airport site? LLAOL confirmed that a review was currently taking place to look at what facilities were required and where they should be positioned. Reference was made to drop off charges and incorrect numbers plates. LLAOL to investigate. 	LLAOL
5.0	Border Force	
5.1	<p>Members were informed that Border Force continued to perform well alongside the Airport teams.</p> <p>It was noted that Easter had gone well for the Luton Team and they were now well into planning for the summer. It was noted that Luton were expecting a very busy summer.</p> <p>Recruitment was ongoing and 30+ staff had joined so far this year. They would be onboarding another 32 new staff over the next few months; many of these would be permanent, part-time Border Force staff.</p>	
5.2	The Government direction on what border control technology would look like in the future was moving forward and looked very encouraging.	
6.0	Any Other Business	
6.1	The carriage of lithium batteries for wheelchairs and how airlines dealt with the situation was discussed. It was asked if clarification could be provided between Wilson James and the airlines but consistency of what is required was needed.	
6.2	The next meeting would be a tour of the Airport facility.	

6.3	Support for passengers with disability through Airport – RE to provide documentation from the DfT for discussion at the next meeting.	RE
7.0	Dates of forthcoming Meetings in 2025	
7.1	10 th December 2025 – virtual meeting using Teams	