

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

9th June 2021

	Attendees		
	Mr M Routledge	LLACC Chairman	
	Dr R Egan	Vice Chairman	
	Mr N Bradford	LLAOL – Stakeholder Communications Manager	
	Mrs C Armstrong	LLAOL – Head of Passenger Services	
	Mr J Morgan	SLAE	
	Mr R Kett	Which?	
	Mr G Sweedy	LLAOL – Operations Manager, Surface Access	
	Mrs D Hobbs	LLAOL – Accessibility and PRM Manager	
	Mr D Williams	LLAOL - Deputy Head of Digital & Car Parking	
1.0	Apologies		
	Cllr D Barnard	Herts CC	
	Ms P Hastings	Border Force	
			Action
1.1	The Chairman welcomed attendees to the June meeting and reminded members regarding the protocols for the Virtual meeting.		
2.0	Minutes and Matters arising from 17th March 2021 Meeting		
2.1	Minutes from 17 th March were agreed as a true and accurate record.		
2.2	<p>Outstanding Actions:</p> <p>Item 7.1 - LLAOL confirmed that they had been in contact with LBC and the Highways Team regarding the amount of litter and other rubbish that could be seen on the central reservation and hard shoulders on the airport approach road.</p> <p>Item 8.1 - The date of the September meeting had been moved to Wednesday 15th September.</p>		
3.0	Review of Feedback		
3.1	<p>LLAOL updated on the review of feedback and summary for 2020. It was advised that numbers were low regarding feedback and general enquiries because of the drop in passenger numbers. Members noted a slight peak in numbers as passenger volumes picked up around July and August up until December last year when further restrictions were introduced.</p> <p>During Quarter 1 for 2021 and as seen through the whole of the pandemic coronavirus continued to dominate any enquiries with issues regarding latest travel restrictions</p>		

	<p>and enquiries about testing and car parking and what to do in the event of..... were being seen across the board.</p> <p>Members asked if the airport had had any issues with people suddenly unable to travel due a change in regulation and asked if Luton had had flights to Portugal which had caused problems? LLAOL did see an increase in passenger numbers after the 17th May (the main destination being Portugal) and when it was taken off the green list there was a scramble to get passengers back in advance of the restrictions coming into force. It was noted that the Traffic Light System being used was quite confusing for both passengers and the travel industry.</p> <p>In terms of business recovery, Luton was now where they wanted to be and wanted passengers to feel confident to travel. At the moment it was up to the passenger to determine whether they wanted to take the risk and travel.</p> <p>Members question the Sun Express flights to Turkey which was currently on the Red List. LLAOL advised the inbound flight was empty but the outbound flights had passengers. LLAOL stated that Luton was not a Red Port and could not accept passengers who had been in a red list country with the last ten days; it was noted that it was not illegal to travel to a red destination (the law was changed around 21st May prior to that it was illegal to travel).</p>	
3.2	<p>Reference was made to the recent fracas that had occurred in the Departure Lounge. LLAOL informed that a police investigation was ongoing, and they were limited on what they could comment on at the moment but advised that it was an isolated incident. Those involved had been banned from the airport and the airline (Wizz) and would not be able to fly with them. The situation had been reviewed with the CAA and the DfT and the Centre for the Protection of National Infrastructure and all were fully satisfied that the security measures that were, and are, in place in the terminal were robust and appropriate. Nevertheless, these procedures were always under continuous audit and review. It was stressed that after having reviewed the incident the airport was confident that there was nothing the airport could have done to change the outcome and that it was just one of those things that was unpreventable. There were some takeaways that the airport would learn from the incident and they were working with their commercial partners to make sure that they were clear on what they should do if such an incident occurred again.</p> <p>It was suggested that at the next meeting, if the police investigation was complete, an update be given. LLAOL agreed to update the Committee as and when possible.</p>	LLAOL
4.0	Surface Access	
4.1	<p>The Committee were updated on Surface Access issues and the facilities currently in use. It was noted that the Long Stay Car Park had been reopened. TCP2 remained closed for some remedial works and staff had now been moved to the mid stay car park which catered for the increase in passenger demand.</p> <p>Greenline continued to run as they had done throughout the pandemic but at a reduced service; National Express had now restarted the majority of their services</p>	

	<p>from the 4th June. Addison Lee (Taxi Operator) currently remained suspended but were reviewing their service on a daily basis and it was hoped that they would resume within the near future. Thames Link Trains were running along with the transfer bus from the station. Finally, the Car Hire Centre had been on reduced trading hours but was still providing services.</p>	
4.2	<p>LLAOL updated on many of the sustainability elements being looked at from a surface access perspective. Currently, there was 50% off staff rail travel and a free parkway bus service which helped to keep as many staff as possible away from single modes of travel and this was working well.</p> <p>POL lighting was in place in the new terminal car parks (with no activity the lights turn off) this was also being considered for rolling the airport's other car parks. Where car parks had not been in use lights had been switched off which had also made some significant savings. The mid-stay car park was a walking car park which reduced the usage of buses and thus reduced pollution.</p> <p>LLAOL continued to lobby the local council regarding improvements to cycle routes and a new cycling shed had been installed near the Technical Service Department for staff.</p> <p>LLAOL also advised that there were free electrical charging facilities now in place around the airport. It was noted that electric charging facilities were being reviewed and changes should be forthcoming in the near future. It was asked if there was going to be a facility for passengers to have their cars charged prior to their return. LLAOL stated that once priority parking was back operating, passengers would be able to book a slot and leave their cars there. LLAOL were also looking at other premium services for electric vehicle charging.</p> <p>LLAOL informed that they would be looking at Electric buses and related infrastructure.</p> <p>Vehicle idling enforcement – LLAOL had taken firm action with their service partners to try and stop vehicles idling during vehicle down times.</p>	
4.3	<p>The Covid Bus had been a great success during the period as a vaccination clinic and providing facilities for testing to numerous areas in and around Luton.</p>	
4.4	<p>Members were advised that the DART Implementation was ongoing. LLAOL advised that discussion continued between the Airport and DART and it was suggested that for the next meeting a representative from LLAL gave an update to members.</p> <p>Members also sought confirmation that APCOA were going to provide free Blue Badge Parking close to the Terminal entrance as well in the forecourt. LLAOL undertook to check what the arrangements would be.</p> <p>LLAOL reiterated that they also wanted the end-to-end journey to be as seamless as possible and were in discussions with the DART project team over the anticipated issues.</p> <p>Confirmation was given that the process for ticketing for the through journey would be similar to the current situation.</p>	<p>LLAOL</p> <p>GS</p>

4.4	Taxi touting – Members were informed that a lot of work had been carried out with our service partner APCOA to send out penalty charges to those taxi's that were misusing the parks.	
4.5	Members referred to the issue of covered walkways to ensure that passengers don't get wet walking from the drop-off zone (DOZ); the current walkway starts from the MSCP1 and it was asked if there were any plans for another walkway to link up with the existing walkway. LLAOL advised that this was something the airport was aware of and stated that they were open to ideas for improving the whole DOZ area.	CA
5.0	Terminal Update	
5.1	<p>On 7th May the travel traffic light system came into effect – LLAOL saw a small increase in passenger numbers but was still around 85% down on 2019.</p> <p>It was noted that with the passenger numbers picking up, areas within the terminal that were mothballed had now been reopened; these included some departure gates and the domestic arrival hall.</p> <p>All passengers were under the restrictions for entry into the UK must fill in passenger locator forms, 100% of passengers were still being checked on arrival. Border Force had recently implemented and upgraded their technology resulting in a more automated process for checking the passenger locator forms. It was noted that the responsibility of compliance was with the airline so nobody should be able to board an aircraft if they do not have a passenger locator form.</p>	
5.2	<p>PRM Update – Passengers requiring the PRM service was around 5.8% of passenger numbers. The non-notified rate for PRM passengers had increased to 35% this was because customers had booked flights, and pre-notified, but then had been delayed or cancelled. An increase was seen in May for service queries as restrictions were eased. The main queries were regarding covid and what services were operating.</p> <p>Five customer survey responses had been received during March, April and May with only 1 negative response which was being investigated by the service provider - Wilson James.</p> <p>Projects – LLAOL had applied to ACI (Airport Council International) for a Certificate in Airport Accessibility (various members of staff will attend the course).</p> <p>Work had commenced on 360 degree mapping for accessibility to customers this would allow customers to click on a link to follow a route around the terminal to aid familiarisation before arriving at the terminal.</p> <p>RNID had audited all the hearing loops throughout the airport.</p> <p>DART Site visits of the London Luton Airport Accessibility Forum were planned for after the trials of the DART had commenced.</p>	
5.3	LLAOL advised that they were encouraging employees to take the vaccination. It was advised that a vast number of employees had had the vaccination and with the	

	<p>emergence of new variants, LLAOL were asking employees to get tested regularly (twice a week) particularly if they were attending the workplace.</p> <p>Further discussion ensued regarding the regulations and requirements for the wearing of face covering.</p>	
6.0	Any Other Business	
6.1	<p>Reference was made regarding the 19mppa application and if this would require any specific additions to the terminal. LLAOL informed that the purpose for the application was to prepare the airport for its future success. The application does not require any physical change to the airport and any increase was likely to be during lulls in the day where there was the ability to increase capacity. The application was now live on the planning portal and with the local authority for their consideration.</p>	
7.0	Date of Next Meeting	
	15 th September 2021	