

Meeting of Passenger Services Sub Committee (held via Teams)
16th December 2020

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
Ms P Hastings		Border Force
1.0	Apologies	
	Cllr D Barnard	Herts CC
		Action
1.1	The Chairman welcomed attendees to December meeting and briefed on the protocols for the Virtual meeting.	
2.0	Minutes and Matters arising from 16th September 2020 Meeting	
2.1	Item 4.2 refers to the Long-Stay car park but should have been Mid-Stay Car Park. Item 4.4 – typo ensured to read ensued.	
2.2	Minutes from 16 th September were agreed as a true and accurate record.	
2.3	<p>Item 4.8 – LLAOL informed that the signage on the approach road and in the drop-off zone had been increased and made more specific and will include the tariff. It was advised that a purchase order had been raised and it was expected that the new signage would be in place by early to mid-January.</p> <p>LLAOL also referred to the process for removing unattended vehicles and informed that they had reiterated the process to the operator. If their patrols encountered any unattended vehicles, they were to have them removed. There had also been work ongoing with the Police who were carrying out sweeps of the DOZ and were also investigating ongoing touting issues.</p>	
2.4	<p>LLAOL referred to ticketing on the East Midland Express Service, and informed that the standard ticket price cannot be any different to Thames Link and cannot be changed as they are regulated (this is the walk-up price). However, where there might be a difference would be in any packages (ie. Super Saver) the operators may put together. It was expected that the arrangement for tickets through to the airport terminal were</p>	
		LLAOL

	<p>likely to remain the same. LLAOL advised that they would update further at the next meeting.</p> <p>Members asked if there was an integrated ticket from Stansted to Luton. LLAOL confirmed that this was the case from the National Rail Network to Luton Airport and were hoping that this would extend to the Terminal once the DART was operational.</p>	
3.0	Review of Feedback	
3.1	<p>Members were updated on the current COVID situation, the impact it was having on passenger numbers and the steps the airport was taking to ensure a safe environment for both staff and passengers. There had been significant positive feedback from passengers, but it was also noted that some social media posts had once again questioned the enforcement of distancing measures. However, it was noted that between 80% and 90% of passengers reported feeling safe travelling through the Airport.</p>	
3.2	<p>Members noted that most customer contacts with the Airport had related to COVID and the subsequent implications.</p>	
3.3	<p>LLAOL advised that the Happy or Not system had been removed to reduce hard-surface touch points and the Airport were still discussing other options with the system provider. Members suggested that foot contacts might be seen as acceptable (mirroring one major supermarket chains' method of dispensing hand sanitiser) other options might include heat sensitive buttons that didn't require touching or QR code readers which would allow passengers to record an opinion via their phones.</p>	
3.4	<p>Members raised concerns following a You Tube video that had been uploaded during the summer of passengers passing through Luton – due to shops and restaurants being shut capacity of the Departure lounge was greatly reduced. The video had shown passengers sitting on the floor and not observing social distancing particularly down Pier A. LLAOL stated that it was important to note that generally people were keeping their distance in the Departure Lounge; seating had been reduced and signage was in place to remind passengers to leave space; there were also announcements on the PA; and Passenger Service Assistants in the building were reminding people constantly to wear their masks and keep their distance. It was acknowledged, there were challenges, but the Airport were constantly amending and adapting processes by watching the behaviour of customers in the terminal and were calling passengers to the gate earlier if possible, to ease the congestion in the terminal. Unfortunately there were points in the travel process and parts of the passenger journey through the airport where social distancing was not possible.</p>	

3.5	Members were briefed on the reasons why many of the retail offerings were remaining closed. It was also noted that the initial Government curfew on opening times had an impact on many of the catering retailer.	
3.6	Members made reference to social distancing on the Airside Coaches and made particular reference to and a Ryanair flight that was parked on a remote stand and passengers were coached (only one coach was provided and carried around 100 passengers). LLAOL stated that they would investigate further but added that coaches are provided as a last resort if an aircraft is parked remotely and typically 4 coach should have been sent for a full aircraft opposed to the normal 2 that would have been sent.	LLAOL
4.0	Surface Access	
4.1	The Committee noted the current car park offer and compared it with off-airport commercial solutions. One car park was being used for COVID testing and there was sufficient capacity in the 2 multi-storey car parks to meet most of the remaining, reduced requirement. It was noted that the long stay car park bus service had been terminated and this needed to be better publicised at the various bus stops as well as on-line. LLAOL agreed to investigate further and will resolve asap.	LLAOL
4.2	Electric parking points – Members asked what plans there were for the anticipated large increase in electric vehicles and would LLAOL be providing charging points in all parts of the airport including the mid- and long-term car parks. LLAOL informed that it was is the Surface Access Strategy and they were looking at installing additional units within the terminal car parks; they would also be looking at the wider estate including bus, taxi and other 3 rd party operators.	
5.0	Terminal Update	
5.1	There was discussion about the multi-faith prayer room which now had suitable seating available. Some viewed the facility as being too non-denominational and others felt it was hitting the right level. It was agreed to invite the Airport Chaplain to the next meeting to discuss good practise in such multi-faith facilities.	LLAOL
5.2	The availability of seating in the Terminal was raised especially with the need for social distancing. It was noted that some additional seating should now be available as some retail refreshment outlets had ceased trading because their parent organisation had ceased operations.	
5.3	PRM – The Disability Forum was held on 29 th October. Two more meetings were booked for 2021 and would be carried out virtually.	

	<p>LLAOL informed that they had been rated by the CAA for the year April 19 to April 20 as Good for PRM access which means they had maintained the same level as the previous year.</p> <p>The wider Customer satisfactory service responses saw an improvement 3.5 to 3.9 (4.0 is rated as very good).</p>	
5.4	<p>Members were advised that due to the reduced number of PRM Passengers in 2020 the contract with CCS has been terminated at their request. Further discussion ensued regarding the process with CCS and the Committee were informed that CCS had utilised the furlough scheme as much as possible to safeguard staff.</p> <p>Members noted that a new Tender Process was underway.</p>	
6.0	UKBF Update	
6.1	<p>Border Force informed that they had been working very closely with Luton on the EU transition and how it impacted the airport.</p> <p>From a passenger perspective the immigration experience would not change dramatically; the biggest impact would be with be the Customs controls as there would no longer be a blue channel.</p>	
6.2	<p>Reference was made to the Enhanced Performance Posture which relates to the passenger locator forms which passengers need to complete on their arrival into the UK and the consequences of possible fines if forms are not completed. Border Force were to issue the Notice of Intent at the airport which would then be passed to the Criminal Justice Unit who would make the decision to issue a fine to an offender (this was still in the early stages and there were currently no stats available on how it was working). It was noted that Luton was one of the busiest ports for issuing the Notice of Intent compared to other airports. There were a lot of challenges with airlines and aggressive behaviour towards officers but it was hoped that once passengers were aware that fines were being issued this would encourage passengers to complete the forms.</p>	
7.0	Any Other Business	
7.1	<p>Reference was made to the outside smoking areas and the installed electric heaters which appeared to be inefficient. LLAOL agreed to investigate and report back.</p>	LLAOL
7.2	<p>Members asked to what extent the financial viability the airport was assured and what measures were in place to help to guarantee this. LLAOL informed that finances remained a challenge and management continued to work with our lenders. Signs from the summer suggested that the airport would come back quite quickly once travel was allowed and would continue to play a leading role in the local and national economic recovery. There had been an everchanging situation over the past few</p>	

	<p>months, but the airport had reacted well in making use of the furlough scheme. For the Airport Operator, compulsory redundancies had been kept to a minimum and from the initial 250 posts identified they had been able to reduce this to 50 with a further 50 who had left the business through voluntary redundancy; another 20 people were on sabbatical.</p>	
7.3	<p>Date of Next Meeting – 17th March 2021; there was a need to review the September meeting date in due course.</p>	