

**Minutes**
**Meeting of Passenger Services Sub Committee**
**20<sup>th</sup> March 2019**

	<b>Attendees</b>		
	Mr M Routledge	LLACC Chairman	
	Mr I Wilson	Consumers' Association - Which?	
	Mr K Gardner	Border Force	
	Miss L Saint Clare	LLAOL - PRM Manager	
	Dr R Egan	Vice Chairman	
	Mr N Bradford	LLAOL – Stakeholder Communications Manager	
	Mr K Day	LLAOL - Car Parking	
<b>1.0</b>	<b>Apologies</b>		
	Cllr D Barnard	Herts CC	
	Liga Spite	LLAOL – Environment Manager	
	Mr N Thompson	LLAOL - Operations Director	
	Cllr M Muir	North Herts District Council	
	Mrs Clare Armstrong	LLAOL – Head of Passenger Services	
			<b>Action</b>
<b>1.1</b>	The Chairman welcomed attendees to March meeting.		
<b>1.2</b>	Members reviewed the minutes from the December meeting and agreed that these were a correct record of the meeting with 2 minor amendments.		
<b>2.0</b>	<b>Minutes and Matters arising</b>		
2.1	The Chairman noted that attendance again was poor at the meeting. He commented that while recognising the pressures on LLACC members' time this was not living up to the desire expressed by the LLACC in October last year to adopt in full the DfT Guidelines for ACCs.		
2.2	Discussion ensued on how to improve membership to the meeting and to consider widening membership to other bodies such as ABTA , the chairman of the AOC and possibly handling agents. There was also some discussion on whether the Air Transport Forum could be incorporated into the Committee. It was agreed that some further discussion with various parties was required and LLAOL agreed to take away and investigate further.		
<b>3.0</b>	<b>Review of Feedback</b>		
3.1	The PSSC considered the Airport's report on feedback from customers and noted in particular that there had been significant social media attention around possible strike action by some contractors; there had been a spike in car parking complaints in December caused by capacity issues; complaints about ground handling had focused on check-in queues, gate delays and the lack of support or information		

	during delays. This last element had been exacerbated by Wizz Air's change in hand baggage policy which seems to have caught several passengers unaware. The Committee noted that transit through Security was generally good and the Immigration Service was also performing well.	
<b>4.0</b>	<b>Surface Access</b>	
4.1	The publication of the Surface Access Strategy was noted and the PSSC members commented again that there might be value in combining the PSSC and the Transport Forum in a single entity as both were concerned with elements of the passenger experience.	
4.2	PSSC discussed the car parking provision at the airport and it was noted that the total spaces would increase from 8200 today to 9717 once the second multi-storey car park opened. Members were advised that work was progressing well and that it was anticipated that the new drop off will be open in July and that the remainder would start to open on a floor by floor basis. the it was anticipated that opening would start on a floor by floor basis.	
<b>5.0</b>	<b>Terminal Update</b>	
5.1	Members were briefed on the changes within the Terminal Operations Team and were informed that the multi-lingual host role was changing with staff being trained to also deliver a broader spectrum of advice as passenger services assistants.	
5.2	Members were advised that within the Terminal there were only 2 concessions still to open, one of which is an additional business lounge.	
5.3	Members acknowledged that for the future LLAOL will be providing a number be pushchairs which will be available for arriving passengers with children to use until they could reclaim their own buggies in the baggage hall.	
5.4	LLAOL informed that they were meeting all mandatory targets for PRM Services at the airport even though the PRM demand had increased by 19% in the last year (and now stood at around 23, 000 passengers).  The main cause for complaint regarding the PRM Service was the waiting time for the Ambulift service to meet arriving aircraft (it was stressed that the performance required was within 20 minutes of being chocked on the stand).	
<b>6.0</b>	<b>Any Other Business</b>	
6.1	Border Force gave a brief updated regarding immigration and their ongoing planning for Brexit. Members noted that Border Force were working closely with the Terminal team on the passenger experience.	
6.2	No further business was raised, and the meeting closed.  Date of next meeting; 5 <sup>th</sup> June at 10.30.	

