

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

**6<sup>th</sup> September 2023**

	<b>Attendees</b>		
	Mr M Routledge	LLACC Chairman	
	Dr R Egan	Vice Chairman	
	Mr N Bradford	LLAOL – Head of Marketing and Communications	
	Mr J Morgan	SLAE	
	Mr G Sweedy	LLAOL – Operations Manager Surface Access	
	Tricia Harris	LLACC Administrator	
	Mr R Kett	Which?	
	Mrs D Hobbs	LLAOL – Accessibility and PRM Manager	
	Mrs C Armstrong	LLAOL – Head of Passenger Services	
	Ms L Sweet	DART	
<b>1.0</b>	<b>Apologies</b>		
	Cllr A Brewster	Herts CC and LLACC Vice Chair	
	Dara O'Neill	Border Force	
			<b>Action</b>
<b>1.1</b>	The Chairman welcomed attendees to the June meeting.		
<b>2.0</b>	<b>Minutes and Matters arising from the 14<sup>th</sup> June Meeting 2023</b>		
2.1	Minutes from the June meeting were agreed as a true and accurate record following a slight amendment to item 6.1		
2.2	Item 6.1 – reference regarding some waste land used by the Airport Valet Car Park operator.		
2.3	Item 4.6 – concern raised regarding spaces for PRM on the Arriva buses that service the airport were an ongoing problem. LLAOL suggested that they speak with the new manager for Arriva and invite him to a future PSSC meeting.		<b>LLAOL (GS)</b>
2.4	Item 4.7 – Re Blue badge holders, LLAOL advised that the work had been done and a review of the webpage was being undertaken. This would discuss parking for PRM and make the process clearer in terms of charges and how to book.		
2.5	Item 3.2 – Reference the 261 Poster, a member advised that it had not been refreshed or replaced. LLAOL confirmed that the paper copies were available landside; however, it was advised that there was much more focus on passenger rights in the airside environment as that was where passengers would be when a flight was cancelled close to departure time and when the regulations would be actioned. Copies could be found at the Disruption Desk and were available in several different		

	languages. It was hoped to eventually display the information on digital screens. It was noted that some airlines now managed any disruption issues online.	
2.6	LLAOL advised that the aesthetics (including floor and ceiling) of the Security Hall were being upgraded as part of the technology overhaul.	
<b>3.0</b>	<b>Review of Feedback and Airport Updates</b>	
3.1	Passenger volumes in the 3 months to the end of June were 4.4m a 19% increase on 2022. Total number of flights was 34,500 which was around 10% lower than 2019 and 6,100 tonnes of cargo were moved.	
3.2	<p>There was a strong operational performance across Q2 with queue time at check-in being 12 mins; at Security it was 8 mins. However half the number of passengers where through in 5 mins or less. Immigration performance remained strong with average queues of around 10 mins across the Quarter. Customer satisfaction score targets were met for the Quarter which were in the mid 4's out of 5. In the ASQ survey, 88% customer satisfaction 99% of customers said they felt safe and secure and 97 felt relaxed on the day of travel.</p> <p>Members asked if a graph could be produced to show the trends as it would be helpful to show how the performance has evolved. LLAOL agreed to provide stats differently.</p> <p>The CAA had published their annual report recently and LLAOL were pleased to announce that Luton was rated very good which was a significant improvement from the interim report that had been published last December.</p>	LLAOL (CA)
3.3	For the 3 <sup>rd</sup> year running Luton were in the finals of the UK Customer Experience Awards in the category of 'Our Customers are at the Heart of Everything'.	
3.4	Airport Accessibility Report – reflected on passengers requiring special assistance. The CAA report was available online.	
3.5	Next Generation Security June 2024 is the deadline to roll out new CT Technology for security. Luton had started work on a £20m refurbishment of the Security Area which would mean the end of 100ml liquid rules once all lanes had been changed. It was asked if there would be separate lanes for passengers with wheelchairs and prams etc. LLAOL advised that the plan was that everything would move much quicker and more efficiently, but they did aspire to use lane 1 where possible for wheelchairs and family assistance. LLAOL informed that they intended to apply the 100ml liquid rule until the official regulation change over date.	
3.6	LLAOL suggested that they invite someone from the Project Team for either December or March to give an update on the project.	LLAO(NB)

3.7	<p>Terminal Improvement, LLAOL updated on new children play areas that had been installed landside, airside and by boarding gates to keep children entertained.</p> <p>LLAOL also confirmed that they had installed an additional 92 charging points across all terminal areas and would continue to improve further.</p> <p>It was also noted that the landside Information Desk would be manned permanently; however, the airside desk was the Disruption Desk and would only be manned when required.</p> <p>New Toilet blocks continued to be refurbished and this was an ongoing programme.</p> <p>LLAOL briefed on the new Commercial Outlets including Coffee Shops, and other food outlets.</p>	
3.8	<p>LLA's 85<sup>th</sup> Birthday celebrations were held across airport on 16<sup>th</sup> July these included a range of activities including an exclusive LLA brand of Pilsner, Spin the Wheel with £5000 easyJet voucher to be won, history time line wall and a recreation of the iconic photo of Lauren Chase with the new Luton Airport Ambassador Candice Brown.</p>	
<b>4.0</b>	<b>DART</b>	
4.1	<p>LS (DART) gave an overview of the DART Operation and how it was operating since it was launched.</p>	
4.2	<p>Concerns were again raised regarding the pricing for the DART and if there had been any update regarding the £4.90 fare. It was advised that the DART Team were working with Thameslink regarding the possibility of some flexible offers for both peak and off peak charges.</p>	
4.3	<p>Reference was made regarding the Dart Station at Parkway and the signposting for the Taxi Rank which was fenced off. Members were advised that there would be a taxi Rank in Bartlett Square. The final CCTV cameras had now been connected and once all the numberplates had been uploaded the Taxi Rank should be live from the end of September.</p>	
4.4	<p>It was confirmed to members that the station forecourt for the DART is available for loading and unloading passengers but there were restrictions for parking or leaving vehicles unattended.</p>	
4.5	<p>Ticket barriers, were managed by Thameslink, but generally there were very few issues when accessing the barriers.</p>	
4.6	<p>Signage for Shuttle Busses, it was noted that Thameslink were reminded on a regular basis regarding the removal of these signs.</p>	

4.6	Reference was made regarding the closure of Thameslink ticket offices around the country. LLAOL advised that the Thameslink ticket office at Luton Parkway was not part of the consultation and was to remain open; it was further noted that the airport is looking at all the various options for an Onward Travel Centre. This had potential to guide passengers to the appropriate service for their individual needs.	
4.7	Reference was made regarding the clarity of the Tanoy messages being transmitted at the station. DART (LS) to check.	
4.8	Discussion ensued regarding the charging of Taxis at the drop off zone and the benefits/options of getting taxi's from Bartlett Square and also the validity of DART tickets if flights were delayed.	
<b>5.0</b>	<b>Surface Access</b>	
5.1	LLAOL advised that all car parks were operational with occupancy between 85% and 95%. it was noted that there had been some industrial action with the staff from APCOA but robust contingency plans were implemented resulting in no impact on customers.	
5.2	Arriva and Green Line were all running as normal. National Express was running well. Hackney Carriage were running 24/7. Car Hire services were running around 10% down on pre-pandemic operations.	
5.3	The Car Park bus fleet replacement tender had been concluded and 6 x HVO vehicles would be procured which meant emissions would be offset. It was hoped that the fleet would be running within the first 6 months of 2024.	
5.4	Redesign was ongoing with the PRM webpage of LLAOL's website.	
5.5	Other topics of interest: <ul style="list-style-type: none"> <li>- A police operation took place in July on Taxi touts at the airport.</li> <li>- Some signage was being improved this would improve wayfinding for passengers.</li> <li>- Drop Off/Pick Up, LLAOL were investigating the use of barrier-less technology in the car parks.</li> <li>- Improving payment systems on exit the car parks.</li> <li>- Development of more EV infrastructure across the site was ongoing.</li> <li>- Tenders were ongoing for Coaches and Car Hire including the transition to green fleets.</li> </ul>	
<b>6.0</b>	<b>Border Force</b>	
6.1	LLAOL advised members that Border Force performance had been strong across the summer. It was noted that the Border Force industrial action mandate had been extended until November 2023; however, there were no planned dates for further	

	industrial action. Their main focus was to ensure they had enough people to run their operation at Luton.	
<b>7.0</b>	<b>Any Other Business</b>	
7.1	LLAOL briefed on the Air Traffic Control, national outage that occurred with NATS.	
7.2	Cancellation and delay compensation was discussed and how the airport could help when the situation occurred.	
<b>8.0</b>	<b>Date of Next Meeting</b>	
8.1	13 <sup>th</sup> December 2023	