

Meeting of Passenger Services Sub-Committee

(held via Teams)

10th December 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	
Mr J Hooley	LLAOL - Travel Plan Executive	
Mr D O’Neil	Border Force	
Mr N Bradford	LLAOL – Head of Marketing and Communications	
Mr C Giles	LLAOL – Operational Support Executive	
1.0	Apologies	
Mrs D Hobbs	LLAOL – Accessibility and PRM Manager	
Mr A Martin	LLAOL – Surface Access Development Manager	
Mr G Sweedy	LLAOL- Operations Manager - Surface Access	
Ms L Sweet	DART	
		Action
1.1	The Chairman welcomed attendees to the December meeting.	
2.0	Minutes and Matters Arising from the 4th June 2025 Meeting	
2.1	The Minutes from the 4 th June 25 meeting were agreed as a true and accurate record following a couple corrected typo’s.	Admin
2.2	<p>Members agreed that the tour of the Airport in October had gone very well. Positive feedback had been received on the tidiness of the terminal internally and externally, and it had been noted that the retail outlets were of good quality and enhanced the airport. However there were a couple of areas that could be improved including the lack of seating in departures; the industrial look of the airport due to lack of ceiling; the Border Force area in arrivals looking worn; the lack of Passengers’ Rights Posters around the terminal; and the lack of a covered walkway on parts of the walk from the terminal car parks.</p> <p>With reference to the infrastructure around the Border Force area, LLAOL stated that it was due for an upgrade but they had been waiting until the new E-Passport Gate /Digital Transformation Project technology was released. Then they would be better able to understand the work required and incorporate it into any upgrade refurbishment works.</p> <p>It was noted that the Immigration waiting times and Border Force experience at Luton was far better than at any other UK airports.</p>	

	<p>It was further noted that there were incidences of people sleeping on floors in areas around the terminal particularly when flights had been delayed. LLAOL informed that they would speak with the GX team to avoid this happening as far as practically possible.</p> <p>Reference was made to the Disney queueing experience which was sometimes unnecessary when there were no queues. LLAOL agreed to look at this and ensure that it was only used when necessary.</p> <p>The lack of signage in the new drop off areas relating to not leaving vehicles unattended was also raised and LLAOL confirmed that this was being addressed. New signs were currently being manufactured and would be installed soon.</p>	
2.3	Item 2.4 - Kosher sandwiches - LLAOL had spoken with the Commercial Team to look at the potential for more kosher products to be made available..	
2.4	Item 4.5 – Comments were made about the withdrawal of the bus service from the mid-term car park and that passengers using that car park now had to walk to the terminal. It was felt that a shuttle bus service should still be provided from that car park for those passengers that required it and asked if it could be considered as part of the overall Car Park Planning.	
3.0	Review of Feedback and Airport Updates	
3.1	<p>LLAOL updated on performance for the third quarter 2025 and advised that the passenger numbers for the quarter were 5.1m up to the end of September. Members noted that the maximum queue times across the quarter were less than 10mins and for Immigration 4 minutes. It was noted that with queue times in Security being less than 5 minutes the investment in next gen security had gone a long way to improving the overall guest experience.</p> <p>Customer satisfaction for the quarter continued to be very good with a score in the year to date of 4.10/5.00 on ASQ rating. Most areas had seen improvement, particularly in access to the airport and the security touch-point. Other areas that did not perform so well included value for money; washroom availability; and over-crowding in the terminal. All of which were being focused on - LLAOL briefed further on what they were doing to help reduce over-crowding in the main Terminal area.</p> <p>Some concession changes had taken place including Fletton Pub (landside) ; Pandora; Victoria’s Secret; and Wasabi (airside).</p> <p>The new Assisted Travel Lounge had opened in September and the Airport had continued to meet all the CAA metrics since 2023 despite a significant uplift in the numbers requiring the service. They would discuss future plans with Third Party providers to ensure they were providing the right service.</p>	
3.2	Terminal Car Park 2 reopened in September and had increased car parking capacity by 1954 spaces. It included a covered pick up and drop off area and in parallel LLAOL had launched a £1.5m public transport investment fund. They had also overhauled the car park drop off options including 2hrs free stay in the long term car park.	

3.3	Members were advised that LLAOL had now trained around 4,500 people in the LLA Way, an initiative that was rolled out in 2021 to improve passenger experience at Luton with 97 organisations now signed up to the initiative.	
3.5	Reference was made to EV charging at the airport and it was asked what the arrangements were for charging vehicles and the costs. It was asked if this could be updated at the next meeting.	LLAOL
3.6	Reference was made to the new accessible lounge and it was felt that the lounge was already reaching capacity; it was thought it was already too small especially given that demand for the service was likely to grow. It was also noted that there was only one toilet available at the lounge which was unfortunate. Further discussion ensued regarding the lounge and LLAOL agreed to review the comments raised and advised that the team operating the facility proactively managed capacity in the lounge. It was also advised that the lounge was deliberately built so passengers using the facility still felt connected to the main departure lounge and were able to come and go without the worry of missing their flight. It was noted that the increase in passengers requiring assisted travel was not unique to Luton.	
4.0	Surface Access	
4.1	Mid-stay car park works had commenced to return the car park to its pre-fire configuration. The works were expected to be completed by 20 th December. The Long-stay car park now offered 2 hours free parking and had a bus service to the Terminal every 20 minutes. A member informed that following a Freedom of information request regarding the number of parking tickets outside the Ibis hotel area there were 2,238 issued between January and March 2025. It was suggested that if signage was installed informing of free parking in the long term car park this would encourage people to use the car park and reduce the number of cars parking illegally. It was advised that although the area is operated by LBC, and is a red route area, installing signage advising of free parking would definitely help. LLAOL agreed to take away and review. Reference was also made to the Drop Off area, with car drivers only having 24hrs to pay. This could only be done online and not by a phone app, therefore people could not pay without internet access. LLAOL agreed to investigate further and report back. It was however noted that any reasonable challenge would be looked at favourably. Chair suggested it would be good to find out how other organisations dealt with similar situations as such systems were becoming very common. A member referred to Car park charges and asked to what extent had the charges been raised for the new car park and how did it compare with the long-term car park. LLAOL informed that all the Airport's car parking pricing was dynamic and was based on what the market was doing locally; hence, prices would rise and fall in-line with busy and quiet periods. There were many variables, but dynamic pricing was the key at Luton. Members asked if this could be covered in more depth at a future meeting. LLAOL asked the committee for futures meetings if members have any specific points they want to discuss to give advanced warning to allow LLAOL to address the point with	LLAOL LLAOL LLAOL

	sufficient data and/or be able to bring the right person to the meeting for the subject being discussed.	PSSC
4.2	Members referred to the buses that were now servicing the Airport and informed that services were now very much improved and included wheelchair and pushchair space. Pricing was thought to be very reasonable.	
5.0	Border Force	
5.1	Members were informed that Border Force continued to perform well alongside the Airport teams. They were continually resource planning to ensure there was sufficient cover during peak times and worked collaboratively with the Airport and with their national and regional planning teams to make sure coverage was sufficient for the task. It was also noted that they had planned for a very busy Christmas period and were not expecting any problems.	
5.2	Members were advised that recruitment had been ongoing but would be ending soon. The focus had been on part-time workers to address busy periods instead of solely relying on full time officers. This had gone well and they now had a multi-generation work force at Luton with a broad skill set.	
5.3	Future Border – Nothing will now be happening now in 2025, however progress had been made with contactless border and control points, but no deadlines for delivery had been given.	
5.4	One of the biggest frustrations at Luton was not having enough staff and BF felt they could do much more if they had additional staff. There were two sides to the work at Luton (customs works and safeguarding modern slavery mandated and non-mandated work) to protect the border. It was noted that the relationship between Border Force with LLAOL was exceptional.	
6.0	Any Other Business	
6.1	A member referred to the new models of travel wheelchair. These wheelchairs needed to be taken apart and folded to be put in the hold with the battery taken out. The issue when returning to Luton was that after being taken into the terminal there was nobody available to assist in putting the chair back together and to connect the battery. LLAOL agreed to speak with the Assisted Travel provider to resolve.	LLAOL
6.2	A member referred to the car park incident on the 15 th June, LLAOL informed that the car park met all building regulations and standards. Following a post-incident review of all the barriers, no structural issues were found. As the structure had been deemed safe the issue was now with the insurers.	
6.3	It was mentioned by a member that there were still no sprinklers in TCP1 and enquired if there was any update. LLAOL informed that there were plans next year to bring further fire detection in to the car park.	

7.0	Dates of forthcoming Meetings in 2026	
7.1	11 th March 2026 – virtual meeting using Teams.	