

Minutes

Meeting of Passenger Services Sub Committee

Wednesday 17 March 2010 – 14.00hrs Rushton House, London Luton Airport

Attendees

Mr Martin Routledge	- LLACC Chairman
Barry Carter	- LLAO – GM Technical Services
Cllr Rita Egan	- Central Bedfordshire Council
Kim Godliman	- LLAO - GM Customer Services
Cllr Bernard Lloyd	- Hertfordshire County Council
Gary Parker	- AOC Chairman
Wendy Rousell	- Luton Borough Council
Cheryl Smart	- Chamber of Commerce
Carolyn Stott	- UKBA
Neil Thompson	- LLAO - Operations Director
Ken Toye	- LBC Passenger Services

Apologies for absence and substitution

Cllr N Brook	- Hertfordshire County Council
Mr T Lee	- LLACC - Airline Operator
Cllr M Muir	- North Herts District Council
Janet Page	- LLAO – Accessibility Manager

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1.0 Chairman's Introduction

- 1.1 The Chairman opened the meeting by welcoming attendees to the inaugural meeting of the Passenger Services Sub Committee. Introductions were given by those attending.
- 1.2 The Chairman outlined the purpose of the PSSC as a forum for consultation and advice on issues that relate to passenger services and to identify issues from the experiences of the travelling passenger.

2.0 Ratification of Terms of Reference

- 2.1 Members reviewed and agreed in principle the TOR's; the Chairman invited further suggestions that members felt should be considered for inclusion into the TOR's.
- 2.2 Members stated that full reports needed to be submitted showing all passenger complaints received by the airport to ensure that the PSSC has a full understanding of the problems being experienced by passengers and the number of complaints.
- 2.3 The process for customer complaints/suggestions and the mechanism for documentation were discussed.

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2.4	The Group accepted that they were an advisory committee and are only able to make recommendations and it was questioned what commitment LLAO will give to any proposals made. The Group were advised that LLAO have a genuine desire to improve their customer service and do take on board comments received from passengers and other public bodies. To this end the whole of the terminal operations department has changed to focus on passenger services.	
2.5	It was noted that the UKBA have their own internal processes for dealing with customer service and complaints. The UKBA undertook to identify how they can feed into the reporting process for the future.	UKBA
2.6	The Group agreed to adopt the TOR's as a living document subject to further change over time. They noted that to be effective they would need regular reports from the Airport and other bodies to enable them to make a meaningful contribution and report, in turn, to the full LLACC.	All
2.7	It was agreed that the Chairman would draft a short report to the LLACC following each meeting of the PSSC.	Chairman
3.0	Passenger Complaints Process	
3.1	An explanation of the new Passenger Feedback process was given to the Group.	
3.2	It was questioned whether customer feedback boxes could be placed in the terminal for those passengers who would like to comment on a particular issue whilst at the airport. LLAO informed that the airport currently carry out independent surveys, approximately 300 per quarter and questionnaires are provided by our special assistance provider for those passengers who use the service.	
3.3	Other ways for collecting and capturing data were debated and the group agreed that it was important for more focus to be placed on verbal communication and for broadening ways of capturing such information. LLAO informed that they were currently investigating ways of capturing verbal feedback. The Airport also has a Passenger Services Team in the terminal 24/7 to help passengers where necessary.	
3.4	Suggestions were made for a step by step guide to be produced to show what disabled passengers travelling through Luton might expect. LLAO informed that they already have a lot of information already available on the website for passengers to access but agreed to consider reviewing the information to ensure it was easily available in a single place.	LLAO
3.5	The Group noted that the airport and airlines publish information on their websites informing passengers of any major delays/disruptions they may experience.	
3.6	Further suggestion was made that a document should be readily available on what to do if you miss your flight along with booklets for places to stay. However, it was recognised that passengers do need to take responsibility for themselves for check flight times etc.	

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3.7	The Group were advised that the AOC (Airport Operators Committee) is a body made up of various airlines and ground handlers who meet on a regular basis to discuss current airport issues and share information.	
4.0 Review of Recent Complaints and Actions Arising		
4.1	The Group requested for future meetings that LLAO report on the summary of complaints highlighting the nature of the complaints related to passenger numbers. The summary should also include the level of complaint coming through UKBA if this was possible. The Airport agreed to provide a suitable report.	LLAO
5.0 Through Airport Passenger Flow		
5.1	The Chairman outlined the idea that Through Airport Flow would be a regular agenda item with the aim being to capture issues relating to check-in, security, lounge facilities and the reverse flow for in-bound passengers. The Item would deal with any policies or changes relating to both landside and airside areas.	
5.2	Passenger queuing was highlighted as an area of concern in particular queues at Check In. Various suggestions were made for making the experience better.	
5.3	LLAO informed that behavioural changes of online check and bag drop and the numbers of 'straight to security' passengers all have had an impact on the initial process.	
5.4	Suggestion was made that the transit times to boarding gates should be highlighted to allow passengers enough time to get to their allocated gate in plenty of time.	
5.5	The lack of seating in the gate areas was also highlighted as a concern as passengers are called to the gates before the aircraft is ready to board and waiting times are increased in the area. The planning constraint justification regarding the lack of seating at the gates was explained to the Group.	
6.0 Surface Access issues – Update by LLAOL		
6.1	LLAO gave an update and discussions ensued regarding current surface access issues for the airport. LLAO informed that URS had now completed their study of vehicle access and issues from M1 Junction 10a into the CTA. The study highlighted several reasons for the congestion which included: the demand of vehicles per hour exceeds supply on what is essentially a cul-de-sac; the CTA roundabout is required to cope with six traffic flows, creating driver uncertainty and further slowing traffic movement; the Ibis roundabout funnels five lanes of traffic into one; and drivers (known as chaos drivers) who stop to load or unload at unauthorised and inappropriate points on the road and roundabout.	
	LLAO informed that several alternative scenarios have been modelled by URS in order to identify a solution. LLAO are continuing to work with URS to identify both short and long term solutions to the road access challenge, however it is now clear is that it is not a simple problem than can be	

	resolved by obvious solutions.	Action
6.2	The meeting was informed that between M1 Junctions 10 to 13 – The Highways Agency intend to use the hard shoulder to increase capacity on to the motorway.	
6.3	Bus access was discussed. It was highlighted that First Capital Connect are currently operating 2 different types of bendy buses. It was noted that the 2nd batch of buses (red buses) have no place for luggage on the bus. The only area available is where a disabled passenger would be located. LLAO acknowledged the concern raised and informed that First Capital Connect have to comply with current regulations. LLAO agreed to investigate further.	LLAO
6.4	It was confirmed that The Luton Dunstable Busway scheme would be going ahead, it is hoped that when opened it would hopefully encourage more use of public transport. The Committee felt that the absence of a direct busway link to the Airport was lamentable.	
7.0	CAA Review of PRM Access Issues and lessons for LLA	
7.1	The Chairman introduced the CAA review of the Accessible Air Travel Document. The Group agreed to review the document further and readdress at a future meeting.	All
8.0	Any Other Business	
8.1	Following discussion it was agreed that as Chairman of the LLACC should Chair the PSSC and Cllr R Egan was nominated and accepted as Vice Chairman.	Noted
8.2	Date of next Meeting	
	It was agreed that the next meeting would take place in June. The Administrator agreed to promulgate a date in due course.	Admin
	Secretary's note: The next meeting of the PSSC is scheduled for 23 June 2010 in Rushton House commencing at 1400.	