

**Minutes**

**Meeting of Passenger Services Sub Committee**

Wednesday 23 June 2010 – 14.00hrs Rushton House, London Luton Airport

**Attendees**

Mr Martin Routledge	- LLACC Chairman
Mick Dillon	- Disability Resource Centre
Cllr Rita Egan	- Central Bedfordshire Council
Kim Godliman	- LLAO - GM Customer Services
Cllr Bernard Lloyd	- Hertfordshire County Council
Neil Thompson	- LLAO - Operations Director
Janet Page	- PRM
Mark Mullane	- LBC Passenger Services

**1. Apologies for absence and substitution**

Cllr N Brook	- Hertfordshire County Council
Mr T Lee	- LLACC - Airline Operator
Cllr M Muir	- North Herts District Council
Wendy Rousell	- Luton Borough Council
Cheryl Smart	- Chamber of Commerce
Carolyn Stott	- UKBA
Ken Toye	- LBC Passenger Services

**Action**

**2. Minutes of Last Meeting and Matters Arising**

**2.1** Item 2.5 – MR to follow up with the UKBA at the next meeting.

**Chairman**

**2.2** Item 2.6 - ToR's were adopted as a living document to allow for changes over time.

**2.3** Item 3.4 – Following suggestion for a step by step guide for passengers with reduced mobility, JP informed the Group that the airport have produced a booklet which was currently with the Airport Solicitors. Once final approval has been given the booklet will be readily available in the terminal and from the airports website.

**LLAOL**

The Group felt that this was a real positive step forward and thanked the airport.

**2.4** Item 6.3 – Following discussions regarding bus access and the concerns raised regarding luggage being left in the wheelchair area, JP informed that following discussions with First Capital direct the red buses are to be taken out of service in July 2010 and will be replaced with buses that have a ramp on the front of the bus.

### **3. CAA Review of PRM Access Issues**

- 3.1** The Committee discussed the CAA document and generally agreed that their analysis was accurate. The document has been reviewed by LLAO who are currently progressing all the recommendations in consultation with the airlines, handling agents and their disability resource service provider. **LLAOL**
- 3.2** Concerns were debated regarding passenger awareness of the PRM service and access to the service. The group were advised that when the airport receives requests for any PRM related issue these are all forwarded directly to our PRM service provider. LLAO continue to work closely with their PRM service provider
- 3.3** The PRM Service provider strives to work closely with the handling agent and airlines regarding pre-notification of PRM passenger to ensure all requests can be accommodated and that accurate information is being communicated. It was accepted that pre-notification is clearly the main area of concern as this information is not being received. The new PRM provider however does use SITA and is keen to communicate with the airlines via this method.
- 3.4** LLAO also informed that they were hoping to trial a mobility scooter in the departure lounge to understand the benefits and issues for this service, LLAO's solicitor was currently reviewing liability forms prior to implementation.
- 3.5** Seats have been provided by each of the security lanes for passengers with mobility issues to sit whilst walking sticks are taken for x-raying.
- 3.6** The Group were advised that wheelchairs have also been located at gates 1,2 and 3.
- 3.7** Various means of communication between the PRM provider and the passenger were discussed. It was accepted that the departure lounge is relatively compact in comparison to some other airports and that therefore pagers are probably not really necessary. It was noted that Passengers with special needs but travelling alone are generally in the minority.

### **4. Review of Recent Complaints and Actions Arising**

- 4.1** The Committee was briefed on the complaints statistics from March through to May 2010. Over 2 million passengers used the airport during that period, from which 78 complaints were registered and 5 compliments. Whilst surface access; the Drop off Zone (DOZ); UKBA and security queues make up many of the complaints, it was noted that over 50% of the complaints related to airlines/handling agents or car parking.
- 4.2** Car Parking complaints were predominantly due to bus timetables/signage/ pick up and DOZ location and charging. Security complaints were predominately due to DfT restrictions with regards to fluids, sharp objects, airline restrictions to one item of hand baggage and queuing.

4.3 The Group were advised on the work that is currently being carried out with the UKBA to promote ACS and seeking ways to promote its use to speed up arrivals.

## 5. Surface Access Update – LLAOL

5.1 As there were no significant issues for the Group a full surface access report would be given at the next LLACC meeting. The main area that needed to be addressed was the unauthorised dropping off and picking up of passengers on the Central Terminal Area round-about.

5.2 The Group was updated on the airports involvement in the DfT Group for the 2012 Olympics and the challenges that lay ahead for airports during and prior to the 2012 Olympic Games.

## 6. Terminal Update

6.1 LLAO updated on the recent bathroom refurbishment programme and the improved cleaning standards in general areas. A new cleaning provider commences on the 1st August.

6.2 The use of digital handheld PDA's will be used as an audit tool and for recording complaints and suggestions in real time.

6.3 A new signage strategy will be introduced which will reduce multiple signage and will replace existing signage on a rolling basis.

6.4 It was questioned if any audit had been carried out on luggage time from aircraft to carousel. LLAO advised that they do record first and last bag arrival and have Service Level Agreements with the airlines who will penalise handling agents.

## 7 Chairman's Update from UK Airport Consultative Committee Liaison Group Annual Meeting

7.1 The Chairman briefed the Committee on passenger related issues discussed at the annual UKACCS meeting and that a full report would be included at the next LLACC meeting.

7.2 The Chairman informed that lengthy discussion took place regarding Passenger Focus and the Air Transport Users Council. It was recognised that there was clearly still come confusion within different airports. It was noted that the Air Transport Forum does not seem to operate at Luton any longer and therefore there was a need to see if LLAOL were still complying with the DfT guidance.

**LLAOL**

## 8. Any other Business

8.1 LLAO updated the Committee on the volcanic ash cloud events that impacted on the airport operation during the period.

8.2 The Chairman would promulgate arrangements for the next meeting in due course

**Chairman**