

Minutes

Meeting of Passenger Services Sub Committee

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

Attendees

Martin Routledge	- LLACC Chairman
Cheryl Smart	- Chamber of Commerce
Cllr Bernard Lloyd	Hertfordshire County Council
Kim Godliman	- LLAOL - GM Customer Services
Melanine Horwood	LLAOL - Terminal Duty Officer
Neil Thompson	- LLAOL - Operations Director
Janet Page	- LLAOL – Accessibility Manager
Cllr N Brook	- Hertfordshire County Council
Carolyn Stott	- UKBA
Nic Horton	- LLAOL – GM Planning & Development
Mark Graves	LLAOL – GM Technical Services

1 Apologies for absence and substitution

Wendy Rousell	- Luton Borough Council
Ken Toye	- LBC Passenger Services
Cllr Rita Egan	- Central Bedfordshire Council

Action

2. Minutes of Last Meeting and Matters Arising

2.1 The Minutes from 23rd June 2010 were agreed.

2.2 Item 2.1 - CS referred to the system for handling complaints within the UKBA and informed that all complaints are now processed and responded to by a central team based in Plymouth once local input has been received where necessary.

CS further updated informed that over the last five months 36 complaints had been received relating to operational matters; refused entry; special assistance and queue times. The committee were advised on a number of ongoing initiatives to improve the inbound passenger experience. New procedures were being trialled at Luton and if successful would be rolled out to other airports.

2.3 Item 2.3 LLAOL confirmed that the step by step guide for passengers with reduced mobility had been approved and distributed.

2.4 LLAOL reiterated the importance of daily meetings with the PRM provider.

- 2.5 Item 7.2 – Air Transport Forum, LLAOL confirmed that they did have an Air Transport Forum when they were looking at the Master Plan however, it has not met for some time. NT agreed to review further and update at the next LLACC meeting. It was likely that Airport Consultative Committees would be asked (under revised DfT Guidelines for ACCs) to take a more active role in passenger representation. **LLAOL**

3. Review of Recent Complaints and Actions Arising

- 3.1 Members were advised that statistics for May, June and July represented only a small proportion of traffic throughput.
- 3.2 It was noted that the security complaints related mainly to the security measures in place. Complaints about terminal facilities included trolley charging and terminal cleanliness issues.
- 3.3 Members were advised that a new cleaning provider had commenced operations from the 31 July. It was hoped that a more positive cleaning ethos would be seen across the airport.
- 3.4 Transferring the trolley contract to Bagport had resulted in a much better and well maintained fleet of trolleys of a far superior quality.
- 3.5 The complaints regarding abnormal operations were generally related to terminal evacuations and the hazardous chemical incident in July. LLAOL updated further on the chemical spillage.
- 3.6 The Chairman noted the low number of complaints compared to the number of passengers transiting through the airport.

4. Surface Access Update

- 4.1 LLAOL updated members on the current Surface Access issues which included: the installation of handrails along walkways to give passengers a safer route to the terminal front (installation work should be complete by 16/9/10); new raised crossings with Belisha Beacons and signage; and clearly defined routes between the terminal and car parks. Once all works have been completed a rationalisation of all existing signs will be carried out.
- 4.2 Members were advised that there was no quick solution for the road access into the airport. Several scenarios were being investigated including reversing traffic flows, traffic lights and dual carriageways.
- 4.3 New traffic enforcement procedures around the terminal roundabout and access were now in place, with around 90 enforcement notices per day being issued to motorists. It was noted that LLAOL did not benefit financially from the enforcement charges. It was stressed that the whole purpose of the enforcement programme was to improve traffic movement through the airport. The Committee agreed to review the situation at the next meeting to identify if any improvement was apparent.

5. Terminal Update

- 5.1 LLAOL updated on several new initiatives to improve the Terminal building all were welcomed by the Committee. The new cleaning contractor was receiving good reviews and had seemingly had a very positive impact on the passenger experience. The Committee were advised that the cleaning contractor had invested in new equipment and was carrying out additional training for their management team. In addition LLAOL would be carrying out audits on a daily basis to ensure standards were being met.
- 5.2 Redecoration was being carried out across the entire terminal from October. In addition fixture and fittings, floor lighting, enhancements to walkways and the inclusion of plant life and mirrors would be part of the refurbishment.
- 5.3 The Committee were advised that over the coming weeks an automated presentation barrier system for boarding passes was to be installed as a trial which should speed up the passport control process. Also an automated tray return system trial was to be installed at the xray similar to the system being used at Heathrow and Manchester.
- 5.4 The Committee were updated on the PRM service being provided by MITIE. Improvements had been seen in the service.

6. Review of Correspondence

- 6.1 The Chairman referred to items of correspondence received from UKACCS relating specifically to PSSC

7. AOB and date of Next Meeting

- 7.1 A survey conducted by a Disability Group for access to railways was brought to the attention of members. The survey highlighted that 50% of people surveyed were unhappy with the service being provided. LLAOL confirmed that they also have questionnaires for passengers to complete, this allowed LLAOL to monitor passenger perception on a regular basis.
- 7.2 Next Meeting Tuesday 14th December 14.00hrs – Board Room Navigation House