

STANSTED AIRPORT CONSULTATIVE COMMITTEE

SECRETARIAT

E-Mail contact: fefamily@blueyonder.co.uk

Website: www.stacc.info

USER EXPERIENCE GROUP

MEETING OF THE USER EXPERIENCE GROUP OF THE STANSTED AIRPORT CONSULTATIVE COMMITTEE, HELD AT THE AIRPORT ON 9 SEPTEMBER 2015

Membership

*	Rufus Barnes (representing surface transport interests) - Chairman
	Keith Brown (representing tourism interests)
*	Peter Mantle (representing Airline Operators Committee)
	David Burch (representing commerce and business interests)
*	Gary Jones (representing local authorities)
*	Peter Lainson (representing PRM interests)
*	Mary Sartin (representing local authorities)
*	David Leigh (representing cargo interests)
*	Peter Odrich (representing business passengers)
*	Graham McAndrew (representing local authorities)
	Olivia Vandyk (representing non business passengers)
*	Stewart Ashurst (Chairman of STACC)
*	Julie Jones (representing travel interests)

(* present at meeting)

Also present

Neil Banks STAL

Steve Mills - STAL

Kate Newscombe - STAL

Farah Ahmed STAL

Frank Evans STACC Secretary and Technical Adviser

AGENDA

Prior to the meeting, the Group had a pre meeting tour of the security area and the IDL

1. Membership and apologies for absence

Apologies had been received from Keith Brown.

The Chairman proposed that Julie Jones be co-opted to the Group for a further year. The Chairman paid tribute to the positive and informed contributions that she had made to the Group's work over the last year. The Chairman's proposal was unanimously accepted by the Group.

2. Minutes of previous meeting

The Group confirmed the minutes of the meeting held on 8 June 2015. The minutes had been submitted and endorsed by STACC at its meeting on the STACC meeting on 24 June 2015.

i. Matters arising

Requirement for boarding passes for airside purchases

At the previous meeting, Members had drawn attention to the different approaches adopted by retailers. There had also been media reports about airport retailers retaining VAT refunds and not passing these savings to passengers. The Airport Management Team (AMT) commented that pricing policy was determined by individual retailers not the airport. The AMT advised that they were continuing to consider the issue. It was agreed that it would be helpful if a member of MAG's retail team be invited to the next meeting to update the Group on the issue.

ii. Express Set Down

Members had continued to have concerns about the scheme - in particular as to whether they had to apply for new cards and there also appeared to some problems in using the card. The STACC Chairman had written to the Airport's Managing Director about the issue. The AMT advised that there was no need for residents to apply for new cards. Residents in the 10 mile zone should have received new cards in April whilst those in the 5 mile zone should have received new cards in July. However in discussion it emerged that all the eligible Members of the Group who were signed up for the scheme had not received new cards. It was therefore agreed that the AMT should investigate further to ensure that eligible residents had received new cards. As regards using the cards, the AMT advised that they had undertaken checks and these had not revealed any operating problems. - it was however pointed out that the cards could malfunction if kept near magnets or mobile phones.

3. UK Border Force

At the last meeting, it had been agreed that representatives should meet UKBF senior management to discuss the current situation affecting immigration procedures. The UEG Chairman had met the UKBF Regional Director (Philip Holliday). This had been followed by a meeting between the UKBF Stansted Assistant Director (Dean Milton) and the STACC Chairman, the UEG Chairman and the STACC Secretary. These meetings had demonstrated a willingness on the part of UKBF to re-establish a constructive dialogue with STACC. UKBF undertook to attend future UEG and STACC meetings.

UKBF had explained that extra resources had been allocated to Stansted (as well as Luton and Birmingham). They had also used seasonal staff to help manage demand. The key challenges were the morning and evening peak periods. The recent bank holiday period had been managed successfully with no breaches of service targets.

UKBF had invited a small number of UEG representatives to visit the Arrivals area the previous evening. UKBF wished to show how it employed presenters to manage the front of queues. A small team of presenters were used to direct passengers to the next available desk. Although the resultant time saving was small for each passenger, the cumulative effect would help to reduce overall waiting times. These presenters were currently funded by UKBF but this funding was drawing to an end. It was hoped that a solution could be found to obtain alternative funding and so continue the use of presenters.

It was noted that the increasing use of E-Gates was playing a key role in helping to manage demand. Around 55% of eligible passengers were using the E-Gates. A successful trial had been taking place to allow 12-17 year olds to use the Gates. However there were problems in reducing the age limit as there were operational problems in children under 12 using the Gates. It was also noted that a small number of passengers appeared uncertain when using the Gates and during the UEG visit there were not always STAL ambassadors available to advise of procedures. It was also understood that non EU passengers who were Registered Travellers and equipped with the necessary authorisation would be able to use the Gates. The scope for additional gates would need to be considered.

The UEG representatives were also given a tour of other aspects of the UKBF operation.

In conclusion the Group welcomed the willingness of UKBF to develop future engagement with STACC (and UEG). There were three main areas in which the Group had a particular interest - overall resources; management structure and management of resources. It was also clear that a number of areas where responsibilities of UKBF, the airlines and the airport appeared blurred. It would therefore be helpful if the Group could obtain some clarity on the various responsibilities. It was agreed that UKBF should make a presentation at STACC on 21 October covering these issues.

4. PRMs

The AMT advised that Omniserve - the PRM service provider - was considered to be operating well, especially at a time when the number of PRM passengers appeared to be increasing. The increase had raised some issues affecting passenger flows. If the landside Special Assistance facility appeared to be overflowing, action was taken to move

passengers promptly to the airside PRM facility. The AMT advised that they were developing a number of initiatives, including providing step free access to aircraft by the use of ramps. The AMT had invited a number of charities representing people with hearing impairment, autism and sight impairment to visit the airport. The airport would be happy to share the charities' reports with UEG once these were available. The Group expressed its willingness for its member representing the interests of PRMs to be involved in the development of PRM related initiatives.

It was noted that a growing problem related to arriving PRM passengers who had not pre-booked but this was currently being managed. The Group also expressed its disappointment that the CAA had decided not to continue with a project to monitor PRM performance at airports. The Group also sought clarification on the procedure for PRM passengers arriving by train. It was confirmed that such passengers should contact Abellio Greater Anglia before travelling to advise of their needs. The passenger would be met by railway staff on arrival at Stansted Airport station and taken by them to the Omniserve desk

5. West Anglia Task Force

The STACC Chairman had written to Sir Alan Haselhurst suggesting that STACC might be represented on the Task Force. This suggestion had been declined. The question facing the Group was how best to ensure that the Task Force and its Working Group were aware of its views. It was suggested the Steering Group of the Stansted Airport Transport Forum might be a suitable option. The Group considered that it would be helpful if it could be provided with further detail about membership of both the Task Force and its Working Group, The AMT agreed to provide this information.

6. Taxi Provision

There had been a number of adverse comments in the local press about lengthy waiting times for taxis. The AMT advised that recent problems had been caused by external factors e.g. suspension of the Stansted Express meant increased demand for taxis. The AMT also noted that the availability of wheelchair access taxis was increasing.

7. Surface Access

The Group suggested that the AMT should consider engaging with London TravelWatch. The organisation had published an airports report last year that included a section on Stansted Airport. They had also published an Interchange Matters report which included a survey tool. The Group suggested that the AMT might wish to consider whether using such a tool would provide helpful feedback on the passenger experience.

8. Customer Service Report

The Group received the quarterly report prepared by the AMT. They advised that since the last meeting Alison Lilly had left the company. The Chairman recorded the Group's appreciation of the outstanding support that Alison Lilly had provided to the Group over the last seven years. He had written a letter of appreciation to her which the AMT agreed to forward.

The AMT advised that the QSM measure would not be used in the future. The ASQ and NPS measures would be used. The Group considered that the report contained much useful information. It could be further enhanced if more information were provided about trends. Discussion of the report at future meetings would also be helped if members could review the statistical information in advance and comment at the meeting.

9. Customer Improvement Programme

The Group received this report which should be regarded as a local Stansted as opposed to a corporate MAG document. The AMT also tabled a presentation on MAG's Customer Strategy. It was noted that the latter should be regarded as work in progress. The Group considered that this was an important document and would need to be considered in detail at the next meeting in December.

10. Smoking

It was noted that there had been adverse criticism in the local press about the state of cleanliness on the forecourt. The AMT advised that they were aware of the problem and taking appropriate action. This included replacement of the existing litter bins with new bins which would be more fit for purpose.

11. Annual Work Programme

The Secretary advised that he was currently updating the programme, A revised version would be circulated to Members. He also advised that he was seeking to finalise arrangements for visits to Dublin and Manchester Airports.

12. Date of next meeting

The next meeting would take place on 9 December. The Chairman noted that the Group's workload seemed to be increasing and there might be a case for adding to the frequency of meetings. It was agreed that the various options should be reviewed and that the Group should return to the issue in December.

**Secretary and Technical Adviser
Stansted Airport Consultative Committee
September 2015**

ACTION POINTS

1. Express Set Down

- AMT to check that residents discount cards have been issued.

2. Boarding card requirement for airside purchases.

- AMT to check the position and arrange for MAG retail representative to attend December meeting.

3. UKBF

- UKBF representative to give presentation to October STACC meeting and attend future STACC and UEG meetings.

4. PRMs

- AMT to provide UEG with copies of the various charities' report once available.

5. West Anglia Task Force

- AMT to provide details of membership of Task Force and Working Group.

6. Annual Work Programme

- Secretary to amend and circulate the AWP.

7. Visits

- AMT to provide Dublin airport contact details to enable Secretary to finalise arrangements for UEG visit. Secretary to contact Manchester ACC to arrange visit