

STANSTED AIRPORT CONSULTATIVE COMMITTEE

SECRETARIAT

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USER EXPERIENCE GROUP

MEETING OF THE USER EXPERIENCE GROUP OF THE STANSTED AIRPORT CONSULTATIVE COMMITTEE, HELD AT THE AIRPORT ON 29 MARCH 2017

Membership

*	Rufus Barnes (representing surface transport interests) - Chairman
	Keith Brown (representing tourism interests)
	Haydon Yates (representing commerce and business interests)
*	Gary Jones (representing local authorities)
*	Danny Purton (representing local authorities)
*	Angela Alder (representing local authorities)
*	Graham McAndrew (representing local authorities)
*	Mary Sartin (representing local authorities)
*	Peter Lainson (representing PRM interests)
	Chris Hughes (representing passenger airline companies)
	David Leigh (representing cargo interests)
*	Peter Odrich (representing business passengers)
*	Julie Jones (representing non business passengers)
	Stewart Ashurst (Chairman of STACC)

(* present at meeting)

Also present

STAL

Daniel Gallo
Chris Wiggan
Neil Banks
Anna Perkins
Liane Keene

Border Force

Sally Bray

Frank Evans - Secretary and Technical Adviser

1. Apologies for non attendance

Apologies had been received from Stewart Ashurst, Hayden Yates and Daren Barthram.

2. Minutes

The Group **APPROVED** the minutes of the meeting held on 1 February 2017.

3. Matters arising

a. Road access to new hotel

At the February meeting, Members of the Group had sought clarification as to what plans there were relating to access to the new hotel adjacent to Enterprise House. Since that meeting, the AMT had provided details on the road access to the hotel. Members noted that it was not proposed to make any change to the current foxtrot 3 barrier.

b. Arrivals Hall

At the previous meeting, it had been suggested that Members might wish to review the planning application submitted to Uttlesford District Council (UDC) and consider whether the Committee might wish to make a formal submission to the Council. Subsequently Members suggested a number of comments and the STACC Chairman wrote to the UDC.

STAL advised that the current application related to structural design. Once approved, interior design concepts would be considered in consultation with UEG. In discussion a number of points were made.

a. the design would need to include sufficient lifts to cover for breakdowns and maintenance. Outline plans suggested that at present only one lift was envisaged.

b. there needed to be good flow arrangements to cater for the possibility of interlining.

c. ASQs

At the previous meeting, Members had requested further information on the ASQ scores. In presenting the information, STAL advised the information was for internal use only. The AMT noted that the airport had increased its position in relation to other airports but there were still a number of areas (eg wayfinding , security and wait times) that needed to be addressed to improve service quality and performance. Complaints had gone down compared with previous years. It was noted that the comparative information only related to UK airports . The AMT agreed to provide information on comparable European airports.

4. Express Set Down

The AMT updated the Group on proposed changes to the scheme. It was proposed to increase the general charge from £3 to £3.50. The current discount arrangements for local residents would remain unchanged. The excess fine currently set at £50 would decrease to £25. However there would be a phased delay of 5 minutes before the fine took effect. Other planned improvements included upgrading the pay machines and barriers and providing for contactless payments. It was noted that the 10 minute rule did not apply to Blue Badge holders. In discussion, members considered that there was a need to improve signage and communication about the range of car parking products available. Passengers would then be able to make an informed choice as to what product was appropriate for them

5. UK Border Force

Border Force updated the Group on a number of issues. There continued to be high usage of e-gates (77.86% of eligible passengers). There were less rejections as a result of software malfunctions and spare parts were now stocked at the airport. The use of Italian ID cards continued to pose problems. Increased counter terrorism activity had impacted on queuing times and allocation of BF resources would need to be made on a balanced trade off basis. It was noted that Jet 2 would shortly be introducing services from Stansted. This would result in more passengers but BF advised that this increase could be accommodated within existing resources.

6. Annual Work Programme

The Group received a summary note prepared by the Secretary and Technical Adviser on its visit to Birmingham Airport on 15 February as part of its benchmarking work. The Group had been able to have an informative discussion about PRM services as well as attending the full Committee meeting.

7. Customer Services Strategy

The Group noted that the Programme Board had been set up and looked forward to assisting the AMT in the development of the Strategy

8. Customer Services Quarterly Report

The AMT presented their quarterly report. It was noted that nine of the thirteen Central Image processing lanes had been installed. Pre boarding trials including dedicated priority seating were planned. A small survey had been conducted on the benefits of the new floor way-finding installed in front of central search. The results of the survey would help inform the way-finding project.

9. PRM issues

The AMT updated the Group on the refurbishment of Airside PRM Area. Areas under consideration were : the addition of Flight Information Displays (FIDs), live news TV, increased dedicated seating area, accessible toilet facility. Discussions were also taking place regarding concierge shopping and enhanced retail opportunities. It was also noted that a national PRM seminar was being held in April. The Group's PRM representative was planning to attend.

10. Stansted Airport Transport Forum

Members reported on their attendance at the Forum. The Secretary and Technical Adviser had prepared an information note relating to the recent conference. It was suggested that thought be given to improving access from NE of the airport. In the past bus services had been introduced but not proved financially viable. In addition the road network needed improving. Elsewhere it was suggested that more stops be introduced on existing bus routes eg Harlow and new routes considered.

11. Future meetings and date of next meeting

5 July 2017