

# 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 10 DECEMBER 2014

#### Membership

*	Rufus Barnes (representing surface transport interests) - Chairman
*	Keith Brown (representing tourism interests)
	David Burch (representing commerce and business interests)
*	Gary Jones (representing local authorities)
*	Peter Lainson (representing PRM interests)
*	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

Karen Smart STAL  
Chris Wiggan STAL  
Neil Banks STAL  
Alison Lilly STAL  
Jacqueline Norman STAL  
Steve Mills STAL  
Conan Busby MAG  
Mas Naneem UK Border Force  
Frank Evans STACC Secretary and Technical Adviser

Prior to the meeting, the Group undertook a visit to the Arrivals Hall to see the new E -Gates in

operation.

The meeting commenced at 10.10a.m.

#### **1. Apologies for non attendance**

Apologies had been received from David Burch and Olivia VanDyk.

#### **2. Minutes**

The minutes of the meeting held on 10 September were approved.

#### **3. Matters Arising**

All matters arising from the minutes were covered under specific agenda items.

#### **4. Pre meeting visit and UKBF issues**

The Group had welcomed the opportunity to visit the Arrivals Hall. In addition to seeing the E-gates in operation, they had been advised of planned improvements including re-siting some of the desks and improving access to the Hall e.g. changing lift locations. The Group had been encouraged to note the close co-operation between STAL and UKBF- in particular the provision by STAL of forward forecasts for summer 2015 which would assist in UKBF manpower planning. These forecasts would be updated on a regular basis. It was noted that the pattern of operations for summer 2015 was likely to result in more flights originating outside the UK as opposed to starting from Stansted. This was likely to result in a reduction of the critical period in the late evening from two and a half to three hours to a one hour period. It was noted that there had been challenges in manpower but arrangements were in hand to mitigate the risk.

As regards the E-Gates, it was reported that usage was about 50% of eligible E-Gate passengers. It was hoped to raise this to 60% by summer 2015. It was suggested that there was scope for improving communications to help encourage greater usage. There might be value in looking at communication methods used by organisations such as Disney. There was no provision for PRM passengers to use the E-Gates given that these passengers had dedicated channels. It was further noted that Stansted did not currently have the arrangements that are in place at Heathrow for 'Trusted Travellers' from Australia, Canada and the USA .

Looking forward, it was agreed that it would be helpful if future meetings could focus on the following key areas:-

- Adequacy of staffing levels
- Passenger satisfaction
- Relocation of immigration desks

#### **5. Cargo operations at Stansted**

Following the Group's informative visit to the FedEx facility before the September meeting, it had been agreed that the Group should receive an overview presentation on cargo operations at the airport. A copy of the presentation is attached. The airport was experiencing cargo growth. The market had seen changes in aircraft equipment with less wide bodied freighters and more belly hold operations. This was likely to continue with the airport's wish to attract medium and long haul services. Growth would be helped by the developing Cambridge corridor particularly pharmaceuticals. Further development of cargo services would be designed to utilise day time capacity. In terms of current issues, it was noted that there was a lack of freight forwarders at the airport and that the acquisition of Servisair by Swissport might impact on the availability of handlers. It was agreed that the Group should continue to review cargo operations

on a regular basis.

## **6. Refurbishment of Satellite 1**

The Group received a presentation from the AMT on plans to refurbish Satellite 1. The key drivers behind the project were to enhance the passenger experience in the Satellite and to encourage full service operators to operate from Stansted. Enabling works had begun with the aim of completing the work by summer 2015. The Group noted that there was no seating provision in the corridor, However it was pointed out that this replicated the existing situation in the Satellite. Concerns were raised that there appeared to be inadequate colour contrast in some parts of the design and it was agreed that Peter Lainson would be consulted further on this.

## **7. Rail issues**

The question of rail improvements was discussed at the STACC October meeting. Since then, Network Rail's consultation had been launched as well as the consultation on the next East Anglia Rail passenger franchise. It was agreed that STACC would need to consider how to respond to these consultations - for example the Chairman of STACC might write to the Chairman of Network Rail. The STACC meeting at the end of January would provide an opportunity to consider the matter further. That meeting would be informed on the franchise issue by a meeting of the Rail Sub-Group of Stansted Airport Transport Forum on 23 January, which the Chairman of UEG would attend. It was further agreed that it would be helpful if the AMT could provide the Group with copies of relevant correspondence between the airport and Network Rail.

## **8. PRM Issues**

The Group discussed a number of PRM issues. These included how the airport would be responding to the recent CAA initiative on PRM quality standards. It was suggested that UEG might help the airport by monitoring an agreed number of PRM issues. It was agreed that the Secretary would circulate the relevant CAA material. It was noted that the airport would be hosting a PRM related forum at the Radisson Hotel on 19 February. It was suggested that UEG members might be invited to attend.

The Group noted that the airport were trialling a new arrangement for PRM passengers in Central Search. This involved moving the dedicated lanes from Lanes 2 and 3 to Lane 11. This would result in a shorter journey for PRM passengers.

It was also agreed that UEG's PRM representative might assist the airport in a number of areas including the proposed PRM survey and acting as a mystery shopper of the PRM service. It was further agreed that it would be helpful to have a report on PRM issues at the next meeting.

## **9. Express Set Down**

The AMT reported that the scheme was working well. The new discount arrangements had now been agreed and would be announced shortly. Details would be circulated to the Group.

## **10. Customer Services Report**

It was noted that as the Terminal Manager role no longer existed at the airport, reports would now be compiled by the Customer Services Team. The report had been circulated prior to the meeting. The main issues included improvements to Central Search which was trialling parallel

divestment which was designed to help passenger flow. The Fast Track product was being further developed and refined. Work on the Terminal transformation project was on track. It was agreed that the Group might visit the Departures Lounge before the next meeting. Passenger numbers continued to grow and this trend was expected to continue. Work experience programmes were being offered both to young and older people. In many cases, these had resulted in offers of permanent employment. Work was in hand to offer more apprenticeships. However it was noted that as Stansted was in a rural location, local transport services did not always complement the shift working pattern at the airport. It was suggested that the airport might explore the options for a scooter scheme as used in South Norfolk.

The latest ASQs suggested that whilst there had been improvements in some areas, these were still being affected by the works being undertaken in the terminal

#### **11. Smoking Provision project**

The Chairman and the Secretary had had an initial meeting with AMT members to discuss how the Group might assist in the development of the project. The AMT would welcome ideas/ options that might be developed to provide non intrusive smoking provision. It was agreed that a transcript of a relevant local radio item involving the AMT might be circulated to members.

#### **12. Any other business**

It was noted that work was in hand to refresh the airport website

#### **13. Date of Next Meeting**

11 March 2015