

## USER EXPERIENCE GROUP 2015

Objective	1. To ensure that the delivery of the terminal upgrade adequately meets the needs of passengers		
Action	Performance measure	Progress	Expenditure
Regular assessment visits to the terminal	Good attendance by UEG members	Meetings well attended	
Regular meetings with appropriate STAL staff to discuss key decisions and to monitor progress on the upgrade	a. Discussions felt by both STAL and UEG to have been worthwhile in terms of frequency and content	<p><b>9 September</b>            AMT advised that there would be an update on the Customer Service Improvement Programme at the next meeting            Group offered to liaise with the AMT to assist in resolving smoking outside the terminal issue.            AMT presented quarterly Customer Services Report            Issue of Express Set Down reviewed and AMT agreed to consider the need for new cards</p> <p><b>9 December</b>            AMT updated Group on emerging Customer Service Strategy. Group requested to be involved upstream            AMT provided update on Customer Improvement Programme and presented Customer Service Report</p>	
	b. Evidence that STAL wishes to seek UEG input “upstream” and takes such input into account in the decision making		
	c. Evidence of UEG influence in decisions taken by STAL		
	d. Evidence of STAL flexibility in the implementation of decisions where the best interests of passengers can be demonstrated e.g. the provision of acceptable facilities for passengers “regathering” after going through security		

	e. Evidence of enhancements in the overall passenger experience	<p>presented Customer Service Report  AMT updated Group on current developments affecting Express Set Down and the issue of new cards  Group received presentation from MAG on retail policy.</p> <p><b><u>9 March</u></b>  Further discussion of Customer Service Strategy. Agreed that a joint STAL/STACC paper should be presented to the April STACC  AMT presented Customer Service Quarterly Report updating Members on current developments</p> <p><b><u>15 June</u></b>  Further discussion of Customer Service Strategy with Group agreeing on priorities. UEG/STAL meeting on 21 June to consider further  AMT presented Customer Service Report  —</p>	
<b>Objective</b>	<b>2. To ensure that STAL decisions take PRM interests fully into account</b>		
<b>Action</b>	<b>Performance measure</b>	<b>Progress</b>	<b>Expenditure</b>
Regular meetings with appropriate STAL staff to discuss PRM interests, to influence decisions and to monitor the effectiveness of the decisions taken	<p>a, Discussions felt by both STAL and UEG to have been worthwhile in terms of frequency and content</p> <p>b. Evidence that STAL wishes to seek UEG input “upstream” and takes such inpatient account in the decision</p>	<p><b><u>9 September</u></b>  Group reviewed current PRM issues</p> <p><b><u>9 December</u></b>  Group noted that new guide to PRM services at the airport had been published without any prior</p>	

	<p>making</p> <p>c. Evidence of UEG influence in decisions taken by STAL</p> <p>d. Evidence of STAL flexibility in the implementation of decisions where the best interests of PRMs can be demonstrated</p> <p>e. Evidence of the effective implementation of decisions in respect of the interests of PRMs and the requirements of the CAA</p> <p>f. Evidence of enhancements in the PRM experience</p>	<p>consultation</p> <p>Group reviewed the circumstances of its PRM adviser's recent unsatisfactory experience at the airport. Group decided that the STACC Chairman should write to the relevant organisations to seek an explanation about the incident and PRM policies in general</p> <p>Group also noted that there was a need for the airport to consider increasing its stock of ambulifts</p> <p><b>9 March</b></p> <p>Further discussion about responses to Chairman's letter. Noted that it was proposed that STAL should host a meeting with all service providers and STACC</p> <p><b>15 June</b></p> <p>Group noted that STAL meeting with service providers and STACC had now been arranged for 28 June</p> <p>Group received update on current initiatives</p> <p>Group agreed to respond to CAA consultation on hidden disabilities</p>	
<b>Objective</b>	<b>3. To share the benefits of learning from comparable airports respect of key elements of the passenger experience</b>		
<b>Action</b>	<b>Performance measure</b>	<b>Progress</b>	<b>Expenditure</b>
i. Study relevant statistics of comparable airports	a. Evidence of STAL action to match "best in class"	<p><b>9 September</b></p> <p>Group decided that visit by a small number of UEG members to Dublin</p>	<b>£182</b>

ii. Visit annually two comparable airports in Europe (including the UK) and share with STAL any relevant and useful experience	b. Evidence that STAL takes seriously into account the benefits of the UEG experience gained and where appropriate implements accordingly this experience at Stansted	<p>number of UEG members to Dublin should be arranged in near future. Dublin had been cited as example of best practice</p> <p><b><u>2 December</u></b> UEG visited Dublin Airport</p> <p><b><u>9 December</u></b> Members reported back on interesting and informative visit. Noted a number of practices employed at Dublin might be introduced at Stansted</p> <p><b><u>9 March</u></b> Agreed that Group should undertake a visit to Birmingham Airport (nb originally planned for May but now to take place later in year</p> <p><b><u>15 June</u></b> Agreed that the Birmingham visit should be rearranged as a priority</p>	
<b>Objective</b>	<b>4. To support STAL in seeking to secure an effectively resourced and well managed Border Force</b>		
<b>Action</b>	<b>Performance measure</b>	<b>Progress</b>	<b>Expenditure</b>
i. Monitor (in support of STAL) the performance of UKBF in terms of passenger queuing times	Evidence that the passenger queuing times at Border Control is at acceptable levels	<p><b><u>9 September</u></b> Chairman advised that there had been effective re-engagement with Border Force. A number of meetings had taken place which had helped broaden the Groups's understanding of key issues. It was confirmed that Border Force planned to attend future STACC and UEG meetings.</p> <p><b><u>9 December</u></b> Border Force made presentation to Group on current issues.</p> <p><b><u>9 March</u></b> Further presentation from Border Force updating Members on current</p>	
ii. At least one unannounced visit to the Arrivals Hall every six months			
iii. Hold regular discussions at UEG meetings with senior UKBF personnel			
iv. Representations, where appropriate, to the Government and others in respect of resources, management and performance quality			

		developments <b>15 June</b> Chairman reported that a further pre-UEG meeting had taken place with Border Force Update at meeting from Border Force on current developments	
<b>Objective</b>	<b>5. To support improvements to the rail service to the airport</b>		
<b>Action</b>	<b>Performance measure</b>	<b>Progress</b>	<b>Expenditure</b>
Work with STAL, local authorities , business interests and others to encourage the Government, Network Rail and the train operating companies to enhance the quality of the West Anglia Main Line service	Evidence of the effectiveness of STACC representations in respect of persuading the Government and Network Rail to bring forward a review of the West Anglia Main Line service	<b>9 September</b> Group agreed that all parties should continue cooperate a joined up approach and lobby for improvements. AMT offered to update the Group on emerging issues from the Task Force. <b>9 December</b> AMT updated the Group on recent developments affecting the Task Force Group noted that STACC had submitted a response to the Transport Select Committee consultation on Surface Access to Airports	
<b>Objective</b>	<b>6. To contribute to an effective process for producing the Stansted Corporate Social Responsibility Report and to monitor the effective implementation of certain key targets/KPIs or proposals within that report in which UEG has expressed a particular interest. UEG issues are listed on p14 of the 2014-15 report</b>		
<b>Action</b>	<b>Performance measure</b>	<b>Progress</b>	<b>Expenditure</b>
i. Secure the annual involvement of UEG “upstream” in suggesting appropriate targets	Evidence of worthwhile involvement with target setting Evidence of STAL meeting and/or satisfactorily progressing the key targets and/or proposals in which UEG has expressed an interest	Agreed that CSR monitoring would form part of the Group’s AWP and progress reviewed at each meeting <b>9 March</b> Members encouraged to suggest items for the 2016/17 AWP <b>15 June</b> Members agreed on priorities	
ii. Regular discussions with STAL monitoring progress in meeting key targets and/or proposals			

Objective	7 To monitor progress in respect of those issues within the current Sustainable Development Plan in which UEG has expressed a particular interest. This year these issues are rail franchising (p48 of the Economy and Surface Access section of the SDP), public transport share (p50 and 51) and the airport travel plan (p30).		
Action	Performance measure	Progress	Expenditure
Regular discussions with STAL, monitoring progress in respect of those issues in which UEG has expressed a particular interest this year	Evidence of satisfactory progress in respect of this issues in which UEG has expressed an interest	<p>Agreed that SDP monitoring would part of Group's AWP and progress review at each meeting</p> <p><b>9 March</b></p> <p>Agreed that a STACC response to the CAA consultation on surface access should be prepared ( NB draft response submitted to STACC meeting on 20 April and subsequently submitted to CAA)</p>	