

## USER EXPERIENCE GROUP 2016/17

Objective	1. Work with STAL to further develop its Customer Service Strategy (CSS), focussing in particular on those elements of the passenger journey which have been identified by STACC/UEG as critical to the delivery of a high quality experience viz Surface Access, Security, PRMs , Digitisation and Border Control.		
Action	Performance measure	Progress	Expenditure
To develop and commission independent research in respect of one or more of the UEG agreed focus areas	Relevant specification of research project, report produced to time and added value to the CSS of the outcome of the project.		£5000
Regular meetings with STAL on the development of the CSS	Evidence that UEG input has influenced the CSS as it develops		
Objective	2. 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		
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		
	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		
<b>Objective</b>	<b>3. 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, including liaising on development of PRM element of CS Strategy, to influence decisions and to monitor the effectiveness of the decisions taken	a, Discussions felt by both STAL and UEG to have been worthwhile in terms of frequency and content b. Evidence that STAL wishes to seek UEG input “upstream” and takes such inpatient 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 PRMs can be demonstrated e. Evidence of the effective implementation of decisions in respect of the interests of PRMs and the requirements of the CAA f. Evidence of enhancements in the PRM experience		

<b>Objective</b>	<b>4. 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”		
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		
<b>Objective</b>	<b>5. 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 Border Force in terms of passenger queuing times	Evidence that the passenger queuing times at Border Control is at acceptable levels		
ii. At least one unannounced visit to the Arrivals Hall every six months	Evidence that any useful experience is acted upon by STAL		

iii. Hold regular discussions at UEG meetings with senior Border Force personnel	Implementation of useful outcomes of discussion		
iv. Representations, where appropriate, to the Government and others in respect of resources, management and performance quality			
<b>Objective</b>	<b>6. 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>Objective</b>	<b>7. 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 to be confirmed once the 2015- 16 report is published</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		
ii. Regular discussions with STAL monitoring progress in meeting key targets and/or proposals			
<b>Objective</b>	<b>8. To monitor progress in respect of those issues within the current Sustainable Development Plan in which UEG has expressed a particular interest. In 2015/16 issues were 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). UEG to consider whether these issues should continue to be monitored.</b>		
<b>Action</b>	<b>Performance measure</b>	<b>Progress</b>	<b>Expenditure</b>
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		

