

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 15 JUNE 2016

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)
*	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)
	Peter Mantle (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-

Karen Smart
Neil Banks STAL
UKBF
Dean Milton

Frank Evans- Secretary and Technical Adviser

1. Apologies for non attendance

Apologies had been received from Keith Brown, Graham McAndrew, Peter Odrich and David Leigh

2.Minutes

The Group **APPROVED** the minutes of the meeting held on 9 March 2016 (Copy attached). NB The minutes were submitted and endorsed by STACC at its meeting on 20 April 2016.

3. Matters arising

Express Set Down

The Chairman noted that It had been agreed that STAL should provide a report six months after the introduction of the scheme. This report was therefore expected in October 2016.

Blue badge signage

It was noted that there continued to be a need for improved signage relating to the Red short stay car park. STAL advised that there was information about car parks on the airport's website. The Group considered whilst this was helpful, there was a need for better signage. The airport agreed to review the position. It was further agreed that Peter Lainson might act as a mystery shopper and tour the various car parks with STAL to identify any issue.

4. Customer Service Strategy

Karen Smart who had been leading on the Strategy for the airport advised that she would be moving to a new post as Asset Director. Her replacement as Customer Service and Security Director would be Daniel Gallo. The Chairman thanked her for her engagement with the Group and helpful involvement with the development of the Strategy.

It was noted that there was to be a meeting the following week between STAL and STACC to consider the Customer Service Strategy. As regards UEG's involvement, it was suggested that the Group might wish to participate in a number of programme boards that were being established - these included security, check in, car parking and immigration. It was noted that there might be issues about participation in the Security Board as this would require the appropriate security clearance.

The Chairman suggested that UEG should prioritise those areas that the Group wanted to take a particular interest. He said that he had written to Members seeking proposals but there had been a lack of response. As a result, he had considered the various stages of the strategy and now proposed that the Group might usefully focus on the following areas;- surface access, security, border control and digital. As regards PRMs, the Chairman noted that perhaps a lateral approach should be adopted as this affected a number of areas. In discussion it was agreed that there would be value in developing a research project to help inform the CS process.

It was noted that the gate to the plane stage was not covered by the strategy as this was the responsibility of the airport's partners. However there were a number of issues affecting this stage. These included passengers queuing in stairwells and aircraft stands. This raised both H & S as well as segregation issues. STAL advised that procedures would have been subject to a risk assessment. The Chairman said that this was an important issue that needed further discussion. It was therefore agreed that the Head of Airside Operations - Nick Miller together with Chris Hughes head of the AOC might attend the next meeting of UEG.

5. Annual Work Programme

The Group considered the AWP. It was agreed that for 2016/17 priorities these might include the following :-

- PRM issues;
- Monitoring and influencing STAL's plans to cope with rising demand;
- Inputting to any proposals to enhance the rail offer at the airport;
- the annual review of freight issues; and •
- Undertaking at least one visit to another UK airport.

In response to a question about standards and performance the AMT advised that it would seeking to be judged as being in the upper quartile as opposed to be "best in Class"

6. Border Force

Dean Milton provided UEG members with an informative update of relevant Border Force matters. He advised that 15 extra e-gates would come into operation on 20 June. There continued to be a high percentage achievement of satisfactory queuing times (98% through EU gates within 25 minutes and 99.0% through non EU gates within 45 minutes). The introduction of the family arrangements whereby children between 12 and 17 could use the e-gates if accompanied by an adult was proving to be popular. It was noted that sunlight could affect the operation of the e-gates. The Group was advised that Border Force were aware of the problem and were looking at possible software solutions.

In conclusion the Chairman noted that this would be Dean Milton's last attendance at UEG as he would be moving to London City at the end of August. The Chairman paid tribute to the transparent engagement that had developed between the Group and Border Force. Mr Milton would be replaced by Taylor Wilson.

7. Customer Services Quarterly Report

Neil Banks introduced the previously circulated Quarterly Report. Members noted that the largest number of complaints related to car parking. It would be helpful if the Group could be provided with details of the PRM complaints as well as information as to what percentage of total passengers PRMs formed.

8 PRM Issues

The Chairman noted that the proposed meeting with STAL, OmniServ, Ryanair, the AOC and STACC had now been arranged for June 28. STAL advised that new ambulifts had been acquired. It emerged in discussion it emerged that STAL were engaged on a number of initiatives designed to assist PRMs. The Chairman asked if STAL could provide a list of current initiatives

The Secretary reported on his attendance at the UKACCS Annual Conference. PRMs had featured a CAA presentation. This suggested whilst the number of passengers was rising, the number of PRM passengers was rising at a higher rate. Airports would need to respond to this situation. It was noted that a number of airports were developing a range of PRM related facilities. As far as Stansted was concerned, its PRM performance appeared to be marginally falling below quality standards. The AMT advised that the CAA had recently completed a satisfactory audit of the airport.

The Chairman asked with whom the AMT liaised over the development of initiatives. The AMT advised that there were a number of organisations e.g. Disability Go and Family Friendly with whom the airport liaised. It was suggested UEG might be able to offer feedback in a number of areas. It was agreed that Peter Lainson, Julie Jones, the Chairman and the Secretary might form a group with whom the AMT could liaise.

There was a brief discussion about the CAA's current consultation on hidden disabilities. It was agreed that this recognition by the CAA was welcome. It was agreed that the Secretary should prepare a short response welcoming the CAA's initiative.

9. Surface Access

It was noted that a response had been submitted to the CAA's consultation on surface access to airports. The Chairman was thanked for drafting the comprehensive response.

10. Visits

It was noted that the proposed visit to Birmingham had unfortunately had to be postponed. The Chairman requested that the visit should be rearranged before the end of the calendar year.

11. Members Feedback

Members raised number of issues :-

The management of queues in Security. At times it appeared that there was some inequality in the way queues were managed. The AMT advised that the Security area was being reconfigured and this inevitably could result in disruption.

Congestion at the end of Security. There was scope for introducing more seating and need for provision of a water fountain.

Wifi. It was stated that the free access to wifi required passengers to accept marketing offers. It was also stated at Heathrow passengers were given four hour free wifi whilst it was limited to one hour at Stansted. The AMT advised that they were aware that there were difficulties with wifi and work was in hand to produce a better product.

It was noted that there were problems in obtaining a taxi if there were significant delays with the Stansted Express, It could be very difficult to obtain a taxi and passengers could be subject to long delays.

It was further noted the fares charged by the airport's taxi operator could be more expensive than those charged by local operators

12. Date of Next Meeting

It was noted that the next meeting would be held on 7 September 2016. The Chairman reminded the Group that it had been agreed that there should be five meetings a year. The Secretary was asked to canvass Members as to dates for 2016/17.

**Stansted Airport Consultative Committee
June 2016**