

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 7 SEPTEMBER 2016

Membership

*	Rufus Barnes (representing surface transport interests) - Chairman
	Keith Brown (representing tourism 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

Daniel Gallo - Customer Services and Security Director

Neil Banks - Head of Passenger Services

Daren Barthram - Head of Customer Services

Anna Perkins - Public Affairs Manager

UKBF

Mas Naeem

Frank Evans- Secretary and Technical Adviser

Pre Meeting Tour

Prior to the meeting, Members of the Group visited the Security Area to see the new arrangements and the body scanners which were currently being trialled. The Group found the tour very useful as it had been a number of months since their last visit. The Group had the following observations:-

The management of the area appeared to be much improved over the last year. The proposed new arrangements would improve the flow of the security trays which would help to reduce congestion and require less involvement by STAL staff.

The Group was particularly interested to learn what queue management measures were used. The AMT advised that queues were measured from the presentation of boarding cards to the security arch. Both Bluetooth in passengers' mobile phones and CCTV were used to facilitate measurement. However this meant that if there was a queue before the point when passengers presented boarding cards, this delay would not be measured. The Group considered that it would help to have sight of the monitoring information that the airport held about queue measurements and variations. It would also be helpful to know how Stansted compared with other airports in terms of queue measurement.

The new body scanners are less intrusive than previous scanners. The technology means that artificial limbs etc are not identified by the scanners. The AMT advised that DfT regulations mean that 25% of all passengers (excluding children who were 1 metre or less) will be required to use the scanners by the end of 2016. Even so, the AMT considered that there would be improved passenger flow. Members suggested that there might be advantage in having better signage to inform passengers in the approach to the scanners.

1. Apologies for non attendance

Apologies had been received from Keith Brown, Peter Lainson and Danny Purton

2. Minutes

The Group **APPROVED** the minutes of the meeting held on 15 June 2016 (Copy attached). NB The minutes were submitted and endorsed by STACC at its meeting on 22 June 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 would report on the impact of the change in charges and any relevant problems including the management of tailbacks. The AMT agreed to produce the requested report.

Provision of Airbridges

Members suggested that STAL might consider greater use of airbridges particularly during inclement weather when passengers had to board the aircraft in the open. The AMT advised that it was not possible to use airbridges on all stands. In addition it was noted that the airlines were likely to be opposed to greater use as this would increase their operating costs and impact upon income as this affected the operating patterns and dwell time on the tarmac.

4. Customer Service Strategy

The Chairman advised that there had been two constructive meetings between members of UEG and Daniel Gallo. These indicated that STAL was revisiting the CSS process. It would now be more locally as opposed to MAG driven. There would now only be two Programme Boards (one covering security and one covering all other areas). Work in the Security Programme Board was well advanced. It had been agreed that the Chairman would sit on the other board supported by other members of UEG as appropriate for the issues under discussion; the Secretary and Technical Adviser would be the back-up as necessary.

Following the second meeting with Daniel Gallo, UEG had been asked to complete a template covering six elements of the passenger experience suggesting where there were concerns and offering possible solutions. The Chairman said that the Group had welcomed this opportunity to comment and hoped that information provided would provide added value. He also noted that UEG had been pleased to provide a comprehensive response despite the tight timetable and the holiday season.

In response Daniel Gallo said that he was grateful for the quick response. UEG's contribution had helped to highlight some new areas as well as confirming other issues already identified within STAL. The strategy would seek to have a common set of standards with mutual benefits and be measurable. The next steps would be produce a final synopsis. This would be prepared by the following week and UEG's feedback along with other key players would be quickly sought. The strategy would also need to be costed and approval gained from the airport CEO. The plan would cover a three year period with priorities established for each of the years, The aim was to enable the airport to obtain an upper quartile airport ranking. It was planned to have the strategy approved by the end of September.

In discussion, a number of points were made:-

Culture change would be a key factor in the success of the strategy - not only for the airport's staff but also for the airport's partners. The latter would have their existing culture tailored to their par-

ticular business needs. The airport did not have direct control over these partners who would need to be persuaded to buy into the strategy. The Chairman of STACC suggested that the concept of 'The Stansted Way' maybe beneficial. The Chairman said that in another capacity he had secured the concept of 'xxx together', which makes things inclusive.

Daniel Gallo said that it was also planned to have a customer charter to support the strategy. Ideally given the mix of nationalities using the airport, this should be accessible in a number of languages.

5. Border Force

The Chairman reported briefly on a visit that he and Peter Odrich had made to the Arrivals area on the night of 17 July (a note of the visit had been previously circulated to Members). They had been encouraged by the efficient way in which a large number of passengers had been handled with Border Force and STAL staff working very well together. There had been no breaches of queuing times and all 30 e-gates were working well. Queues were well managed with Border Force staff personnel filtering out families and passengers holding ID cards to help assist with passenger flow.

Mas Naeem - who would be the new lead BF officer dealing with STACC issues following Dean Milton's departure - then provided UEG members with an informative update of relevant Border Force matters. Usage of the e-gates was growing. The new family arrangements whereby children between 12 and 17 could use the e-gates if accompanied by an adult continued to be popular and was receiving greater usage. Resource issues were under review but it was not possible to provide any further detail at this stage. It was also noted that in addition to border control functions, UKBF also covered a number of other activities. For example recent weeks had seen seizure of a substantial amount of counterfeit goods on aircraft arriving from Turkey and Hong Kong.

Members wished to know what action was being taken in respect of sun glare on the e-gates. The Group was advised that work was in hand but since the introduction of the additional 15 e-gates, it had become less of an issue because the sun only impacted on a few gates at a time providing greater resilience.

6. PRMs

The Chairman reported that the meeting with STAL, OmniServ, Ryanair, and STACC had taken place on June 28. This had been a helpful and constructive meeting and had helped to clarify responsibilities.

The Group had noted that the recent CAA report advised that the airport engaged with a wide range of disability organisations. It was not clear to the Group as to which organisations were involved. The AMT responded that there had been an engagement day led by Omniserv earlier in the year which a number of organisations had attended. Members were also informed that the airport used Omniserv as lead source of advice on PRM matters. Members queried as to whether this raised conflict of interest issues given Omniserve were also the service provider.

The Group welcomed the airport's introduction of assistance for passengers with autism. It was also suggested that with the growth of the airport, more passengers would require assistance and the na-

ture of assistance would be more complex as mirrored in the CAA 's recent consultation on hidden disabilities.

7. Customer Services Quarterly Report

The AMT tabled their quarterly report. It was noted that Neil Banks would now be Head of Passenger Services with Daren Bertram assuming the role of Head of Customer Services.

8 Departure Gate to Plane

It was agreed that Nick Miller (Airside operations) and Chris Hughes (Ryanair and Chairman of the AOC) should attend the December meeting and clarify the process and responsibilities. It was further agreed that UEG would prepare some questions in advance to assist in an informed discussion.

9. New Rail franchise

It was noted that Abellio had been awarded the franchise. This was welcomed particularly as the provision of new rolling stock and additional carriages formed part of the bid. The Chairman asked whether the new Norwich – Cambridge – Stansted Airport service to be introduced under the new franchise would be at the expense of the Birmingham – Stansted Airport service as had been suggested might be the case during earlier discussions. STAL agreed to ascertain the situation, but they did not think this was the case.

10. Visits

The Secretary and Technical Adviser reported that action was in hand to rearrange the deferred visit to Birmingham airport. He also suggested that the Group might wish to consider a visit to Manchester airport, which members agreed should take place during the current STACC financial year

11. Annual Work Programme - Possible research project

Members were reminded that STACC's current budget contained an allocation of £5k for research. The Chairman had written to Members seeking suggestions but to date none had been received. Members were encouraged to give further thought to the issue, particularly in light of developments relating to the Customer Service Strategy.

12. Members Feedback

Members raised a number of issues :-

There continued to be congestion at the end of Security. Members suggested that there was scope for introducing more seating together with the provision of water fountains.

In response to a question, Members were advised that the new hotel adjacent to Enterprise House was planned to open in Autumn 2017.

There continued to a need for better signage. For example there was no information about the availability of a lift to the Escape Lounge. As a result this facility was less utilised than it could be.

13. Date of Next Meeting

A list of 2017 meeting dates had been circulated with the meeting papers; these were approved. The next meeting of the Group would be on 7 December 2016.

**Stansted Airport Consultative Committee
September 2016**