

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 DECEMBER 2016

Membership

*	Rufus Barnes (representing surface transport interests) - Chairman
*	Keith Brown (representing tourism interests)
*	Haydon Yates (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)
	Chris Hughes (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

Neil Banks - Head of Passenger Services

Daren Barthram - Head of Customer Services

John Fowler - Head of Security, Demand and Operational Planning

Graham Stubbs - Head of Security

Anna Perkins -Public Affairs Manager

UKBF

Andy Tomlinson

Frank Evans- Secretary and Technical Adviser

1. a. Apologies for non attendance

Apologies had been received from Angela Alder.

b. New Members

The Chairman welcomed Haydon Yates to the Group. Mr Yates would represent commerce and business interests replacing David Burch,

2. Minutes

The Group **APPROVED** the minutes of the meeting held on 7 September 2016 (Copy attached).
NB The minutes were submitted and endorsed by STACC at its meeting on 5 October 2016.

3. Matters arising

All matters were being discussed under individual agenda items.

4. Date of next meeting

The Chairman sought the Group's views on changing the date of the next meeting from 5 April to 29 March. The Group **AGREED** to this change in date. The meeting would take place in the Dove Meeting Room.

5. Benchmarking - update on visits

The Secretary advised the Group that it was planned to make the postponed visit Birmingham Airport on 15 February. It was also planned to make a visit to Manchester Airport before the end of STACC's financial year.

6. AWP

The Secretary reported that he had updated the UEG section of the AWP to reflect the Group's activities since the beginning of July. Members were invited to send any comments to the Secretary.

As regards the identification of a research project, the Chairman reminded the Group that it had planned to commission work on an issue that related to the Customer Service Strategy. However the delay in STAL progressing the Strategy had meant that it had not yet been possible to identify a suitable project. If this continued to be the case, it was agreed that Group might wish to commission research on a PRM related subject.

7. Members Feedback

a. Road access to the new hotel

Members of the Group sought clarification as to what plans there were relating to access to the new hotel adjacent to Enterprise House. It would be helpful if the Group could be advised on any plans before they were finalised. It was agreed that the AMT would provide a plan for the next meeting.

b. Use of Harlow Hospital

It was noted that Harlow Hospital had been placed under special measures. Given the hospital was used on an emergency basis by the airport, Members asked how this affected the provision of hospital services. The AMT were requested to report back on the issue (**Secretary's Note** - The AMT subsequently confirmed that this did not impact upon the airport's operation. There were 5 receiving hospitals listed in the Airport Emergency Orders, and the East of England Ambulance control would make the decision of where to send patients on the day, based on a number of factors, including any specialist units required.

8. Express Set Down (ESD)

The Group received a helpful and informative report from the AMT analysing use of the ESD during the period December 2015 to August 2016. This showed that the facility had been used by about 1.8m vehicles. The average number of penalties was 0.2%. The AMT advised that they sought to adopt a flexible approach towards imposing penalties especially if there were problems with barriers etc. It was noted that the analysis did not contain information as to usage at the discount rate by local residents - this had been a particular concern of the Group in the past. The AMT agreed to provide detail on usage by local residents for the next meeting. In conclusion the Chairman thanked the AMT for providing a very useful report. On a wider issue about the use of acronyms in reports, the Chairman advised that it was important these should be explained at the initial point of reference.

9. Customer Service Strategy (CSS)

The Group were disappointed to note that the Customer Service Strategy had not been progressed by the Airport to the point that STACC could be involved. They had understood from the STACC meeting on 5 October that the first Programme Board was likely to be in early November. However

the Group had not received any update and had been further disappointed that diary conflicts had prevented Daniel Gallo from attending this meeting to update the Group. It was noted that a meeting between Daniel Gallo and a small group of members had been arranged for 19 December.

The AMT advised a number of trials e.g. provision of extra airport buses and improving wifi provision were currently under way. The Group was surprised to note that these trials were under way without any consultation with UEG. It would be important to clarify UEG's future involvement with the development of the strategy. The Chairman requested that the AMT provide a full report on the CSS for the next meeting of the Group in February.

10. Customer Services Directorate Update

The AMT presented their regular report (which had been circulated to Members in advance of the meeting). In discussion, a number of issues were raised. These included :-

Congestion in the area following security

It had been noticed that there was increased congestion in the area following security before passengers entered the IDL. Action was being taken to reduce the amount of seating and the flight information screen in an attempt to discourage passengers "dwelling" in the area. Members commented that the AMT needed to have regard to PRMs and other passengers with mobility issues relating to the provision of adequate seating. The AMT advised that there would perch seating available

Flight Information Screens

The AMT advised that they were trialling changes in the timing of the display of call to gate information to help reduce congestion in the IDL. Members commented that the key issues for passengers were identification of the gate for their flight and how far ahead they needed to move to the gate. It was also important that any changes took into account the needs of PRMs and passengers requiring assistance especially the requirement that PRMs should be boarded first.

Body scanners

There were now nine body scanners in operation with a further two to be installed shortly. This would enable the airport to meet the Government target that 25% of all passengers should be scanned.

Passenger Feedback

It was noted that there were a number of inadequacies in the use of the existing surveys. The airport were considering possible improvements. The ability to identify key areas of passenger concern was important to target improvements and investment. Members commented that despite the considerable investment to develop the terminal, scores seemed to have dropped. It was accepted the growth in passenger numbers might have been a factor. Information which would provide greater clarity on particular problems and priority areas was a clear requisite.

11. Queue Management at Security

The AMT advised that work to reduce queues in Security had been progressing since June. This had resulted in reductions in delays. CCTV as well as bluetooth was used to monitor queues. Passengers

were monitored once they entered the security zone. On Immigration, it was reported that there had been an improvement with an average wait time of 5 minutes.

12. From Departure Gate to Plane

At the previous meeting, the Group had raised a number of issues. These had been followed up by the Group submitting a number of written questions to the AMT. It had been hoped that the Head of Airside Operations and Ryanair might attend the meeting and respond to the questions. However last minute diary conflicts had prevented this.

- As regards the provision of designated pre-boarding areas, the AMT commented that such areas would need to be secure and this would have an infrastructure cost. There had been no pressure from airlines - who would have to ultimately meet the cost - for such facilities. Accordingly provision of secure areas was not a current priority.

- On the question of passengers queuing in stairwells, the AMT advised that they had conducted a safety risk assessment and that no issues had emerged. The stairwell situation had improved since Ryanair's introduction of pre seat booking, Despite this, passengers remained anxious to board the plane early and have sufficient space in the overhead lockers for their luggage to avoid it being placed in the hold and hence delay their exit at their destination airport.

- On allowing passengers remain on the tarmac in cases of inclement weather, the AMT advised that their aim was to minimise the amount of time passengers spent on the tarmac. The procedure had been subject to a safety risk assessment. It was further noted that many of the airlines had a rapid turn round policy which sought to ensure that passengers were processed as quickly as possible. Members queried how this would impact on PRMs. The AMT advised that special assistance arrangements were in place to ensure that PRMs received special assistance.

13. Drunken passengers

The AMT provided the Group with an oral report and advised that the issue of drunken passengers was not currently a problem at Stansted. The airport liaised closely with the airlines and the police to monitor the situation. Unlike some other airports, this was not an issue for Stansted.

14. Border Force

Border Force (BF) provided the Group with an update on current activities. It was noted that there was increasing usage of the e-gates – about 75% of eligible passengers. BF were performing well against its SLA targets. BF were working closely with the Airport to provide a good service, but BF's priority always had to be the security of the country and there may be times when SLAs were not met because of special measures to protect the border.

15. PRMs

The AMT presented a report on current activities. An Open Day for disability organisations had been held earlier in the week. The event had been well attended and proved to be a constructive event.

It was noted that that PRM volumes were 30% up on the previous year. Members commented that - given this trend - it was important that there should be sufficient resources to manage the growing number of passengers requiring special assistance. It might be necessary to review the Omniserve contract to reflect this trend.

It was further noted that the CAA had suggested that UEG might be involved in the airport's assessment of PRM facilities at Stansted. Members of UEG had had preliminary discussions with the AMT and Omniserve.

16. Airport retailers

It had been hoped that a member of MAG's retail team might attend the meeting and explain how the new Code of Practice for airport retailers would be applied at Stansted. Unfortunately this did not prove possible and it was agreed that discussion of this item would be postponed until the next UEG meeting in February.

17. Date of Next Meeting

Members were reminded that the next meeting of UEG would be on the 1st of February 2017 and the Chairman reminded the Group that they had agreed to the date of the following meeting being brought forward to 29 March.

**Stansted Airport Consultative Committee
December 2016**