

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 FEBRUARY 2018

Membership

*	Rufus Barnes (representing surface transport interests) - Chairman
	Vacant (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)
*	Shena Winning (Chairman STACC)

(* present at meeting)

Also present

STAL

Neil Banks
Martin Lyall
Fiona Harvey

Frank Evans- Secretary and Technical Adviser

1. Apologies for non attendance

Apologies had been received from Julie Jones, Peter Lainson and Graham McAndrew.

2. Minutes of previous meeting

The Group confirmed the minutes of the meeting held on 6 December. NB – The notes were received and endorsed at the STACC meeting on 24 January 2018

3. Action points

There were two action points arising from the December meeting:-

i. Coach station signage

The Group noted that, following its pre meeting tour on 20 September, Members had made a number of suggestions about improvements to signage in the coach station area. The AMT were invited to update the Group on progress. It was noted that this project did not fall within the scope of the Transformation Project. However action was in hand to complete the work by the end of March. In the interim, staff were available in the area to assist customers. It was further noted that there had been no complaints about the coach station area, nevertheless the Chairman expressed concern that it was three months since the Group had been told that new signage was being prepared and it would be another two months before the new signage would be in place; given the number of passengers using the bus station daily, he felt this timescale was very unsatisfactory.

ii. Customer Complaints

At the December meeting, the Group had asked whether future UEG reports could include similar information about customer complaints were measured on a per 10k pax basis. Such information was provided to the Manchester Airport Consultative Committee. It was noted that the report presented to this meeting included such information.

4. Customer Service Strategy (CSS)

The Chairman advised the Group that he and the STACC Chairman had met John Farrow (Customer Services and Security Director) to discuss the Strategy. It was noted that there had been two previous iterations.

At the meeting it had been agreed that the Director would attend future UEG meetings and provide updates on operational matters of relevance and at appropriate points in time share thoughts and take on board feedback on strategic customer objectives. It had also been agreed that UEG would have a seat on future Transformation planning and development programme boards.

In discussion it was pointed out that the CSS Project Boards which UEG had attended in the past had tended to be primarily financially focussed rather strategic.

Members considered that it would be helpful if the Group could be provided with a short summary showing customer related projects completed since May 2013, those in progress and those planned, with appropriate timelines. This would help provide Members with a useful overview of developments.

5. Transformation Project

Martin Lyall (Business Change Director) gave the attached presentation on the project to the Group. Given the proposed expansion, the airport needed to ensure that facilities were matched to demand. The design stage for the Arrivals Hall was expected to begin shortly and would need to be signed off by the end of May. Design for the expanded Departures Hall would need to be finalised by the end of the year. Members stressed the need for the Group to be involved upstream before final decisions were made. The AMT advised that the airport was developing a stakeholder engagement plan and that UEG would be represented on the Steering Group. The AMT would be engaging with the airlines to determine their needs for check-in facilities. The advent of medium and long haul services might mean that a different product was needed. The project would operate under a "no surprises" culture.

In discussion, it was suggested that the development of the Arrivals Hall together with the Transformation project would require significant resource during the coming year. It was also noted that surface access would need to be

developed to match the increased passenger numbers. The Group were advised that the AMT were fully aware of this and that amongst future developments was the provision of additional car parks. Members also highlighted the need for any new building to be fully resilient. For example if a lift required maintenance, alternative lift facilities needed to be available

The AMT offered to provide a schedule of project meetings. Members were reminded of the need to make time to attend such meetings. If there were time constraints, the Chairman would seek to obtain views by e-mail.

6. Customer Services Directorate Update

The AMT presented their regular report on developments.

It was noted that action was in hand to respond to a number of issues affecting car parks eg reviewing the operation of barriers and improvements to site-wide functionality and tracking of vehicles. A new key room was currently being built with a completion date of 22nd February. This would provide enough space to house over 12,000 keys and provide the working area needed to implement a block parking solution in time for summer.

On the ASQ markings it was noted that the airport fell into 10th position. Given the growth of the airport, further ASQ scores would be considered against airports in the next range. Members felt that it would be helpful to have a one off report covering all components rather than the present summary; they requested this for their next meeting

On complaints, Members suggested that the airport might wish to consider feedback arrangements which involved sending a pre-paid postcard to complainants to seek their views on how their complaint was handled . The AMT advised that all complaints were carefully considered and that an escalation process formed part of the procedure.

Members asked whether there was any completion date for the new lift providing access to the Hilton hotel. The AMT advised that the project had been delayed due to the previous contractor going bankrupt and the need for different cladding following the Grenfell Tower fire. Fire testing had also had to be reviewed. (The AMT subsequently advised that the project was now set for completion by 16th February)

7. PRM issues

It was noted that the 1st meeting of the Airport's Disability Forum had taken place. This had been a productive meeting. Minutes and terms of reference were awaited. It was important to clarify how the new Forum linked in with the Group's existing PRM responsibilities. Members noted Neil Banks's suggestion that the CAA required the Forum to be wholly independent of existing proce-

dures and he saw a problem in providing it with a reporting line through STACC/UEG. The Chair of STACC expressed surprise at this because it did not reflect her discussions both with the airport's current CEO and the former Customer Services and Security Director

8. Surface Access

Members were advised that the Secretary was seeking to find a suitable date for the proposed joint EIG/UEG meeting. It had been intended that this meeting could be added to either an EIG or UEG meeting but this had not proved possible.

9. Border Force

Unfortunately Border Force did not send a representative to the meeting to report on recent developments. The Chairman reported that he along with other UEG representatives had met Border Force the previous day. There appeared to be a good working relationship with the AMT and Border Force were closely involved in the development of the new Arrivals Hall

In terms of SLA performance, it was noted that these were recorded as averages which meant that there may have been short 'breaches'. There was an issue as to whether missed queues time should be recorded as breaches. Members suggested that it would be helpful to have a one off report setting out the detail.

10. Members Feedback

One Member complimented the airport following his recent experience of using the airport which had proved to be a hassle free process.

11. Date of next meeting

28 March 2018.

The Chairman advised the next meeting would have major items on freight; PRMs; Customer Service Strategy and a presentation by Visit Essex

**Stansted Airport Consultative Committee
February 2018**