

## 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 28 MARCH 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**

John Farrow  
Neil Banks  
Fiona Harvey  
Bill Blanchard

**Omniserv**

Kate Newcombe

**Border Force**

Chris Ashworth

Frank Evans- Secretary and Technical Adviser

**1. Apologies for non attendance**

Apologies had been received from Rufus Barnes, Hayden Yates, Julie Jones, and Angela Alder. Due to the indisposition of the Chairman, the meeting was chaired by the STACC Chairman - Shena Winning.

**2. Minutes of previous meeting**

The Group confirmed the minutes of the meeting held on 7 February

**3. Action points**

The following action points arose from the February meeting:-

**i. Coach station signage.**

At the previous meeting the Group were advised that action was in hand to complete the work by the end of March. The AMT advised that this work was on target.(see also Item 9 below)

## **ii. New lift providing access to the Hilton hotel**

The AMT had previously advised the Group that the project was set for completion by 16th February. Members noted that the lift was now in operation.

## **iii. Customer Service Strategy**

The Group had requested a short summary showing customer related projects completed since May 2013, those in progress and those planned, with appropriate timelines. This had subsequently been provided.

## **iv. Transformation Project**

At the last meeting the Group requested a schedule of project meetings. To date this had not yet been received.

## **4. Border Force**

Border Force reported on recent developments.

- E-Gate usage continued to be high with 80% of eligible passengers using the gates. Rejections were running at 4%. As a result it had been possible to reduce manning at the gates from a 1 to 3 ratio to 1 in 10.
- Work was continuing to develop the Crowd Vision facility.
- The fast track immigration was not being greatly used.
- Action was in hand to ensure sufficient staffing for the busy summer period.

In response to a question from Members, BF advised that the implications of Brexit on their service were being considered on a national rather than local basis.

## **5. Customer Service Strategy (CSS)**

The AMT updated the Group on current developments - the CSS was a key area of interest for UEG. A management structure was currently being established. Members asked if the Group could be provided with a copy of the structure. Detailed consideration of a strategy had not yet taken place. It was likely that this would take the form of a customer charter establishing the Stansted brand. The strategy would take 18 months to two years to develop. Members asked how PRMs would be covered by the charter and suggested there was a need for a considered approach. It was noted that there would be a specific appointment responsible for surface access issues. It was suggested that the appointee should attend the next UEG meeting in July. It was noted that a number of projects were being completed in readiness for the summer period.

## **6. Transformation Project**

The AMT reported on the stakeholder event that had been held on the previous Monday. It was proposed to hold regular events as the project progressed. Members asked the Group should be actively engaged at an early stage before final decisions were taken. The AMT advised that this was their intention. With this in mind, it was agreed that there would be a special UEG/STAL meeting on 20 April to discuss future engagement.

## **7. Freight**

The AMT provided the Group with an informative update on freight issues. (copy of presentation attached). Freight continued to grow at Stansted. Within the MAG Group, East Midlands focussed on express overnight services; Manchester on bellyhold freight whilst Stansted had a mix of overnight express services and dedicated freighter services. However with the introduction of medium and long haul services, there would be scope for bellyhold freight at Stansted. In terms of categories, pharmaceuticals were a growing market; carriage of horses also continued to be a significant area. Members asked whether the increase in freight would result in the use of older noisy aircraft. The AMT advised that the current fleet operating at Stansted tended to be new noise efficient aircraft. The envisaged growth was likely to be provided by new airlines operating similar noise efficient aircraft.

## **8. PRMs**

Omniserv (Kate Newcombe) updated the Group on developments, The number of PRMs was growing year on year. There had been a 25% growth at Stansted and this was expected to continue to grow. This would have implications for future service provision. Current performance was good with few complaints. Good cooperation existed between the airlines, handling agents and Omniserv. Members raised the issue of boarding PRM passengers first in accordance with international regulation. This avoided the potential embarrassment of PRMs being boarded in full sight of other passengers. This issue had been regularly raised by the Group in the past. There had been difficulties due to the airlines wishing to achieve a rapid turnaround. Practice tended to vary between airlines and depended upon PRM passengers being at the gate first.

## **9. Customer Services Directorate Update**

The AMT tabled their quarterly report. It was noted that both STAL and Manchester Airport had decided to withdraw from the ASQ survey. Both airports would be developing their own customer survey. This would be copied to the Group once agreed.

## **10. Surface Access**

The Group received a written presentation covering an update to the Express Set Down arrangements; road network wayfinding (this was being completed in full compliance with HA requirements) and coach station signage.

## **11. Annual Report to STACC**

It was agreed that the Secretary and Technical Adviser should prepare a draft note covering possible issues that might be included in the annual report to STACC.

## **12. Date of next meeting**

4 July 2018. It was noted that at this meeting it was planned to have presentations on tourism.

## **Stansted Airport Consultative Committee**

**April 2018**