

## 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 4 JULY 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)
	<b>Representative from Epping Forest District Council</b>
*	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  
Jon Fowler  
Daren Barthram  
Angela Baydemir

**Border Force**

Dave Valentine

**Visit Herts**

Hollie Coffey  
Sue Lea

Frank Evans- Secretary and Technical Adviser

**1. Apologies for non-attendance**

Apologies had been received from Julie Jones and Gary Jones. The Group noted that Mary Sartin had now resigned from STACC and UEG. The Chairman expressed his appreciation for the long and valuable service that Mary Sartin given to UEG. He would be writing to her to express his thanks.

**2. Minutes of previous meeting**

The Group confirmed the minutes of the meeting held on 28 March NB – The minutes were received and endorsed at the STACC meeting on 25 April 2018

**3. Action points**

There were one action point arising from the March 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. It was subsequently reported to the April STACC that this work would now be completed by the end of May. The Chairman advised that he had visited the coach station prior to the meeting and had been very disappointed to discover that the work had yet to be completed. The AMT advised that there had been issues with suppliers that had resulted in delays. It was now anticipated that the work would be completed very shortly. The work involved the provision of display screens and a display information stand.

#### **4. Taxi fares**

The Chairman sought clarification from the AMT as the charging policy for taxis at the airport. He advised that he had been charged £43 for a journey from the airport to Saffron Walden. When he challenged the level of the fare, he had been advised by the taxi driver that the fare included the levy charged by the airport. The Chairman had then obtained a quote from a local taxi company and been advised that the fare would be £33.50 - a nearly 33% difference. He also noted that a journey from the terminal to the Aerozone (ie within the airport perimeter) was charged at £12.

In response the AMT advised that the airport had a contract with 24/7 for the supply of taxis. They did not however impose a levy on the taxi company nor did they seek to control prices. The level of fares was determined by the taxi company as a market pricing issue. It was open to other companies to drop and pick up passengers at the airport.

In discussion, Members suggested the airport needed to view this as a reputational issue for the airport. The present arrangements especially for foreign visitors directed them towards the use of 24/7 effectively a monopoly situation. More information needed to be made publicly available about the availability of other operators. It was suggested that it would be helpful if Steve Mills, whose direct responsibility at STAL taxis are, could attend the Group's next meeting and provide further detail.

#### **5. Rail Services**

Members had asked for the AMT to provide information about the possibility a second tunnel at the airport station. As the airport sought to expand, it was important that there was sufficient rail capacity to handle the increased passenger numbers. More trains and increased frequency were key issues. In the view of Members, a second tunnel would help ease the flow of trains.

The AMT agreed that the rail service should have sufficient capacity and frequency as well as being resilient. However the main constraint was the need

for four tracking on the main line. A second tunnel without additional tracks would not solve the issues. The planned growth of the airport could be covered by the existing infrastructure. New air services were planned to be accommodated in the off peak periods when there was sufficient rail capacity. The AMT said that if a decision were made to build a second tunnel, construction could be undertaken without affecting the operation of the airport. There would be no need to close the runway.

## **6. Tourism**

The meeting received a presentation from Visit Herts on the work of the organisation to develop tourism in the area (copies of the slides are attached). It had been planned that Visit Essex would deliver a similar presentation but the representative was unfortunately indisposed.

In discussion, Visit Herts explained that they were seeking to engage on all aspects of tourism and establish networks. They were also hoping to develop international contacts. They were also looking at skills availability and liaising with hotels to support their initiatives. They would be holding events across the region. The airport was seen as a key component in helping to develop tourism in the area. The planned growth of the airport should help provide additional tourism. It was important that Visit Herts collaborate with the airport. It was agreed that Visit Herts should pursue this direct with the airport outside the meeting.

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

i The Chairman noted that at the last meeting the Group had been advised that work on the Strategy would not begin until a management structure was in place. It was understood that the structure had now been established. The Chairman noted that the Group had been previously advised that UEG would have an opportunity of providing input at an early stage and have continuing involvement as the Strategy evolved. The AMT advised that an engagement plan was being developed

ii. The Group welcomed Jon Fowler - the new Landslide Operations Director to the meeting. He advised that Express Set Down works were now complete and ESD had opened fully on 24th May. This provided a dual running lane along the full length of the Forecourt and longer bays, which had reduced congestion on the approach to the Forecourt significantly and improved traffic flow. The Airport was now focusing on reducing congestion at the Forecourt exit barriers. A number of options were being reviewed including contactless payment and a system similar to that used for the Dartford Tunnel. In the case of severe congestion, the barriers are raised to improve flows. Members asked whether they could be provided with information about the number of passengers using the various forms of payment.

## **8. Border Force**

The Chairman reported that, as usual, he and Peter Odrich had met Border Force (BF) in advance of the meeting. He had been very concerned to learn that BF were under particular pressure. In their view the Arrivals Hall had reached capacity even before the summer busy period began. There were times when all the desks were open but the staff could not cope with the numbers of passengers presenting. BF reported that there were times when an unprecedented 14 desks were operating in non-EU mode.

These issues arose if the Turkish flights and the USA flights arrived late and the Emirates flight arrived early. This meant that all these passengers presented at the border at the same time. In addition more flights (mainly, but not exclusively Ryanair) were arriving late in the slot after 2300 (35 did so on a recent Sunday) and these were not all cleared before the end of the BF shift at 0200. The impact was that passengers were not finally cleared until about 0400. This has led to BF breaching its targets more than previously - recently on one day for about 8 hours. There has also been a 4.5 - 5% increase in casework following the introduction of the USA flights - in part caused by US and Canadian citizens arriving without UK visas. The Chairman advised that he had mentioned these issues to the STAL Chief Operating Officer after the meeting.

In response the AMT advised that in their view there had been no breaches in the planned capacity of the Arrivals Hall. A number of factors had resulted in aircraft arriving off schedule. These included delays caused by air traffic disruption across Europe and adverse weather conditions. It had also been noted that with a good tail wind the Emirates flight tended arrive 30 minutes early.

The Chairman said that he was very concerned about the present situation. He was also mindful that the Airport's plans to bring in more long haul carriers could well exacerbate the situation. He therefore proposed that the Committee should seek an early meeting with BF's Regional Director to review the situation. Following this meeting the Committee would probably wish to discuss the issue with Ken O'Toole, CEO STAL. It was also agreed that the sections of the draft minutes dealing with this issue would be shared with BF and the AMT to ensure their accuracy before being finalised.

## **9. Transformation Project**

The AMT gave the attached presentation on the project to the Group. Members considered that this was a very helpful and comprehensive presentation. In particular Members were pleased to note that their comments had been taken into account. The Group looked forward to further continuing involvement as the project progressed.

## **10. Customer Services Directorate Update**

The AMT presented their regular report on developments.

In discussion, it was decided to not to revisit the issue of the night time closure of the terminal. The Chairman advised that this had been raised at the previous week's STACC meeting and He had received an apology from the Chief Operating Officer

The Group noted that the airport were likely to receive a "needs improvement" rating in the forthcoming CAA assessment of PRM services provided at airports. The Group would review the assessment once published

In terms of PRM non notified passengers, it was noted that the proportion of such passengers was increasing for some airlines. This would need to be kept under review.

It was also noted that the AMT were developing a new survey to replace the previous ASQ system. This decision had been taken in view of the development work at both Manchester and Stansted which tended to distort markings. Members requested sight of the survey before it was finalised.

## **11. Date of next meeting**

19 September 2018. It was agreed that there would be a pre meeting visit to view the new check in desks and the coach station

**Stansted Airport Consultative Committee  
July 2018**