

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 19 SEPTEMBER 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)
	Representative from Epping Forest District Council
*	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 - Head of Passenger Services
John Farrow - Customer Services and Security Director
Daren Barthram - STP Terminal Lead
Alistair Andrew - Planning Manager MAG

Frank Evans- Secretary and Technical Adviser

Pre Meeting Visit

Prior to the meeting Members of the Group had visited the new "shoreline" check in area in the terminal.

Members also visited the coach station.

Lifts

Using the two lifts to the coach station, Members considered that these lifts were in a poor rate of repair especially the flooring and as such represented a safety hazard. (Secretary's note - The AMT subsequently advised that the two lifts in question (TL15 & 16) would be taken out of service for 2 days to replace the flooring completely. The work had started on 20 September and these works were already scheduled.)

Signage

The Group had previously been advised that action to complete the installation of new signage would be completed by the end of May. The work remained to be completed. (Secretary's note - The base was installed on 20 September. This would need to set before the totem could be erected.) The Chairman recalled that the issue of signage had been raised over 12 months ago. Whilst it was understood that long lead in times for bespoke equipment and contractor difficulties had contributed to the delay, Members had gained the impression that the coach station was low in order of priorities for the airport. This was particularly disappointing given the number of passengers who used the coach station and the proposed growth at the airport. The AMT advised the coach station was an important area for the development of the airport.

Emergency cord in the PRM toilet

Members discovered that the emergency pull cord was broken and could not therefore be used in an emergency. This was disappointing as on a previous visit to the coach station the same issue had been identified. It also emerged that the cord was only checked on a weekly basis - this was unacceptable. Members suggested that the PRM toilet should be checked at the start of each shift. (Secretary's note- the AMT subsequently advised that the emergency pull cord had now been replaced and reached the floor as required. As regards checking, a daily testing regime had now been introduced.)

Signage along the hotel walk way

Members noted that the current signage was confusing as it directed users to the old stairs and there was no sign towards the new lift (Secretary's note - The AMT subsequently advised that the terminal sign at the base of the external stair case had now been removed.)

Litter along the hotel walkway

Members also noted that there appeared to be considerable amount of litter alongside the length of the walkway between the hotel and the lift to the terminal building. As such this gave visitors a poor impression of the airport. (Secretary's note - The AMT subsequently advised that cleaning had been scheduled for the following week)

Main Meeting

1. Apologies for non-attendance

Apologies had been received from Haydon Yates and Border Force.

2. Minutes of previous meeting

The Group confirmed the minutes of the meeting held on 4 July 2018.

3. Action points

- i. The issue of the **coach station signage** was discussed as part of the above report on the pre meeting visit.
- ii. At the previous meeting, the Group had an initial discussion about **taxi provision and fares**. The AMT had offered to report further at this meeting. The Group was advised that the taxi fares were set by 24/7 - the taxi operator and not the airport. Members noted that when challenged about the level of fares, at least one 24/7 driver advised that the fare included a levy imposed by the

airport. 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. It was noted that Uber might also provide a further option. It was further suggested that the greater number of taxi journeys were taken by local residents. Members asked whether there was any detail available on taxi use and destination.

In discussion it was noted that the number of cars using the airport was subject to a planning condition and it was important that the airport should maintain its current high level of public transport use on sustainability grounds. Members also asked about the use of electric cars. The AMT advised that MAG were currently developing a group strategy. It was noted the market penetration by electric cars was still relatively low. The use of electric cars was an issue that was also being considered by EIG.

4. Summer operating period

The main concern over the period had been managing the effects of disruption in particular the delays in processing of baggage. This had principally affected Ryanair and Swissport, their handling agent. Following a number of incidents Ryanair were investing resource in new equipment and re-tendering their handling contract with the aim of having a more in-house operation. It was also understood that Swissport had reviewed their rostering and shift patterns to ensure that they were better placed to handle periods of disruption. Members also suggested that there was a need to improve communications at times of disruption and there had been a lack of co-ordination between the various parties. The AMT advised that the airlines and the baggage handlers were best placed to provide passengers with the relevant information on delays.

It was noted that Ryanair had claimed that they and STAL were being discriminated against by NATS and that Heathrow and Gatwick received preferential treatment. In January to March 2018 period, STAL had suffered 52% of all ATC delays in the London Traffic Management Area (LTMA) whilst Heathrow had 0% traffic delays and Gatwick 10%. NATS had stated that the delays had resulted as result of the introduction of new technology and staffing issues, making the operation more in house. The issue was likely to be discussed in EIG and it would be helpful if UEG Members could be invited to be involved in any such discussions.

5. Border Force

Due to prior commitments, Border Force had been unable to field a representative at the meeting. However the STACC Chairman reported on a meeting she and Peter Odrich had had with Phillip Holliday (BF's Regional Director). This

meeting had been arranged following the UEG Chairman reporting that he had been very concerned to learn that BF were under particular pressure. There were times when all the desks were open but the staff could not cope with the numbers' of passengers presenting.

Mr Holliday had advised that BF had responded to the challenge and had taken action to change the rostering system together with recruitment and the situation had now improved. The main problems had resulted through late running flights with aircraft landing in the night time period.

More generally 80% of eligible passengers were now using the e-gates. Members considered that there was a need to improve signage to show that registered non EU passengers could also use the e-gates.

The UEG Chairman reported on two visits he and some members had undertaken to view the arrivals process. One visit had taken place late at night (1030-0100) whilst the other was over the lunchtime period (1100-1400). Both occasions had demonstrated an efficient operation with good flows and staff available to assist arriving passengers. One issue that members observed was the number of passengers that had not completed landing cards prior to arrival and had to do this before going through immigration. This had the potential to cause congestion in the Arrivals area. It was suggested that the AMT might wish to discuss this issue with the airlines.

6. Customer Service Strategy (CSS)

John Farrow - Customer Services and Security Director gave the Group a presentation on the emerging Customer Service Strategy. This would support the overall MAG Strategy, STAL vision and Brand. The CSS was being developed in consultation with key stakeholders. Other airports had been visited to see how they operated and whether there were any procedures/ ideas that could be adopted at Stansted. A SWOT analysis had been conducted to help inform the work and a number of key questions needed to be addressed:-

- What was the current public perception and experience?
- What did the customer want? This would vary according to the particular type of passenger eg a single independent passenger might require a different experience to that a family holidaying abroad?
- Who was the customer - the passenger or the airline?
- Where did the customer experience begin?
- Did the airport culture need to change?
- Was the airport operating in silo mode and need to adopt a more flexible structure eg should staff be multi-tasking?

Members were grateful for the presentation and welcomed the out of the box

approach. UEG wished to be engaged with the development of the strategy and were prepared to assist on both a prompt and confidential basis as required. It was important that the Airport gained full buy-in from third parties if the CSS was to achieve its aims.

Members also raised the issue of air bridges. At European airports eg Spain, Ryanair were required to use such facilities yet were reluctant to do so at Stansted due to the impact on turn round times. It was suggested that the airport might discuss further with the airline.

It would be important to engage with the full STACC Committee. It might be best to arrange a meeting of CAG for this purpose. It was understood that the draft of the CSS would be available by the end of October.

7. Transformation Project

The AMT gave a presentation on the project to the Group. Members considered that this was a very helpful and comprehensive presentation. The contract was currently out to tender. Indications were that major companies were interested in tendering. Members were concerned about the lengthy route to reach the IDL and it was noted the project appeared to continue to use a "snake" path to ensure that passengers passed through World Duty Free. UEG had been consistently opposed to this and had noted that Manchester Airport were proposing to discontinue this approach. If Members had further views, they were invited to submit these to the Secretary and Technical Adviser.

8. Customer Services Directorate Update

The AMT presented their regular report on developments. Due to time constraints it was not possible to discuss this in detail. Two points arose - it would be helpful if the feedback tables separated enquiries from complaints. This would show the actual number of complaints. It was noted that there was a SLA target of responding to complaints within 10 days although in some cases this was exceeded to ensure a full investigation.

9. PRM issues

Due to time constraints it was not possible to discuss this item and it was agreed that this would be the first item on the Group's next meeting.

10. Date of next meeting

5 December 2018

**Stansted Airport Consultative Committee
September 2018**

