

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 20 FEBRUARY 2019

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)
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(* present at meeting)

Also present
STAL

Daren Barthram Head of Terminal Stansted Transformation Project
 Vicki Scott - Stakeholder Engagement - Stansted Airport Transformation Project
 Linsey Miller -Head of Terminal Operations
 Rachael Melody - Head of Customer Services
 David Lewy - Head of Public Affairs

Frank Evans- Secretary and Technical Adviser

1. Apologies for non-attendance

Apologies had been received from Angela Alder and Gary Jones. Julie Jones had also tendered her resignation due to a change in employment.

2. Minutes of previous meeting

The Group confirmed the minutes of the meeting held on 5 December 2018. (NB These minutes had been received and endorsed by the STACC meeting on 30 January 2019).

3. Action points

All action points are covered elsewhere on the agenda.

4. Stansted Transformation Project

The AMT updated the Group on current progress on the project including the following issues:-

- Bypass Duty Free Route. This had been incorporated into the design. Members stressed that the requirement should not just be seen as PRM related but have wider application e.g. for business travellers..
- Display queue times

Action was in hand to develop use of the Crowd Vision facility.

- Electric Vehicle charging points

This was still under consideration

- Multi Storey car park

This was under construction. 5% of the provision would be for blue badge holders. The AMT would confirm the exact number of such spaces. (The AMT have since confirmed that the total number of car parking spaces would be 2686 - 5% of which would be blue badge bays (134))

- Wayfinding

A way finding strategy was under development. Subject to progress, the AMT would make a presentation to the next meeting,

- Arrivals

Members raised the issue of the walking distance from Satellite 2 to the arrivals area. It was important that there should be adequate seating along the route to assist the less mobile, coupled with appropriate toilet provision. Members suggested that a traveller should be considered. The AMT said that action was in hand.

- Seating in the terminal

It was noted that seating in the terminal had been refurbished. However it was important that there should be a range of seating on offer which catered for the various needs of passengers e.g. PRMs and the less mobile, some of whom need higher level seats.

5. Taxis

Given Members' concern expressed at previous meetings, the STACC Chairman had written to the Chief Executive and a response had been received. In discussion it was considered that it was important to differentiate between private hire and licensed hackney carriages (taxis) as they were subject to different regulation. The current provider (24/7) was a private hire operator, but the Chief Executive's letter to the Chairman had compared 24/7's prices with those of taxis, which members felt was unreasonable. 24/7 received preferential treatment e.g. being allowed to park outside the terminal whilst other operators had to use the mid stay car park. It was important that passengers were informed that other operators apart from 24/7 were available. There was also a misconception that Uber could not operate at the airport. It was agreed that the Chairman should send a further letter to the Chief Executive.

6. Customer Service Strategy

Unfortunately due to diary conflicts, the Group did not receive the proposed presentation from John Farrow. The Group were updated by Rachael Melody (Head of Customer Services) on a number of current people-related initiatives which suggested a bottom up rather than top down approach to the overall strategy. These include holding workshops with staff and training programmes (the latter would be for all staff not just front line), the role of Ambassadors was being reviewed e.g. their presence in the Arrivals Halls might be reduced to assist in other parts of the terminal.

Members welcomed the presentation. It would be helpful the Group could be provided with a short paper outlining the initiatives and process, together with timescales. This could help inform thinking on the wider customer service strategy. Members stressed the need for any strategy to be customer focussed.

7. Aviation Strategy

As discussed at the January 2019 STACC meeting, the Government was currently consulting on a future aviation strategy. The closing date of the consultation was 11 April 2019. The Secretary and Technical Adviser would be preparing a draft response for consideration by STACC. Members were advised to advise the Secretary of key UEG issues that might be included in the draft response. In discussion, it was suggested that the Group might focus on surface access and passenger experience issues including the proposed role for Transport Focus. Members were requested to send any comments on issues they wished to see included in the Committee's draft response to the Secretary and Technical Adviser by 6 March.

8. PRMs

i. CAA Consultation on its Guidance on accessibility quality standards

The Group noted that the CAA was now consulting on a revised version of its guidance as the Government/ disability groups and the CAA felt the time was right to review and strengthen the standards for airports so that they better protect the interests of disabled passengers and those with reduced mobility, whilst taking into account the operational nature of airports. The consultation was due to close on 15 March 2019. The Secretary and Technical Adviser would prepare a draft response in consultation with the Group's PRM representative and the UEG Chairman. In discussion it was suggested that the consultation appeared to focus on performance other than quality standards.

ii. Airport Accessibility Strategy

The Group had expected to be updated on progress in developing the strategy and the engagement programme. However this was not realised other than the meeting being informed that work was in progress.

9. Border Force

No Border Force representative attended to update the Group on current developments

10. Customer Services Directorate Update

The meeting received the AMT's regular report on developments. The main item for discussion was the current body scanner trial. This was planned to complete by mid-March. The new scanner would provide greater flexibility and ensure an improved passenger flow. It was noted that all staff and passengers would be required to use body scanners. There might be value in arranging a site visit from the Group to see the scanning process in action.

11. Date of next meeting

1 May 2019

**Stansted Airport Consultative Committee
February 2019**