

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 1 MAY 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)
	Paul Stalker (representing local authorities)
*	Peter Lainson (representing PRM interests)
	Vacant (representing passenger airline companies)
	David Leigh (representing cargo interests)
*	Peter Odrich (representing business passengers)
	Vacant (representing non business passengers)

*	Shena Winning (Chairman STACC)
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(* present at meeting)

Also present

STAL

John Fowler - Customer Services and Security Director
Paul Willis - Business Change Director
Neil Banks - Head of Passenger Services
Eryka Harrison - Stansted Airport Transformation Project
Linsey Miller - Head of Terminal Operations
David Lewy - Head of Public Affairs

Border Force

Maseeh Naeem - Assistant Director Stansted

Frank Evans- Secretary and Technical Adviser

Pre Meeting Tour

Prior to the meeting members of the Group had visited the coach station to view the new signage. Members welcomed plans to place a number of outlying bus/coach stops under canopies. This would protect customers from the elements especially in winter. It was noted that there would be a long walk from the new Arrivals Hall to the coach station. It was understood that there were no current plans to install a travelator. The Group also visited the landslide area of the security.

Main Meeting

1. Apologies for non-attendance

Apologies had been received from Gary Jones, Haydon Yates, Danny Purton and Paul Stalker.

2. Minutes of previous meeting

The Group confirmed the minutes of the meeting held on 20 February.

2019 (NB These minutes had been received and endorsed by the STACC meeting on 24 April 2019).

3. Action points

All action points are covered elsewhere on the agenda.

4. Border Force

It was noted that there continued to be close co-operation between BF and the Airport with daily meetings. At the April STACC meeting it had been suggested that "legitimate" passengers ie those with their entry papers in order were often delayed by the need for BF to deal with case-work. BF commented that there had been a large increase in the number of illegal passengers who needed to be processed separately. BF sought to resource sufficiently in order to meet targets.

BF were liaising closely with the airport in order to be prepared for challenges of the summer period with contingent plans being developed.

Usage of the E-gates continued to be good with 55% of passengers using the gates. Recent weeks had seen 85% of *eligible* passengers using the gates.

5 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 not just for use by PRMs.
- Seat Availability

The Group had previously suggested the need for additional seating for those journeys that could involve increased walking distances e.g. from Satellite 2 to the Arrivals Hall. It was noted that walking distances would be shorter than at present. There would also be additional seating in the IDL with a range of seats available.

- Electric Vehicle charging points

This was still under consideration. There was a need to consider the wider issue of the use and continued development of electric cars.

- Multi Storey car park

This was expected to open on 1 July.

- Wayfinding

A wayfinding strategy remained under development.

6. PRMs

The Group received a detailed and informative presentation about the airport's current PRM service performance and the ongoing consultation with the airlines. A new charging rate had been introduced which would assist in the delivery of improved PRM facilities. It was hoped that this new level of engagement with the airlines would result in the provision of an improved quality service for PRMs.

7. Customer Services Directorate Update

The meeting received the AMT's regular report on developments. There would be value in arranging a site visit from the Group to see the new operational hub.

8. Customer Service Strategy

It was noted that this was being pursued at corporate level within MAG with the suggestion that individual airports might tailor their own requirements. Members noted that there had been a number of iterations and it was important that the Group had some certainty about the strategy in order to inform its own work programme. It was suggested that it would be helpful if the July UEG meeting could receive a detailed update on progress.

9. Aviation Strategy

A draft response to the Government's consultation would be discussed at the CAG meeting on 15 May. Members were reminded to send any comments on issues they wished to see included in the Committee's draft response as soon as possible.

10. Any Other Business

- i. It was noted that the STACC Chairman would pursue the issue of taxi pricing with the Chief Executive.
- ii. In conclusion, the STACC Chairman paid tribute to the UEG Chairman and Peter Odrich who would be standing down from STACC and UEG in June. She expressed the Group's appreciation for the long and valuable service provided by both. Their knowledge and experience would be greatly missed. The Chairman thanked members and STAL & UKBF officials for their support during his time as Chairman.

11. Date of next meeting

10 July 2019

**Stansted Airport Consultative Committee
May 2019**