Stansted Airport Consultative Committee

USER EXPERIENCE GROUP

Meeting: 10.00 - 13.00 Wednesday 18 September 2019

Venue: Dove Meeting Room, Enterprise House

MINUTES

1. Welcome to new Members and apologies for absence

Apologies for absence had been received from Angela Alder, Peter Lainson, Haydon Yates and Luke Petherbridge.

2. Minutes of previous meeting

The Group confirmed the minutes of the meeting held on 10 July.

3. Action Points

Any action points are covered elsewhere on the agenda

4. Summer performance

At the previous meeting the AMT had outlined a number of measures that were being taken as part of a "Get Fit For Summer" initiative . The AMT reported that these measures had been successful and the airport had experienced a good summer across a number of areas with year on year improvements - for example check-in queue times across all zones had averaged under 15 minutes, and in zones E & F under 10. Baggage reclaim wait times also saw a vast improvement on the previous year.

The development of the Hub had had positive operational impacts with the command and control functions being utilised effectively. The daily morning meetings involving all key players had proved particularly successful.

Security performance had also improved with a reduction in queue times. Similarly Border Force performance had seen with a reduction in breaches.

More generally an improved departure experience had been delivered eg IDL infrastructure investment - new seating, The availability of more customer service ambassadors had also played an important role.

Members reported that there appeared to be cleaning issues affecting the terminal and the railway station. Pigeons seemed to be a particular problem. This was noted by the AMT.

(The attached slides provide further detail on the above issues)

5. Border Force

The BF representative advised that they had experienced a good summer. Increased staffing levels and changes in shift patterns had played a key role. The e-gates trial (which increased eligibility and allowed more nationalities to use the gates) had worked well and had now been extended. Attendance at the airport's hub meetings had ensured close co-operation and a good relationship with the airport. It was noted that dealing with casework could impact upon performance figures

6. Transformation Project

It was noted that that the team had been restructured. It was suggested that there would be value in STACC receiving a presentation on progress pf the project

7. Customer Service Strategy

It was noted that a small group of Members were shortly to receive a detailed report.

8. PRM issues

It was noted that PRM volumes were up more than 700 the previous August. Pre booked PRMs were running at 78.88%. OTP for August had been 99.43%. 9724 flights were served - an average of 313 flights being serviced a day.

Members noted that whilst it was reported that the airport was performing well against ECAC metrics, these gave no indication of quality of service provided. It was important that information about the quality of service was available in order that a complete picture was provided

(**the attached slides provide further detail on PRM issues)**

The Accessibility Strategy was in draft and should be available for the next SAFE meeting.

9. Customer Service Report

The Group received the latest report. It was noted that there appeared to be some duplication in the tables. The AMT agreed to investigate and provide a revised version.

10. Transport Forum

There were a number of current issues:- fly parking; rogue taxi operators; sustainable transport options eg buses.

It was noted that the Oyster Card could not currently be used on the Stansted Express. It was agreed that further information should be obtained prior to considering making representations.

11. Date of next meeting

20 November 2019

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September 2019

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