

## 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 5 MARCH 2014

*	Rufus Barnes (representing surface transport interests) - Chairman
*	Keith Brown (representing tourism interests)
	Gary Jones (representing local authorities)
*	Peter Lainson (representing PRM interests)
	David Leigh (representing cargo interests)
*	Peter Odrich (representing business passengers)
	Julian Swift (representing local authorities)
	Olivia Vandyk (representing non business passengers)
	David Burch (representing commerce and business interests)
	Stewart Ashurst (Chairman of STACC)

(\* present at meeting)

#### Also present

Tony Lavan Director of Customer Services STAL

Neil Banks STAL

Anita Harrison STAL

Steve Mills STAL

Alison Lilly STAL

Denise Habben UK Borders Force

Julie Jones – ABTA

Frank Evans Secretary and Technical Adviser to STACC

The meeting commenced at 10.30 a.m following a pre meeting tour of the express parking area and special assistance arrangements in the terminal.

### **Item 1. Membership and apologies for absence**

The Chairman welcomed Tony Lavan and Denise Habben to their first meeting. Apologies had been received from Stewart Ashurst, Councillors Gary Jones and Julian Swift, David Burch and Olivia Vandyk.

### **Item 2. Work Programme**

Prior to the meeting, the Group had visited:-

#### **(a) the Express set down area**

The Airport Management Team (AMT) advised the Group about a number of options currently under consideration which were designed to improve the facility. In discussion, members suggested issues that the AMT team might wish to consider included:-

- Safety of set down for PRM passengers;
- Provision of a covered area for PRM passengers;
- Improved lighting;
- the use of new technology to facilitate electronic payment methods and
- Fast drop area for prebooked passengers with minimal luggage

It was agreed that it would be helpful if the AMT could update STACC on developments at its April meeting.

#### **(b) PRM Special Assistance Area**

The Group were advised that a new service provider - Omni-Serve - had recently been appointed. There had been prior consultation with the Group's PRM representative. One issue that had emerged was the need for adequate seating for PRMs in both the security and the international departure lounge. This would need to be sited to facilitate the throughput of passengers without causing congestion in the security area. It was agreed that a copy of the contract with Omni-Serve containing KPI information should be circulated to Members.

### **Item 3. Statistical Report**

The Group received a presentation from Alison Lilly. This was based on the quarterly Service Quality Survey (ASQ) and the airport's Quality of Service Monitor. It was noted that over 50% of Stansted's passengers were foreign nationals and were VFR traffic. This contrasted with other airports in the South East where outward tourism provided a greater proportion of overall traffic. Business traffic was currently below 20% and action was in hand to encourage more business travellers to use Stansted. The Group supported this initiative and suggested that the airport should contact major corporate companies with a view to attracting more business traffic through the airport. It was noted that corporates would be particularly interested in considering what benefits might be gained in using the airport. It was also suggested that there would be value in making contact with major travel providers in helping to stimulate business interest.

It was noted that there was scope for improvement in some key performance areas. However it was also noted that at other airports where there had been terminal modernisation/ rationalisation projects, subsequent customer satisfaction surveys had resulted in an uptake in satisfaction levels. It

was therefore expected that a similar uptake might be noticed at Stansted once the terminal project had been completed.

Looking to the future, action was in hand in a number of areas:-

- improving the ambience of the airport;
- closer co-operation with UKBF to help provide an improved service;
- development of the airport's statistical base to help better understand passenger concerns;
- improved cleaning monitoring and
- developing the comfort of waiting areas.

#### **Item 4. UK Borders Force**

The Group was advised that staffing levels continued to be an issue but that recruitment action was in hand. UKBF were working to develop their relationship with the airport particularly relating to effective queue management. It was hoped that there would be greater use of e gates in the future - the airport had recently engaged a new contract provider. One issue was that these gates could only be used by passengers who were 18 years old and above. This meant that families travelling as a group were effectively precluded from using the gates.

There was also an ongoing issue with Italian passengers using identity cards in place of passports. This could cause delays as the cards needed to be extracted from plastic wallets and the information manually inputted. This could be a particular issue if a number of Italian originating flights arrived around the same time.

#### **Item 5. MAG structure**

Tony Lavan briefly advised the Group about the inter relationship between MAG corporate and Stansted airport. This confirmed that key operational issues e.g. customer services, terminal and airside operations would continue to be managed locally whilst others e.g. HR and IT, assets retail, supply chain and property would be managed centrally. This meant that the issue of disposal of housing stock acquired by BAA would be handled centrally. The Group was grateful for the helpful clarification provided by the AMT. This indicated that the Group's dialogue with the local AMT should be unaffected and issues could continue to be discussed locally.

#### **Item 6. Minutes of previous meeting**

The Group confirmed the minutes of the meeting held on 15 January. The minutes had been submitted to the STACC meeting on 29 January.

#### **Item 7. Terminal redevelopment project**

The Group received a presentation from Neil Banks providing an update on progress. Since the last meeting, Members had received a comprehensive update from the AMT on a number of outstanding issues. The project was making good progress. The new security area would be formally opened the following day by the Aviation Minister. The Group complimented the AMT on the amount of work that had been achieved in a relatively short space of time. It was agreed that the AMT would provide the Group with regular updates at future meetings.

In discussion it was noted that:-

- the new arrangements for domestic arrivals would be kept under review;
- arrangements were in hand to organise a meeting between UEG and Family Friendly representatives;
- consideration should be given to incorporating changing retail shopping patterns into the airport's retail facilities

#### **Item 8. Terminal Manager's Report**

A number of issues in the report had been discussed elsewhere on the agenda. On security changes, new screening procedures - in line with EU and UK legislation - for the carriage of baby medicines and special dietary related foods had been introduced. Ryanair had introduced changes in their customer service product including pre allocation of seats and changes to baggage allowances. The AMT were working closely with UKBF to provide an efficient service. Car parking charges for all products had been reduced.

#### **Item 9. Government consultation on EC Regulation No.1107/2006 concerning the rights of disabled persons and Persons with Reduced Mobility when travelling by air**

The Group discussed the current consultation. The interface between criminal and civil enforcement was not clear. In particular clarity was needed as to how any civil enforcement powers might operate. There was a need for a consistent approach when dealing with issues affecting PRM rights whether transport related or not. It was agreed that the Secretary should prepare an outline draft response.

#### **Item 10. Future Work programme for 2014 including possible visits to Gatwick Airport and Manchester Airport Consultative Committee**

The Secretary had contacted Gatwick Airport and the Manchester Airport Consultative Committee with a view to possible visits. Possible dates were April for Gatwick and 4 July for Manchester. The Secretary would circulate further details to interested members.

#### **Item 11. Date of Next Meeting**

11 June 2014