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Mr Simon Evans
Chief Executive
Air Transport Users Council
CAA House
45-59 Kingsway
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25 February 2011

Dear Simon

PASSENGERS WITH REDUCED MOBILITY

As you know many of the various Airport Consultative Committees have a sub-committee that deals specifically with the passenger experience. At Luton we've made great strides in the past year in considering all aspects of the passenger experience from booking airport services on-line, through travel to and from the airport, to security and terminal issues. We have particularly focussed on the needs for those passengers with reduced mobility (PRM).

Although Luton Airport closely monitors the performance of the contractor responsible for assisting PRM individuals through the airport we have identified a common problem. The Airport and thus the service provider are often unaware that a PRM case is scheduled on a particular flight. One of my members has suggested that this problem could be alleviated if on-line bookings with the operating airlines or tour companies had a mandatory box to tick saying that the booking either did or did not require PRM assistance. These sorts of mandatory tick boxes often exist, for example to confirm one has read the terms and conditions of booking, and unless they are completed the e-booking freezes. We think this relatively straightforward step could pay enormous dividends.

If you agree, could we ask that you take this up with the airline and tour operators as part of your role in championing passenger friendly initiatives. I really believe there are benefits all round from such an approach. I'm copying this letter to Stuart Innes at the liaison group of UK Airport Consultative Committees (UKACCS) so that he can circulate it to other UKACCS chairmen.

Kind regards

Martin Routledge

Chairman
London Luton Airport Consultative Committee

The LLA Passenger Services Sub-Committee – Draft TORs

The LLACC Passenger Services Sub-Committee will be chaired by the LLACC Chairman and will comprise members drawn from the LLACC and other interested groups as follows:

Chair
LLAOL
Local Authorities
Airline Representatives
Chamber of Commerce
Luton Borough Council Public Transport Unit (non-LLACC to be invited)
Air Transport Users Council (non-LLACC to be invited)
UKBA (non-LLACC to be invited)

In essence, the PSSC exists to provide a forum for consultation and advice on any issue relating to passenger services specifically the terms of reference of the PSSC are:

To consider on their own initiative, or by directions of the Consultative Committee, any questions in connection with the Airport affecting passengers/user interests.

To act as an advisory body to the Consultative Committee on their considerations and make, where appropriate, recommendations.

To monitor the facilities available to passengers; taking special note of the requirements for those with reduced mobility.

To identify any issues arising from passenger experiences and make recommendations.

To identify any gaps in services available to passengers.

To consider procedures for handling and responding to passenger complaints.

To provide a passenger overview on airport developments at the design stage.

To establish and maintain a positive working relationship with relevant LLA managers and airline contacts, including consultation in respect of key developments for passenger services and facilities.