

# Passenger Services Group meeting notes: 13/10/2020



**Meeting:** Passenger Services Group (PSG)

**Date:** 13/10/2020 – via Microsoft Teams

**Joining:** Mark Izatt (Chair - Independent), Sarah Denyer (Independent), Brian Yates (Which), Kim Lansdown (Independent), Julie Cooper (BTA), Nigel Wicking (AOC), James Stoddart (Independent), Susan Parsons (Independent), Rachel Cerfontyne (HCEB), Martyn Hurst (HCEB), Rebecca Cox (HCEB), Sam Matthews (HCEB), Freya Whiteman (CAA), Rob Toal (CAA), Cheryl Monk (ACOG), Danielle Proctor (HAL)

**Apologies:** Clive Wratten (BTA), Luke Petherbridge (ABTA), Kai Virtanen (Independent)

## 1. Chair's introduction

- The Chair welcomed everyone to the meeting, outlining the format it would take.

## 2. Group travel feedback 'round the table'

- Those present shared their experiences of travelling through a number of airports in the past three months, including Heathrow, Geneva, Edinburgh, Manchester, Glasgow, Luton and Inverness. Nigel Wicking summarised the issues from the AOC's perspective, outlining how the peak periods at Heathrow had changed in recent months resulting in some extremely long waiting times at immigration of up to three hours in both terminals. The scheduling of new flights from India had compounded the problems. The crowding was partly due to the overcomplicated Passenger Locator Form and it was agreed that the PSG and HCEB should add their voices to those lobbying the Government to produce a simplified form to be completed prior to departure and with a timeframe greater than the current 48 hours. It was noted that the CAA were involved in work related to the form and they should be copied into any correspondence. **Action: Chair/Rachel/Sam**

## 3. Update from Freya Whiteman and Rob Toal, CAA, on the H7 process and discussion about how the PSG and the CAA can work together more closely

- Rob Toal and Freya Whiteman provided a high level overview of the work of the CAA and in particular the Economic Regulation Team, explaining how passengers' interests were at the forefront of their work. The Civil Aviation Act 2012 sets out the parameters of the regulation of HAL by the CAA in terms of maximum charges to airlines and minimum standards of service provided. These were reviewed every five years, with HAL's next five-year plan, which would be based on a two runway airport, due for submission at the end of November. During the H7 process, the CAA would be moving towards outcome-based regulation and encouraging HAL to focus on the needs of both passengers and airlines needs and preferences in relation to their airport journey. They would be required to undertake research and reflect that in their business plan. The challenges of outcome based regulation were discussed, in particular that some elements would always be outside of HAL's control, and it would be important to account for this in the framework. It was agreed that the PSG should maintain a dialogue with HAL during the process and think about what reports the group should receive on a regular basis. **Action: Chair**

## 4. Update from Cheryl Monk, Head of Communications, Airspace Change Organising Group (ACOG), on the work of ACOG and background on the airspace change programme

- The presentation outlined the airspace change programme, why modernisation was required, and how it had been impacted by both COVID-19 and the pause in HAL's expansion plans. The role of ACOG and the 'Our Future Skies' campaign in this process was explained, both in the current circumstances and post-recovery. The slides would be circulated with the meeting notes and published on the HCEB website. **Action: Rebecca**

## 5. BTA update on governmental outreach

- The current priorities for the BTA were summarised, including continuing to highlight the value of business travel to the UK's GDP and lobbying Government on introducing testing



at airports, in particular for the highly lucrative London to New York routes. The new APPG on Business Travel was now up and running, chaired by Stephen Hammond MP. More information on this and the recent activity of the BTA can be found [here](#).

## 6. 2021 ways of working

- The PSG would maintain its role in monitoring the airport and the regular reports required from HAL should be agreed. Meetings would also be partially devoted to issues of the time and liaison with HAL prior to meetings to identify these would continue. Optional morning visits should be arranged if safe to do so. **Action: Chair/Rebecca/HAL**
- In addition, the following themes were agreed for each meeting:
  - January 2021 – Research & Customer Metrics  
Looking at Heathrow's metrics, the suite of data and tools they use to ensure the passenger experience is optimal.
  - April 2021 – Surface Access & Environmental Issues  
More than ever connectivity is a key aspect of the passenger experience. Reducing our dependency on cars and road vehicles.
  - July 2021 – Extra Care Passengers  
With passenger numbers likely to be returning to more normal levels we will return to this vital area. Looking at the complete customer experience from ground transportation to aircraft seat and back for those passengers who require extra care. It was agreed that a member of the PSG should sit on the HAAG. Rebecca to liaise with Hayley and Susan. **Action: Rebecca**
  - October 2021 – Resilience & Winter Preparedness  
As passenger numbers and aircraft movements build the importance in ensuring Heathrow is ready for the winter months is reflected in our look at the preparations by both Heathrow and the largest carriers.

## 7. Future meetings

- Meetings in 2021 will take place on the following dates, all at 14.00:
  - 19 January
  - 20 April
  - 6 July
  - 12 October

Following the meeting the Chair put together a blog which has been published [here](#) on the HCEB website.

