Commission for Aviation Regulation/Passenger Advisory Group

Meeting Minutes

Thursday 7th February 2019 @10am

The Fitzwilliam Hotel

Present

Passenger Advisory Group: Corona Joyce (Age Action), Helen Rochford-Brennan (Alzheimer Europe), Emma Byrne and Juan Bueso (European Consumer Centre), Mary Seery (IDA), Leona Murphy (Chambers Ireland), Mark Rowlette (Failte Ireland), Tara Matthews (Irish Society for Autism), Fiona Kelty (National Council for the Blind) and Michael McCabe (National Disability Authority).

Guest Speaker: Simon Fagan (Dublin Airport)

Meeting Chair: Cathy Mannion, Adrian Corcoran and Maria Baquero (Commission for Aviation regulation).

Apologies

Passenger Advisory Group: Raymond O'Rourke (Consumers Association of Ireland), Alan Dempsey (IBEC), James Doorley (National Youth Council of Ireland).

Guest Speaker: Louise Bannon (Dublin Airport)

Summary

At the second of five meetings, Simon Fagan provided the group with an overview of the proposed capital investment plan for 2020-2024. In September 2019, the Commission will decide which of the proposed capital investment projects will be allowed in its next price determination for Dublin Airport. In making its decision, the Commission will consider the feedback of the group. The following points were made about staff training, signage, ground transportation, immigration, handling of equipment and airport design.

1. **Staff training**

   Adequate training of airport staff is necessary to allow passengers, who require assistance, to efficiently use new infrastructure or technology, e.g. biometrics or auto pass scanners.

   Training is also important for the staff at e-gates who are not directly employed by Dublin Airport but by the Irish Naturalisation and Immigration Service (INIS) of the Department of Justice and Equality.

2. **Signage**

   The group suggested the following for consideration:

   - The airport should provide maps on its website or an application that guides passengers to their destination. If this is already available, the airport should actively inform passengers about the existing information and applications.
   - Passengers who do not use internet applications should be offered a print out with easy directions to their gate, for instance at the time of check-in.
   - Signage would be particularly helpful for flights which require bussing to the aircraft or to a satellite pier.
   - The airport should clearly display information about the ground transportation options available for passengers at arrivals halls, terminal kerbs and similar areas. Examples of information about ground transport are bus and taxi locations and directions, bus destinations, times and fares, and expected taxi queue times. If possible, the airport should provide real time information about departing times. If this is not available time tables may be provided instead.
   - In general, some signage should be closer to the passenger; e.g. for wheelchair users and for passengers with sight loss using visual aids.

3. **Service Level Agreements**

   The group discussed if Dublin Airport should put in place service level agreements with third parties that provide services at the airport.

4. **Immigration**

   The group discussed queue times and staff assistance of passengers with disabilities and reduced mobility.

5. **Self-Service Processes**

   The group welcomes the potential of these innovations to reduce the airport journey time and improve overall passenger experience. For passengers with disabilities, such as sight loss, the use of these options without assistance may be challenging. Dublin Airport envisages that these options will complement traditional passenger processing by staff rather than replace it. Back up options should be kept in place to ensure the general resilience of airport services, e.g. in the unlikely event of technology disruption.

6. **Wheelchairs**

   The group discussed how equipment, e.g. wheelchairs, are sometimes damaged after travelling by air.

7. **Airport Design**

   Airport design should account for passenger views and accommodate the needs of passengers with disabilities, wherever possible.

8. **Action Points**

   Dublin Airport to:

   (1) Provide notes of taxi operations.

   (2) Share available feedback of passenger engagement from:

   - In-house surveys, supporting the design of proposed projects.
   - In-house surveys, about quality of service, e.g. general trends in (dis)satisfaction, persons who do not use Dublin Airport and why, and so on.
   - Other airports, supporting similar projects to those being proposed at Dublin.

   (3) Provide information about the airport's engagement with representatives of passengers with disabilities when trialling new technologies and designing airport infrastructure.

9. **Standing Action Points**

    (4) Some members of the group intend to survey their members about quality of service standards and share results with the Commission.

    (5) The representatives from Age Action and Autism Ireland will share with the Commission more detailed information regarding non-visible disabilities.

10. **Next Meeting**

    The next meeting will be at 10am on 7 March 2019, at the same location. The theme for the next meeting is an overview of the proposal from Dublin Airport on quality of service measures and targets. The Commission will invite Dublin Airport to the 7 March meeting 1) to address the action points above and 2) to present and discuss their proposals about quality of service.