



## **Commission for Aviation Regulation/Passenger Advisory Group**

### **Meeting Minutes**

**Thursday 30 May 2019 @10am**

**The Fitzwilliam Hotel**

#### **Present**

Passenger Advisory Group: Clodagh Whelan (Alzheimer Europe), Dermott Jewell (Consumers Association of Ireland), Fiona Kelty (National Council for the Blind), James Farrell (IDA), Julitza Hernandez (European Consumer Centre), Leona Murphy (Chambers Ireland), and Michael McCabe (Disability Stakeholders Group).

Commission: Adrian Corcoran, Hannah Heeran, Luke Manning and Maria Baquero

#### **Apologies**

Passenger Advisory Group: Aoife O'Donovan (IBEC), Corona Joyce (Age Action), Helen Rochford-Brennan (Alzheimer Europe), James Doorley (National Youth Council of Ireland), Tara Matthews (Irish Society for Autism) and Vivienne Storan (Failte Ireland).

#### **Summary**

At the fourth of five meetings, Adrian Corcoran gave an introduction of the 2019 draft decision that the Commission published on 9 May. Maria Baquero presented the details of that decision on quality of service and Luke Manning presented the details on capital projects. At the end, Maria Baquero summarised the points that are not being addressed by the draft decision. The topics that fall outside of the draft decision will be discussed at the fifth and last meeting of the Group to be held on 27 June.

### **1. Representativeness of the Sample for Surveying Passengers Satisfaction**

The Group suggested that we check whether the sample of passengers surveyed is representative by, for example, day of week and time of day.

### **2. Satisfaction of Passengers with Disabilities or Reduced Mobility (PRM)**

The Group suggested that we should:

- monitor the satisfaction of passengers with disabilities or reduced mobility based on a survey that specifically targets this group of passengers. Such a targeted survey would accurately measure the satisfaction of both arriving and departing PRM passengers in a better way than a general survey. It would also ensure an adequate sample size of these passengers.
- monitor the satisfaction of passengers with disabilities or reduced mobility that choose to travel without assistance.
- inform the Group about what is the current sample size of passengers with disabilities or reduced mobility in the Customer Monitor Survey of Dublin Airport.

### **3. Wait time for Assistance of Passengers with Disabilities or Reduced Mobility (PRM)**

The Group asked what the current performance times are.

### **4. Satisfaction with Gates**

The Group suggested that we use a more specific measure in relation to satisfaction with Gates. For example, the Group suggested focusing on the satisfaction with the facilities (such as seating) that are provided by the airport at the gates.

### **5. Satisfaction with Taxi Service**

The Group stated that measuring and monitoring taxi queue times is key for stakeholders to understand the current service level and seek to improve the service if needed. The Group suggested that we engage with the National Transport Authority in relation to the taxi service. The Group also indicated that the waiting areas for taxi at Dublin Airport need some improvement, as they are exposed to the elements.

## **6. Targets**

The Group suggested that the targets should be above the current performance level of Dublin Airport to encourage an improvement in quality of service in the benefit of passengers.

## **7. Arriving Bags**

The Group asked for how long arriving bags remain in the belt before being removed. The Group suggested that passengers should be better informed about where to find their bags when they have been removed from the belts.

## **8. New Action Points**

The Commission:

- (1) will inform the Group members about how to make a written submission to the public consultation on the 2019 draft decision.
- (2) will inform the Group members about the actual representativeness of the Customer Monitor Survey of Dublin Airport by day of the week, time of day, and flight schedule, as well as the sample size of PRM passengers. Based on this, we will consider potential actions about the sample size of the Customer Monitor Survey or a separate survey for PRM passengers.
- (3) will consider how to monitor the satisfaction of passengers with disabilities or reduced mobility who choose to travel without assistance.
- (4) will inform the Group members about the service level agreement and performance of Dublin Airport in relation to the wait times for assistance of departing and arriving passengers with disabilities or reduced mobility.
- (5) will investigate for how long arriving bags remain in the belt in the baggage reclaim hall.
- (6) invites the Group members to engage directly with us to find collaborative solutions to the issues raised.

## **9. Standing Action Points**

- (7) Some members of the group intend to survey their members about quality of service standards and share results with the Commission. The Group members may discuss these results in the 27 June meeting.
- (8) The representatives from Age Action and Irish Society for Autism will share with the Commission more detailed information regarding the needs of passengers with non-visible disabilities travelling at Dublin Airport. The Group members may discuss this information in the 27 June meeting.

## **10. Next Meeting**

The next meeting will be at 10am on 27 June 2019, at the same location. The theme for the next meeting is issues discussed by the Group that fall outside the remit of the 2019 draft decision. The issues to be discussed relate to:

- training and awareness of staff
- availability of staff
- accessibility of self-service processes
- accessibility of signage and information, audio announcements
- accessibility considerations in the procurement process
- embarking of passengers with disabilities or reduced mobility
- prevention of wheelchair damage
- contingency plan to assist passengers with disabilities or reduced mobility in case of disruption or emergency
- public awareness about passenger rights