

## Bridin OLeary

---

**From:** Matthew Harley [harley@eircom.net]  
**Sent:** 15 June 2008 12:19  
**To:** Bridin OLeary  
**Cc:** Angela Lawton; Brian Byrne; Joe Fitzmaurice; Shay Horan; Barry Hall; Cathy Caulfield; Teresa Kavanagh; John Purcell; josephwrynn@hotmail.com; Frank Kelly; Fergus Mc Dermot; drochford@eircom.net; brian.kelly@dalkia.ie; Maire OBrien; Rory Bannon  
**Subject:** Re: Commission for Aviation Regulation Consultation on Quality of Service at Dublin Airport

Bridin OLeary wrote:

> Dear Matthew,

>

>

>

> I attach a copy of the consultation paper published by the Commission today relating to quality of service at Dublin Airport. Also attached is a letter from Commissioner Cathal Guiomard relating to the consultation paper.

Dear Bridin

Herewith a short comment. I may add to this before the deadline, if I can.

Regards

Matt Harley

Passenger walk-times.

I would have thought walking distance would be one of the most important quality of service (QOS) criteria. I find only one mention of it in your text as part of the ACI survey.

For people with limited mobility and fitness, older people, families with small children it can be a hugely important factor. (1) I note the addition of Pier D has added greatly to walking times and made access to and from planes a very unpleasant experience. Moving walkways are a help but they are regularly out-of-order.

It can only get worse. As both terminals T1 and T2 are to be beside one another on the south-eastern side of the airport, all future Eastern Campus passengers through Pier D will have a very long walk of about half a mile (0.75 km). If the second runway is built, it would appear that Pier D will be used intensively to serve that runway so that more and more passengers will have longer walks.

A measure of QOS would be the average passenger walk from terminal entrance before check-in to aircraft boarding steps. I suggest a charge/penalty should be imposed on the airport per passenger-kilometre walk. This would create an incentive on DAA to design their infrastructure with some concern for passenger welfare. It is notable that with the present layout, many passengers pay for a poor design that obliges them to walk such painful distances and also pay the additional time penalty of some 10-15 minutes.

(1) See: <http://www.trb.org/TRBNet/ProjectDisplay.asp?ProjectID=2106>

“Passenger walk distance and ease of use must be considered when passenger terminal facilities are planned, especially in light of the aging population.”