



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

### **Meeting Minutes**

**Thursday 26<sup>th</sup> MAY 2022 @2pm**

### **Virtual event**

#### **PAG members Present**

Annette Costello (Self-representing), Jade McCormack (NCBI), Bernard King (NCBI), Catherine Lee (ECC), Dermott Jewell (CAI), Patrick Gaule (IDA), James Kiernan (Chambers Ireland), Klaudia Dudzinska (IBEC), Michael McCabe (Disability Stakeholders Group), Pádraig McGrath (Young Carers Ireland), Tara Matthews (Irish Society for Autism), Helen Rochford Brennan (Alzheimer's Europe).

#### **Contributor's present**

Luke Manning (CAR), David Mahon (CAR), Devansh Dwivedi (CAR), Adrian Corcoran (CAR), Clare Mulcahy (CAR), Deborah Maguire (CAR), Jane Oliver (CAR).

#### **1. Purpose of the PAG**

The aim of the PAG is to examine and provide input on how passenger priorities are addressed by the Quality-of-Service regime and relevant Capital Investment Projects proposed by Dublin Airport.

The PAG for the 2019 Determination felt that the most important Quality-of-Service objectives are that airport operations are reliable, efficient, and punctual, that passengers get the right care, the right information, and can use the facilities they need.

Recent PAG meetings have also established the need for DAP to ensure that passengers experience matches passenger needs and that PRM are given the time and facilities they need to fully avail of Dublin Airports services.

## **2. Summary of Conclusions and Advice**

This was the second of three meetings centred on Dublin Airport's current Quality-of-Service metrics, its updated Capital Investment Plan, and any questions, concerns, or suggestions that the PAG group members may have on both. CAR set out its initial thinking on these matters and sought views and comments from the PAG members.

The points and questions it raised are outlined below.

- a. *Fast track* – Many passengers are willing to pay extra for fast track and Dublin Airport are not maximising their revenue and/or the services by only having one lane open.
- b. *PRM car park assistance* – What metrics are included for evaluating the assistance given to PRM travelling from the car parks? The departing PRM metric should include assistance from the car parks (where required), as well as assistance from the terminal reception points.
- c. *PRM wait times* – Most PRM's book pre-advised services, and so would expect better service time outcomes, especially compared to passengers who have not pre-advised.
- d. *Gate changes* – Long distance gate changes are a concern for PRM. Any metrics that assess measures to ensure comfort for PRMs on this would be welcomed.
- e. *Aisle chairs* – The best/most modern aisle chairs are not being used at Dublin Airport and PRM would like to see this improved.

- f. *General Cleanliness* – The passenger survey target of 8 for toilet cleanliness and is too low especially with regards to COVID-19 and the recent traffic growth. It has recommended an increase in this target.
- g. *Transferring PRMs* – There should be assistance and an associated metric to include transferring PRMs.
- h. *Security Breaches* – Are there any metrics or targets for security breaches or compliance with security regulations?
- i. *Pre-clearance facilities* – US pre-clearance facilities tend to be very crowded, improvements to these facilities are needed.
- j. *Security Queues* – Security queue times remain an issue, is there anything CAR can do to improve queue times? The proposal for the full re-introduction of the targets from 2023, in line with the targets set in 2019, is supported.
- k. *Airport Capacity* - Ireland is heavily dependent on Foreign Direct Investment (FDI) and so attracting further international carriers will be crucial. Balancing the delivery of the CIP with affordability will have a role to play in this.
- l. *Airport assistance* – Given the ongoing uncertainty, events may occur that are outside of the airports control, and which may impact upon the airport's ability to provide services. In such cases daa may require support.

### **3. Action Points**

- a. *CAR*: CAR will consider the suggestions made by the PAG members as part of its Draft Decision in relation to the Quality of Service metrics and targets, and the investment programme.

#### **4. Next Meeting**

The next meeting will be held in either September or October of this year. The Commission will publish the Draft Decision in late June or early July and will allow a period of approximately two months for public consultation on the Draft. Submissions on the Draft will inform the Final Decision taken by CAR, which will be published in November.

CAR has requested that the PAG consider the Draft Decision ahead of the next meeting. The next meeting will include consideration of the consultation responses received by CAR, and any potential changes that might be made ahead of the Final Decision.