



Commission for Aviation Regulation/Passenger Advisory Group

Meeting Minutes

Thursday 10th November 2022 @9am

Virtual event

PAG members Present

James Kiernan (Chambers Ireland), Helen Rochford-Brennan (Alzheimer's Europe), Klaudia Dudzinska (IBEC), Annette Costello (*Self-representing*), Bernard King (NCBI), Jade McCormack (NCBI), Patrick Gaule (IDA), Catherine Lee(ECC).

Contributor's present

Luke Manning (CAR), Adrian Corcoran (CAR), Sinéad Kearns (CAR), Sarah Fischer(CAR).

Apologies

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.

2. Summary of Conclusions

This was the third meeting of the PAG, and as such we outlined the proposals that we made in the draft decision, the responses we received on these proposals and what our current thinking is on the various metrics for both Quality of Service and the Capital Investment Programme. The PAG raised several points and questions which are outlined below.

- *Cleanliness of Toilets/ Washrooms:* members of the PAG were strongly opposed to the suggestion by Dublin Airport that any leniency should be provided in this area. They insisted that it was necessary that service standards are improved in this area immediately and that a glidepath was not sufficient.
- *Bonuses for Survey Metrics Performance:* There was support from the PAG on the decision to implement bonuses for exceptional performance on the survey metrics.
- *Self-service kiosks:* A PAG member enquired about the possibility of introducing a measure to ensure that there is always someone available to assist with the use of the self-service kiosks.
- *Assistance Dog Facilities:* A PAG member raised the issue that for assistance dogs there are only tiled areas to urinate on, which most assistance dogs are not accustomed to and refuse to use. Therefore, it was suggested that this is raised with the airport and suggest the use of grass patches if this does not present hygiene issues.
- *PRM wait times to be assisted from aircraft to terminal holding point:* A PAG member raised the issue of PRMs being left on planes for long periods before they are assisted to the terminal. They queried why this was happening, and if it is something we can address. These complaints are as recent as September and the reasoning provided by the airport was lack of staff.

3. Action Points

- All members of the PAG have been welcomed to submit any further feedback on the presentation by email.
- CAR will further consider the implementation and achievability of a target of 8.5 for 'Cleanliness of Toilets Washrooms' as it is clearly an important metric to passengers.
- On the comment relating to Self-Service kiosks, unfortunately as the check-in services are run by the airlines while the airport just provides the infrastructure, this is not an item that we would consider to be within the control of Dublin Airport.

- We intend to raise the issue relating to Assistance Dog Facilities with Dublin Airport and will be carrying out an inspection of these facilities in the coming months.
- Similarly, we intend to investigate the issue relating to PRM wait times to be assisted from aircraft to terminal holding point and will discuss this with Dublin Airport.