



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

### **Meeting Minutes**

**Thursday 7<sup>th</sup> April 2022 @2pm**

### **Virtual event**

#### **PAG members Present**

James Kiernan (Chambers Ireland), Tara Matthews (Irish Society for Autism), Cyril Sullivan (European Consumer Centre), Michael McCabe (Disability Stakeholders Group), Helen Rochford-Brennan (Alzheimer's Europe), Klaudia Dudzinska (IBEC), Annette Costello (*Self-representing*), Pdraig McGrath (Young Carers Ireland), Bernard King (NCBI), Jade McCormack (NCBI), Patrick Gaule (IDA).

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

Simon Fagan (Dublin Airport), Elizabeth West (Dublin Airport), Sean O'Brien (Dublin Airport), Paul O'Boyle (Dublin Airport), Cal Lynn (Dublin Airport), Sean Murphy (Dublin Airport), Hannah Burmanje (Dublin Airport), Luke Manning (CAR), David Mahon (CAR), Adrian Corcoran (CAR), Clare Mulcahy (CAR), Deborah Maguire (CAR),

#### **Apologies**

Tommy Fanning (IDA).

#### **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 first of three meetings and represented an initial discussion of Dublin Airports 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. There was considerable engagement from the group, and the points and questions it raised are outlined below.

- a. *PRM Signage*: Signage for PRM facilities still uses the wheelchair to denote PRM, which can make PRM uncomfortable using these services. Gender neutral bathrooms more generally were suggested.
- b. *General Signage*: Can general signage be improved? For example, bringing high up signs down to eye level for people with visual impairments? Signage too high can be difficult for people with visual impairments. Signage in the coach parks also needs to be redesigned in the future.
- c. *Dublin Airport app*: The app needs to be changed as when the text is set to large on a phone it distorts the info shown. This makes the app difficult to use for people with vision impairment.
- d. *Queue assistance*: Can Dublin Airport confirm that when people who need assistance are going through security, that the person assisting them can remain in the queue with them and that the staff will facilitate this?
- e. *Drop off charges*: Should these go ahead, how will it affect people with disabilities? Can Dublin Airport ensure that there will be facilities in place for PRM? PRM often need additional time when setting down or being picked up and so drop off charges

would have an impact on them. Can there be designated PRM drop-off/pick-up spots, or can PRM be exempt from the time limits?

- f. *Bus collection points:* The Bus collection point is far from the Terminals and can be difficult to reach for PRM. Can it be moved closer?
- g. *Taxis:* Is there any way to improve the level of taxis outside the airport?
- h. *PRM Service provider:* PRM Service providers are often in a rush, and don't always allow PRM to stop and shop after passing through security. PRM would like the opportunity to do so.
- i. *PRM Metric Clarification:* For the pre advised metric for arrivals? Does this show the time to get from the planes to the waiting areas?
- j. *Stairs to planes:* Stairs up to planes with certain airlines can be inaccessible.
- k. *Access to the plane:* Airplane staff are often under a lot of pressure to get PRM onto the airplane, potentially due to the airline's tight schedules. This can sometimes lead to staff not listening to the PRMs needs, which can be painful. Staff need to be more patient and accommodating.

### **3. Action Points**

- a. *All PAG members:* CAR has asked all PAG members to think about whether the Quality-of-Service regime is missing anything or if the revenue at risk is appropriately balanced across the targets, ahead of the next meeting. It has also asked PAG members for feedback on Dublin Airport's proposed adjustments.
- b. *Dublin Airport:* DAP to follow up with Alzheimer's Europe regarding question on the arrival metrics.

- c. *Alzheimer's Europe*: to send examples of preferable signage to daa, signs need to be adapted to reflect modern world more accurately.
- d. *Dublin Airport*: DAP to ensure that the experience matches needs of the passengers, that the process does not drive the experience, and that staff get necessary training to know how to meet people's needs properly, and to ensure that Michaels feedback is considered.
- e. *Dublin Airport*: DAP to ensure that ongoing app developments address concerns raised about usage for people with vision impairments.
- f. *Dublin Airport*: Regarding the security queues point, if a PRM would like to travel through security with a companion they can, they'll only be by themselves when they walk through the scanner.
- g. *Dublin Airport*: On the tolling, this is still in development and hasn't been finalised yet, but priority will be given to PRM.
- h. *Dublin Airport*: On the taxi problem, this is a long-term issue, some initiatives have been put in place to improve this, and it has its own dedicated team. The biggest issue is the lack of taxis. Bonus and increased hours of operation considered.

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

The next meeting will be held in May. The Commission will outline its proposal for the quality-of-service regime and discuss this with the PAG. We will also discuss whether passenger priorities have changed in response to Covid-19 at the airport, and if so, how should this be reflected in the quality-of-service regime. Finally, the Commission will provide an overview of the proposed projects that relate to passenger experiences and members of the PAG will be encouraged to provide any feedback on these projects. This meeting will inform our Draft Decision on airport charges for 2023-2026 which will be published in June.

CAR has requested that ahead of the second meeting the PAG give some thought to the Quality-of-Service metrics, i.e., whether they think there is anything missing from the perspective of measuring the quality of the airport experience, and whether the incentives are appropriately balanced across the different measures.