



Commission for Aviation Regulation/Passenger Advisory Group

Meeting Minutes

Thursday 7th March 2019 @10am

The Fitzwilliam Hotel

Present

Passenger Advisory Group: Corona Joyce (Age Action), Helen Rochford-Brennan (Alzheimer Europe), Dermott Jewell (Consumers Association of Ireland), Emma Byrne (European Consumer Centre), Mary Seery (IDA), Leona Murphy (Chambers Ireland), Vivienne Storan (Failte Ireland), Alan Dempsey (IBEC), Tara Matthews (Irish Society for Autism), and Michael McCabe (Disability Stakeholders Group).

Guest Speakers: Louise Bannon and Simon Fagan (Dublin Airport)

Commission: Cathy Mannion, Adrian Corcoran and Maria Baquero

Apologies

Passenger Advisory Group: Fiona Kelty (National Council for the Blind), James Doorley (National Youth Council of Ireland).

Summary

At the third of five meetings, Louise Bannon and Simon Fagan provided the group with an overview of the passenger engagement at the airport and the proposed quality of service measures for the next determination. In September 2019, the Commission will decide on the measures and targets of quality of service. In making its decision, the Commission will consider the feedback of the group. The group discussed quality of service and made the following points.

1. Three types of passengers

The group identified three types of passengers that are relevant when considering how to monitor the quality of service at Dublin Airport. These are:

- **Passengers who do not require assistance:** at present, the quality of service measures focus on this category of passenger.
- **Passengers with disabilities and reduced mobility who require and obtain assistance as per Regulation 1107/2006:** While survey results could be disaggregated to highlight the experiences of these passengers, it may be difficult to obtain meaningful sample sizes. The group suggested considering whether the survey questions for these passengers should be different than that for passengers who do not require assistance.
- **Passengers with disabilities and reduced mobility who choose to travel without assistance as per Regulation 1107/2006:** these passengers may need a lighter and more-targeted assistance at specific points of the airport journey. For example, passenger with disabilities such as autism or Alzheimer's may have no difficulty with walking unassisted but may have difficulty finding their way through the airport or coping with crowded places and queues. Questions were also raised about:
 - The difficulty with identifying and surveying passengers, who may choose not to disclose that they have a disability or reduced mobility.
 - The possibility of having a special lane at security or immigration for the passengers with disabilities who choose to travel without assistance.

2. Staff training and awareness

In relation to passengers with disabilities and reduced mobility, the group reiterated the importance of staff training and awareness. Training should be given, at appropriate levels, to:

- staff who provide assistance under Regulation 1107/2006 and
- all staff that interact with passengers.

3. Signage and Information

During its presentation about quality of service proposals, Dublin Airport stated that it focused on: check-in time, security (time and space), food and beverage, immigration, comfort (gate seating)

and cleanliness (toilets). The group noted that there should also be focus on signage and information provision.

4. Information for arriving passengers

Dublin Airport and Failte Ireland discussed their joint project to improve the provision of information for arriving passengers about the options of public transport available at the airport. The Airport and Failte Ireland are working to address wayfinding and signage from the arrival gates to public transport, taxi and car hire facilities.

5. Passenger engagement by the airport

The group requested that the Commission consider assessing the passenger engagement by the airport, for example in relation to capital investment projects. The group states that airport design should account for passenger views and accommodate the needs of passengers with disabilities or reduced mobility, wherever possible.

6. Taxis

The group asked whether it would be feasible for Dublin Airport to maintain a minimum number of taxis to be available at the airport at any time.

7. Action Points

It was agreed that the Commission would:

- (1) Provide the group with details on staff training at the airport
- (2) discuss with Dublin Airport the possibility of passengers with disabilities and reduced mobility (that travel without assistance as per Regulation 1107/2006) using an assistance lane.
- (3) consider conditions on capital projects for engagement with disability groups

8. Standing Action Points

- (4) Some members of the group intend to survey their members about quality of service standards and share results with the Commission.
- (5) The representatives from Age Action and Irish Society for Autism will share with the Commission more detailed information regarding non-visible disabilities.

9. Next Meeting

The next meeting will be at 10am on 30 May 2019, at the same location. The theme for the next meeting is an overview of the draft decision by the Commission on the quality of service measures and targets for Dublin Airport.