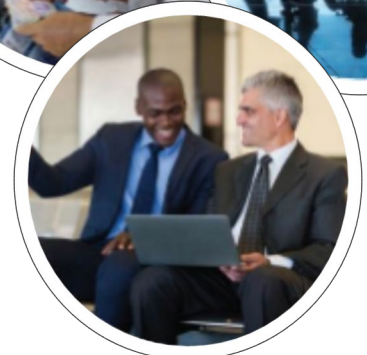# Draft Decision on
Quality of Service and **Capital Projects**
at Dublin Airport for 2020-2024

Fourth Meeting of the Passenger Advisory Group
30 May 2019

Commission for Aviation Regulation

Agenda

10:00 -10:05	Welcome – Approval of Agenda
10:05 - 10:10	Action Points
10:10 – 10:25	Introduction to the 2019 Draft Decision
10:25 – 11:30	Update on 2019 Proposed Decision on Quality of Service
11:30 – 11:45	Coffee Break
11:45 – 12:45	Update on 2019 Proposed Decision on Capital Projects
12:45 – 1:00	Summary of topics to be discussed on 27 June

Action Points

1. Surveys about passenger experience at Dublin Airport

   We have received results from:

   - NCBI

   - Alzheimer Society

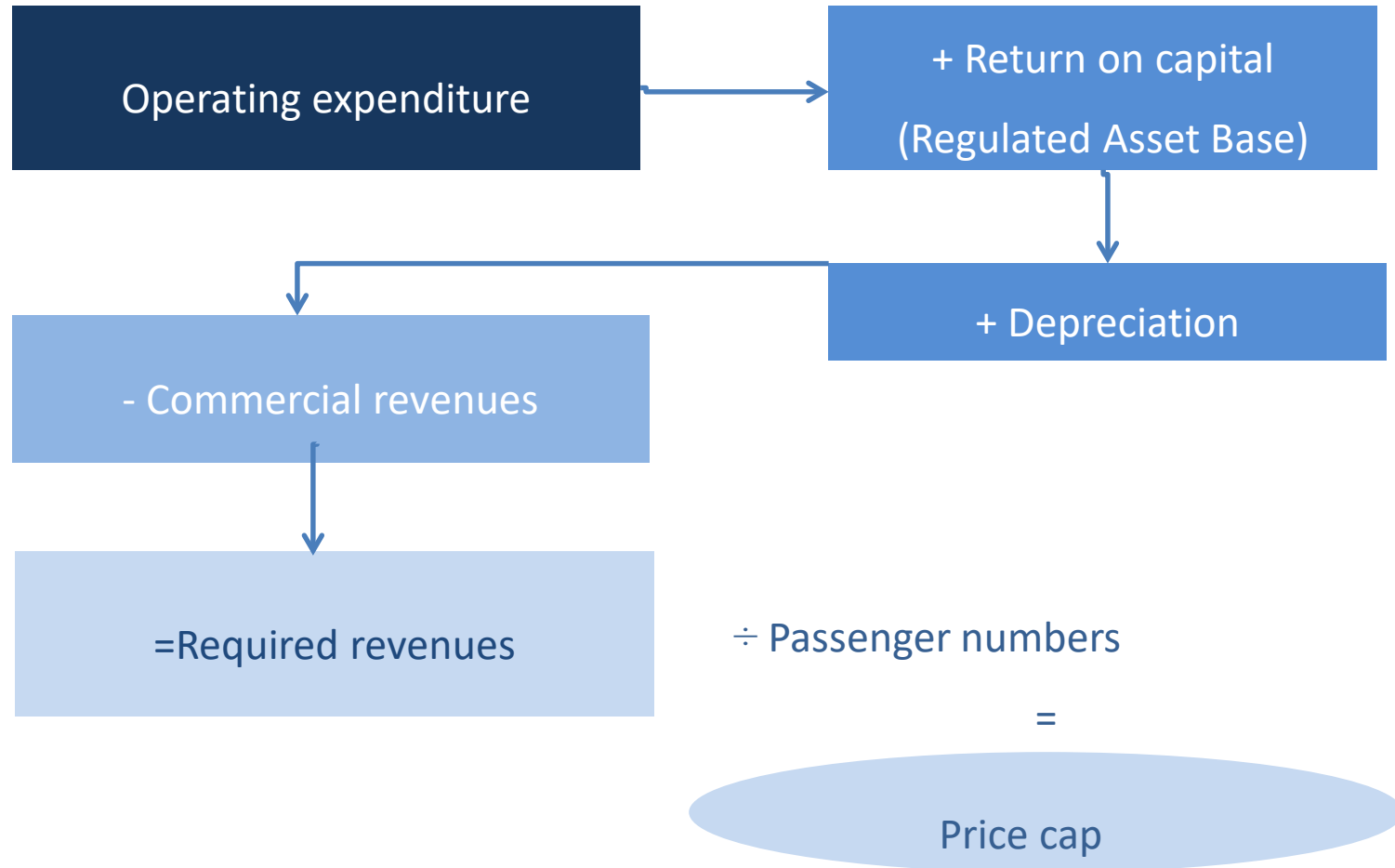2. Information about the needs of passengers with non-visible disabilities at Dublin Airport

   - Age Action

   - Irish Society for Autism

   To be discussed on 27 June

# Introduction to the 2019 Draft Decision

Draft Determination	Public consultation	Submissions due	Final Determination
9 May	May - June	8 July	September

Introduction to the 2019 Draft Decision

| Operating expenditure | → | + Return on capital
(Regulated Asset Base) |

+ Depreciation

- Commercial revenues

=Required revenues

÷ Passenger numbers

=

Price cap

Introduction to the 2019 Draft Decision

	2019	2020	2021	2022	2023	2024
Price Cap per passenger	€8.81	€7.50	€7.50	€7.50	€7.50	€7.50
Annual Change	-	-15%	0%	0%	0%	0%

Arriving at the 2024 Price Cap

2019 Proposed Decision

on
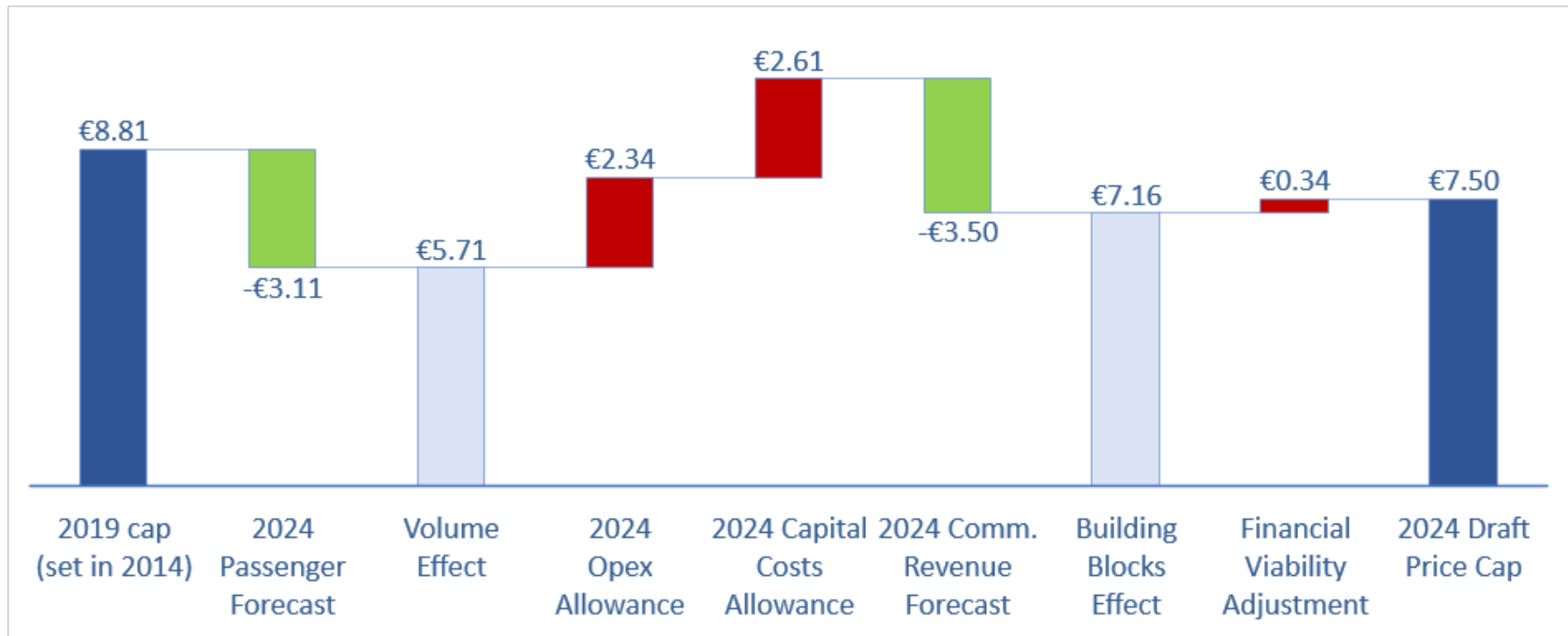
Quality of Service

Update on 2019 Proposed Decision on Quality of Service

We answer to the suggestions of the Group in our 2019 proposed decision about the **measures**, **targets** and financial **incentives** related to:

1. Efficient airport processes

2. Passenger care

3. Passenger information

4. Passenger facilities

Group Suggestions – 1. Efficient Airport Processes

1. We should consider the appropriateness of our current target of security queue times (less than 30 minutes 100% of time).

2. We should monitor:

   - Check-in times

   - Aircraft taxi times

   - Baggage reclaim times

   - Immigration wait times

Proposed Decision – 1. Efficient Airport Processes

Measures within control of Airport	Target	Notes
1. Security queue time	Every day, 70% of time =< 15 min and (30%: 6 hours) 97% of time =< 25 min (3%: 36 minutes)	Revised target
2. Wait time for PRM assistance	Reflect SLA between Dublin Airport and OCS	New
3. Departing baggage system	Available within 30 minutes of request	Revised scope
4. Arriving baggage system	Available at least 99.5% every month	Revised scope and target
5. Fixed Electric Ground Power	Available at least 99% every month (from 2021)	New
6. Electronic Docking Guidance	Available at least 99% every month (from 2021)	New

Proposed Decision – 1. Efficient Airport Processes

We propose two new measures of availability from 2021:

Fixed electric ground power

- lower emissions and ground noise

Advanced visual docking guidance systems:

- better on-time performance

- enhanced safety at gates

- lower carbon emissions

Proposed Decision – 1. Efficient Airport Processes

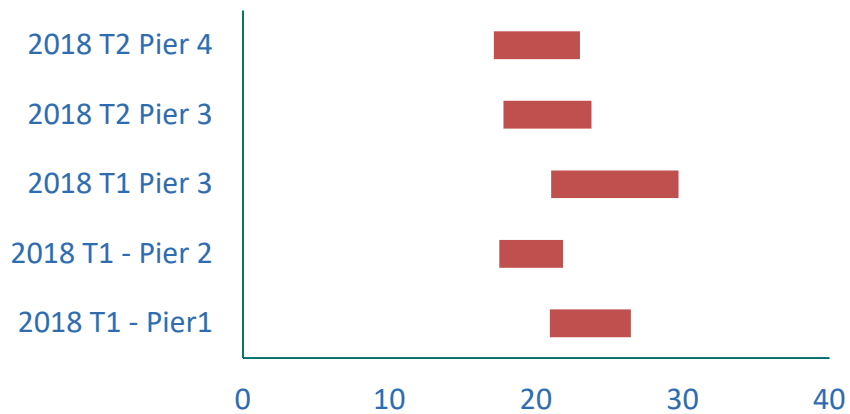| Measures for Monitoring Only	Notes
1. Punctuality of flights (on-time performance)	We are working with **Dublin Airport** to decide the format of monitoring and publication.
2. Wait times for first and last bag in carrousel	
3. Wait times for immigration inspection	We are working with **INIS** to decide the format of monitoring and publication.

Example – 1. Efficient Airport Processes

1. On-Time Performance: percentage of flights that depart or arrive within 15 minutes of their scheduled time. There is little consensus on appropriate taxi times.
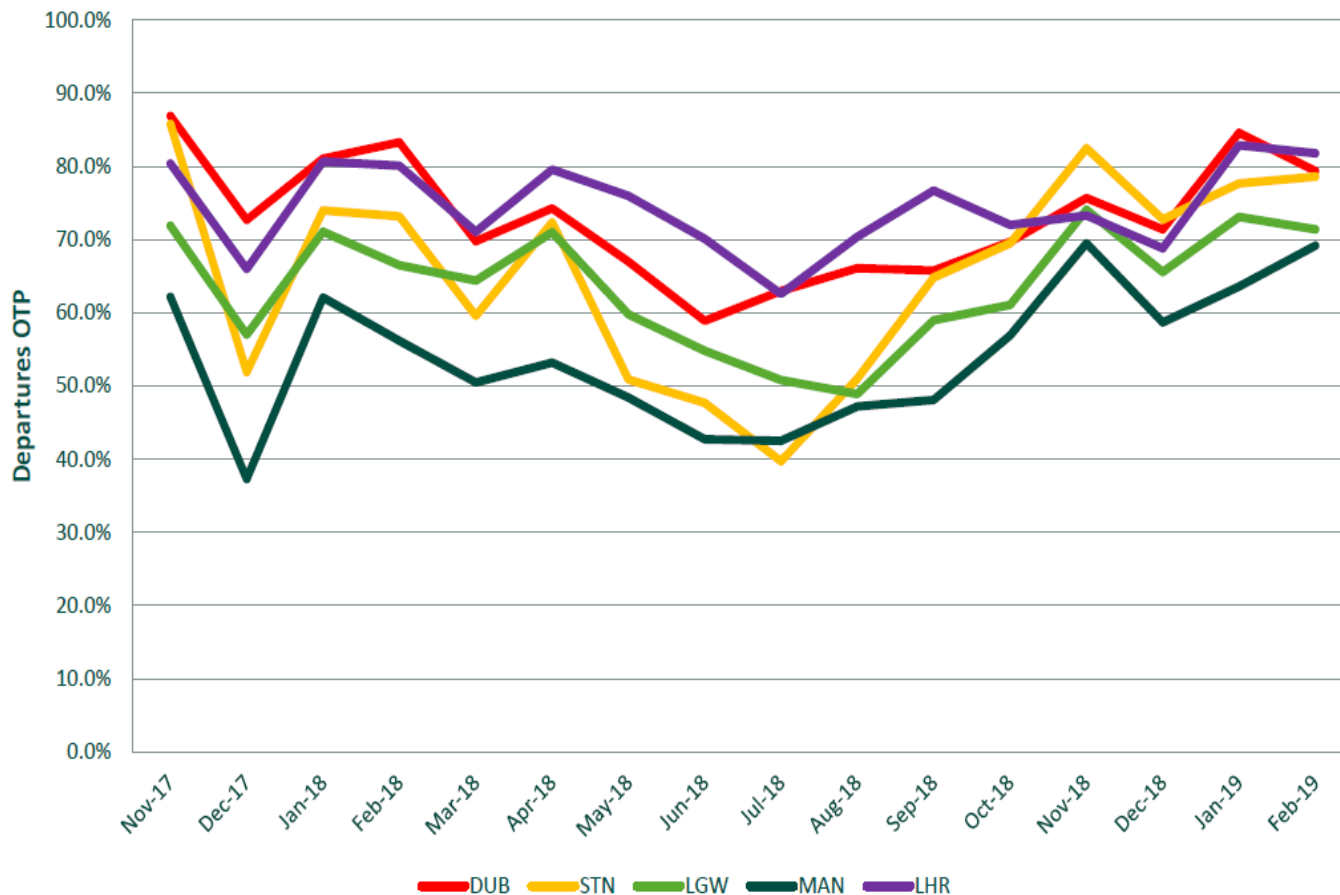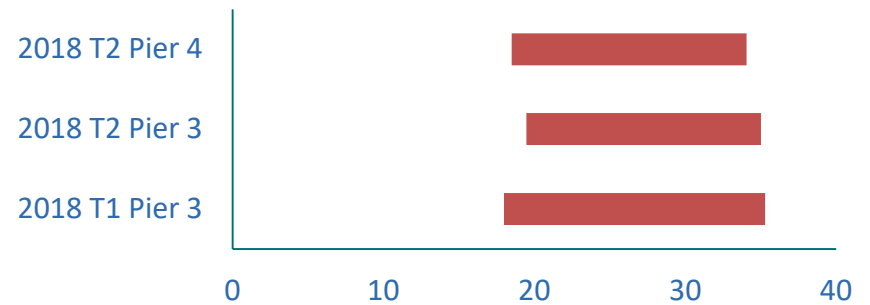
Example – 1. Efficient Airport Processes

2. Wait Time for First and Last Bags after Arrival
(average – in minutes)

Short haul flights

2018 T2 Pier 4	
2018 T2 Pier 3	
2018 T1 Pier 3	
2018 T1 - Pier 2	
2018 T1 - Pier1	

0   10   20   30   40

Long haul flights

2018 T2 Pier 4	
2018 T2 Pier 3	
2018 T1 Pier 3	

0   10   20   30   40

Proposed Decision – 1. Efficient Airport Processes

Check – in times:

We do not propose to monitor check-in times as data is not available.

Group Suggestions – 2. Passenger Care

1. In addition to departing passengers, we should monitor the satisfaction of:

   - arriving passengers

   - passengers with disabilities or reduced mobility (PRM) who travel **with** assistance

   - passengers with disabilities or reduced mobility (PRM) who travel **without** assistance

Group Suggestions – 2. Passenger Care

2. We should monitor new measures of satisfaction:

- Walking distance

- Bussing to South Gates

- Transfer passengers

- Taxi service

3. PRM Training and awareness of staff

- Training / awareness should be given, at appropriate levels, to:
    - staff who provide PRM assistance
    - all staff that interact with passengers

    Awareness should also include the aged and passengers with non-visible disabilities (visual impairment and sensory needs).

- We should assess:
    - the protocol for training of staff
    - the frequency of refresher courses
    - the internal monitoring of staff carried out by the airport

- Airport staff should be able to implement a **contingency plan** to assist passengers (in particular PRM) in case of a major disruption.

4.   Availability of staff

This is especially important where there has been a disruption in services.

The elderly and non-English speaking passengers may need more assistance due to increased automation of airport services such as check-in or immigration.

Proposed Decision – 2. Passenger Care

| Satisfaction Measures within control of Dublin Airport	Passenger Segment	Target	2018	New (N))
7. PRM assistance	Departing PRMs	9.0	9.7	N
8. Helpfulness of security staff	Departing Departing PRMs	9.0	9.1 9.1	N
9. Cleanliness of terminal	Departing Departing PRMs	8.7	8.9 9.1	N
10. Overall satisfaction	Departing Departing PRMs Arriving	8.5	8.7 9.0 9.0	N
11. Cleanliness of toilets	Departing Departing PRMs Arriving	8.2	8.5 8.7 8.6	N N
12. Gates	Departing Departing PRMs	8.0	8.3 8.6	N
13. Walking distance	Departing Departing PRMs Arriving	7.5	7.92 7.85 8.23	N N N

Proposed Decision – 2. Passenger Care

Measures for Monitoring only	Passenger Segment	2018
1. Satisfaction with helpfulness of airport staff	Departing Departing PRM	9.3 9.3
2. Taxi service	(We are working with Dublin Airport on the options available.)	

Bussing to South Gates:

We do not propose to monitor this measure as the sample size is small.

The satisfaction with bussing is captured in overall satisfaction.

New Survey
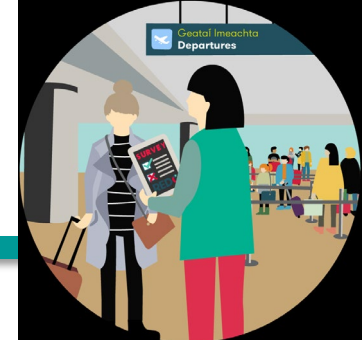
Survey	Airports Council International (current)	Dublin Airport's Customer Monitor Survey (proposed)
Surveys a year	3,000	8,500
Passengers surveyed	Departing	5,800 surveys a year for departing passengers (allows breakdown for departing PRM) 2,700 surveys a year arriving passengers
Results	Quarterly	Quarterly for departing and arriving passengers Annual results for departing PRM
Scale	1-5	1-10
Targets	Range from 3.1 to 3.9	Range from: 8.0 to 9.0

Proposed Decision – 2. Passenger Care

Satisfaction of transfer passengers:

We do not propose to monitor queue times or satisfaction of transfer passengers.

In 2018, Dublin Airport opened a **transfer facility** which allows many passengers to bypass the central security check.

Passengers who require checks will be monitored as part of the proposed:

- targets of **security queue wait times**
- monitoring of **immigration wait times**

Proposed Decision – 2. Passenger Care

Satisfaction of arriving PRM:

Due to small sample size, we may not survey the satisfaction of arriving PRMs.

Satisfaction of PRM travelling without assistance:

We are not proposing to monitor this measure because the data is currently unavailable.

PRMs who travel without assistance are difficult to identify and survey.

Group suggestions to be discussed on 27 June

- Training and awareness of staff
- Availability of staff

Group Suggestions – 3. Passenger Information

1. We should monitor the provision of **accessible information.**

Examples of accessible information for **way-finding**:

- The airport should provide **maps** on its website or an **application** that guides passengers to their destination.

- The airport should actively inform passengers about the **existing** information and applications.

- Passengers who do not use internet applications should be offered a **print out** with easy directions to their gate, for instance at check-in.

Group Suggestions – 3. Passenger Information

Accessible Signage

- Some signage should be **closer** to the passenger; e.g. for wheelchair users and for passengers with sight loss using visual aids.

Audio announcements

- important for the visually impaired, the elderly or those unable to read

2. We should monitor the satisfaction of arriving passengers with the **information on ground transport**.

Proposed Decision – 3. Passenger Information

Satisfaction Measures within control of Dublin Airport	Passenger Segment	Target	2018	New (N)
14. Ease of way finding	Departing Departing PRMs Arriving	8.7	9.0 9.1 9.4	 N N
15. Flight information screens	Departing Departing PRMs	8.7	9.05 9.11	 N

Satisfaction with information on ground transport:
We are working with Dublin Airport on the options available.

Group suggestions to be discussed on 27 June

- Accessibility of information

- Accessibility of signage

- Audio announcements

Group Suggestions – 4. Passenger facilities

1. We should monitor the satisfaction with:

   - seating

   - charge points

   - self-service processes

2. Self service processes should be accessible

(e.g. check-in, e-gates, boarding scanners)

For passengers with disabilities, such as sight loss, the use of these options without assistance may be challenging.

Proposed Decision – 4. Passenger facilities

Availability Measure within control of Dublin Airport	Passenger Segment	Target	2018	New (N)
16. Escalators, travellators and lifts	All in Terminal 2	99% (2021)	99.4%	N

Satisfaction Measures within control of Dublin Airport	Passenger Segment	Target	2018	New (N)
17. Facilities for PRMs	Departing PRMs	8.9	9.0	N
18. Availability of trolleys	Departing Departing PRMs Arriving	8.5	8.9 8.8 9.33	N N N
19. Ease of automated check-in	Departing Departing PRMs	8.7	8.8 Small/sample	N N
20. Wi-Fi	Departing Departing PRMs	9.0	9.2 9.1	N

Proposed Decision – 4. Passenger facilities

Measures for Monitoring only	Passenger Segment	2018
1. Satisfaction with ease of using the e-gates	Arriving	8.93
2. Satisfaction with eating and drinking facilities	Departing Departing PRM	8.1 8.4
3. Satisfaction with public transport	Departing Departing PRM	8.9 8.5*

* Small sample

Seating and charge points:

The satisfaction with seating and charge points is captured in the satisfaction with departure gates.

We propose to allow capital projects that provide seating and charge points.

Group Suggestions – 5. Financial Incentives

1. We should consider different financial incentives depending on the length of the security queue.

2. We should consider the appropriate amounts of financial incentives between measures.

Proposed Decision – 5. Financial Incentives

Outcomes of Quality of Service	Per passenger amount at risk
1. Efficient airport processes	€0.21
2. Passenger care	€0.04
3. Passenger information	€0.04
4. Passenger facilities and services	€0.07
Total	**€0.36**

2019

- 4. Passenger facilities 19%
- 3. Passenger Information 11%
- 2. Passenger care 11%
- 1. Efficient airport processes 58%

2014

- 4. Passenger facilities 6%
- 3. Passenger Information 11%
- 2. Passenger care 28%
- 1. Efficient airport processes 56%
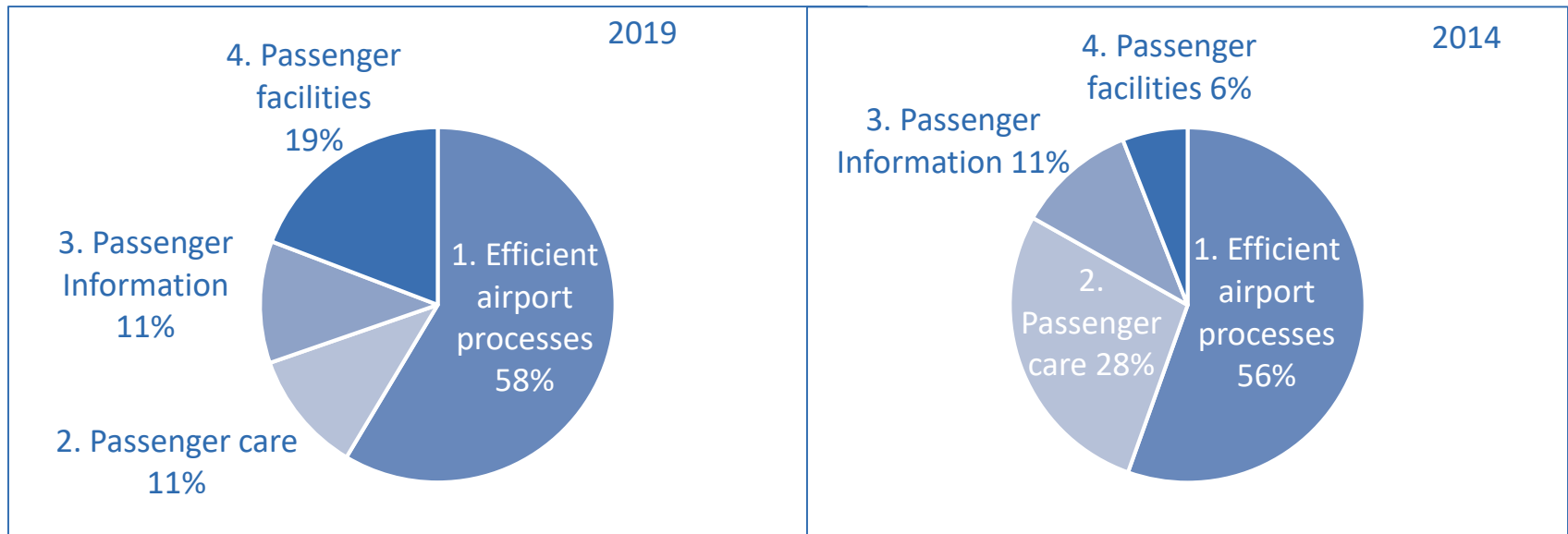
Proposed Decision – 5. Financial Incentives

1. Efficient Airport Processes

1. Security queues	New target
Every month, 80% of time < 10 min	Positive incentive: reaching this target waives the highest daily security breach in a year.
Every day, 70% of time => 15 min or 97% of time => 25 min	Daily -€0.005
Every day, 97% of time > 25 but < 40 min	-€0.01
Every day, 97% of time =< 40 but < 60 min	-€0.02
Every day, 97% of time => 60 min	-€0.03

Proposed Decision – 5. Financial Incentives

1. Efficient Airport Processes

Measures	Per incident price cap adjustment
2. Wait time for PRM assistance	€0.01 per annum
3. Outbound baggage system	€0.01 per event
4. Inbound baggage system 5. Fixed Electric Ground Power (from 2021) 6. Visual Docking Guidance System (from 2021)	€0.03 monthly

Proposed Decision – 5. Financial Incentives

Measure	Per incident price cap adjustment
Satisfaction measures in **2. Passenger care** **3. Passenger information** **4. Passenger facilities**	€0.01 quarterly (for non-PRM) €0.01 annually (for PRM)
4. Passenger facilities Escalators, lifts, travellators (from 2021)	€0.03 monthly

Proposed Decision – 5. Financial Incentives

Measures	Targets		Price cap at risk
	Minimum	Positive	per incident
2. Passenger Care			
7. Satisfaction with PRM assistance	9.0	n/a	€0.01 A
8. Helpfulness of security staff	9.0	9.5	€0.01 Q
9. Cleanliness of terminal	8.7	9.0	€0.01 Q
10. Overall satisfaction	8.5	9.0	€0.01 Q
11. Cleanliness of toilets	8.2	9.0	€0.01 Q
12. Satisfaction with Gates	8.0	8.5	€0.01 Q
13. Walking distance	7.5	8.5	€0.01 Q

Proposed Decision – 5. Financial Incentives

Measures	Targets		Price cap at risk
	Minimum	Positive	per incident
3. Passenger Information			
14. Finding your way	8.7	9.5	€0.01 Q
15. Flight information screens	8.7	9.3	€0.01 Q
4. Passenger Facilities			
17. Satisfaction with PRM facilities	8.7	9.0	€0.01 A
18. Ease of using automated check-in	8.7	9.0	€0.01 Q
19. Availability of trolleys	8.5	9.7	€0.01 Q
20. Availability with Wi-Fi	9.0	9.5	€0.01 Q

Any questions?

2019 Proposed Decision

on

Capital Projects

Group Suggestions – Capital Projects

1. Dublin Airport should demonstrate to us its **passenger engagement** on airport design.

2. Wherever possible, Dublin Airport should accommodate the **needs of passengers with disabilities** or reduced mobility.

3. Dublin Airport should provide adequate **infrastructure**.
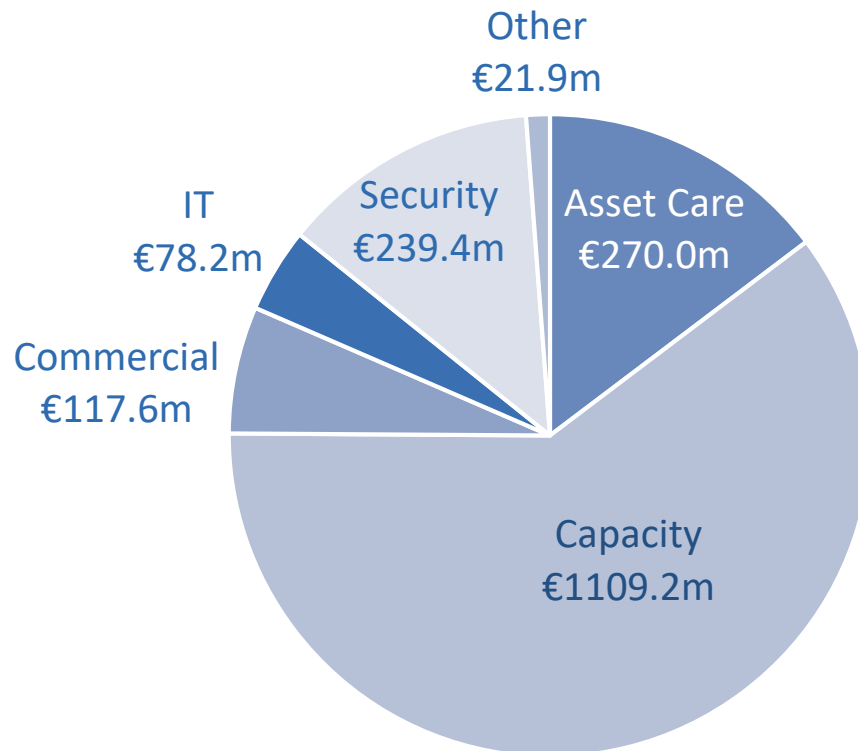
For example:

- signage
- seating
- charge points

4. Procurement process:

Accessibility standards for passengers with disabilities, including blind or visually impaired passengers, should be a key element when purchasing facilities such as lifts and self-service check-in kiosks.

We should monitor the accessibility of facilities for passengers with disabilities.
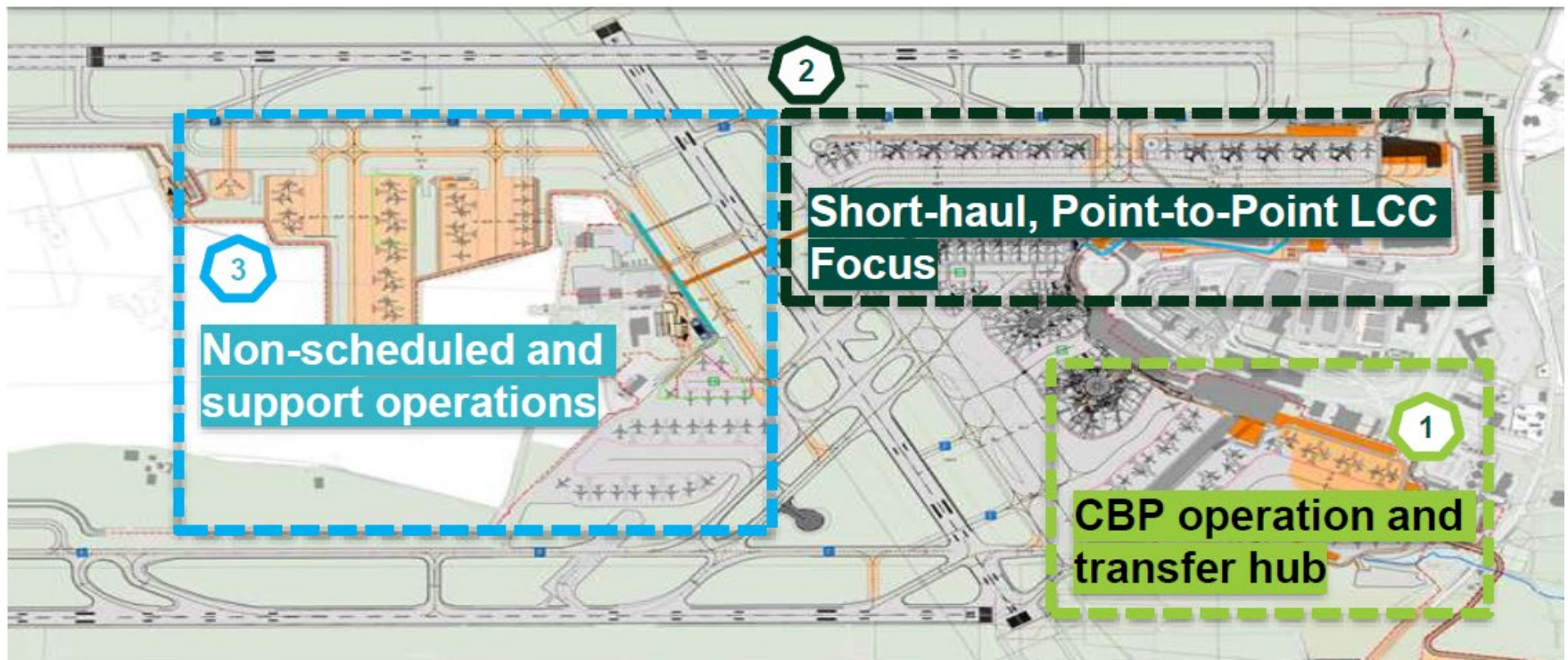
Proposed Decision – Capital Projects

For 2020-2024, we propose to allow 117 projects at a cost of €1.8 bn.

Other
€21.9m

Security
€239.4m

IT
€78.2m

Asset Care
€270.0m

Commercial
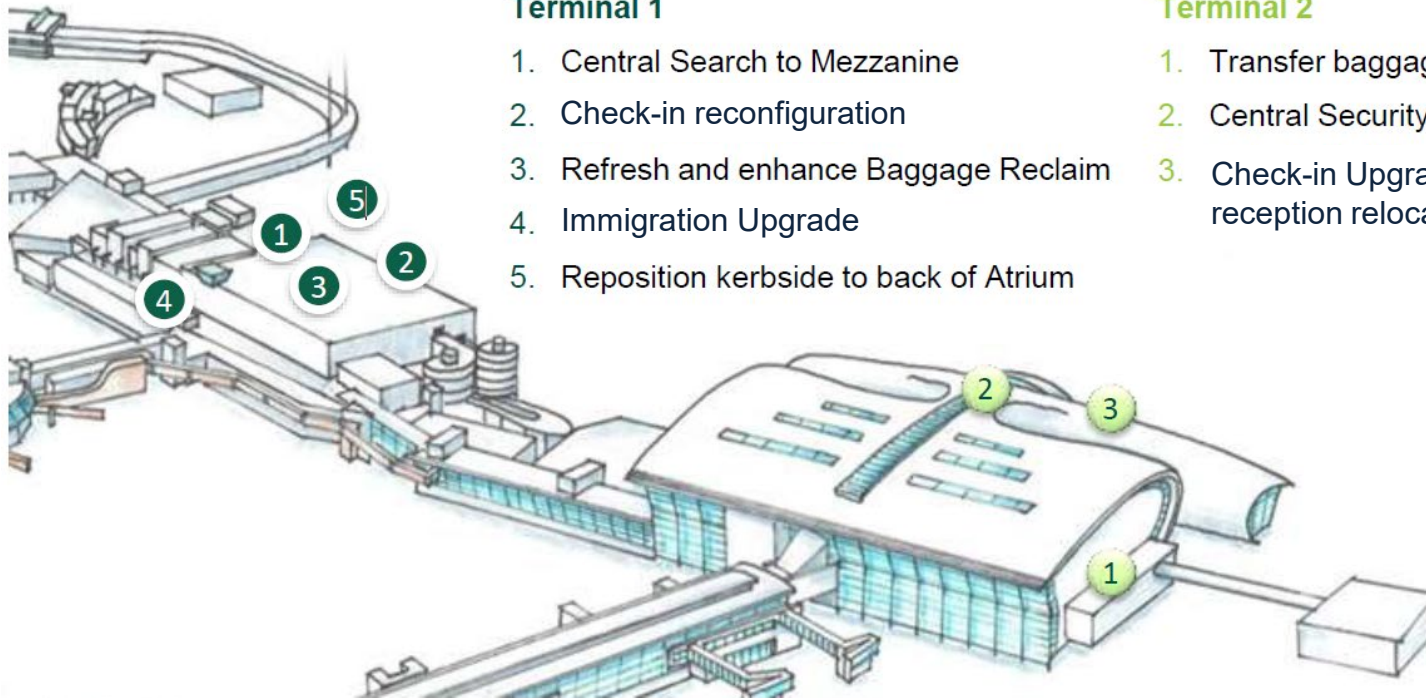€117.6m

Capacity
€1109.2m

Proposed Decision – Capital Projects

Dublin Airport proposes infrastructure to cater for 40m passengers a year.

Source: Dublin Airport

Proposed Decision – Capital Projects

Terminal 1

1. Central Search to Mezzanine
2. Check-in reconfiguration
3. Refresh and enhance Baggage Reclaim
4. Immigration Upgrade
5. Reposition kerbside to back of Atrium

Terminal 2

1. Transfer baggage upgrades
2. Central Security: lane enhancements
3. Check-in Upgrade and PRM reception relocation

Source: Dublin Airport

1. Efficient Airport Processes

Security wait times

- Investment in Automatic Tray Return systems and longer lanes

- Upgrade of Explosive Detection System
    (liquids, gels, electronics inside bags)

- Biometrics

1. Efficient Airport Processes

PRM wait times/assistance

- Relocation of T2 OCS reception near central lifts. It will allow for expansion of operations

- Refurbishment of lifts

Baggage systems

- IT baggage systems

- baggage halls

- T2 transfer lines.

Fixed Electric Ground Power

Visual Docking Guidance

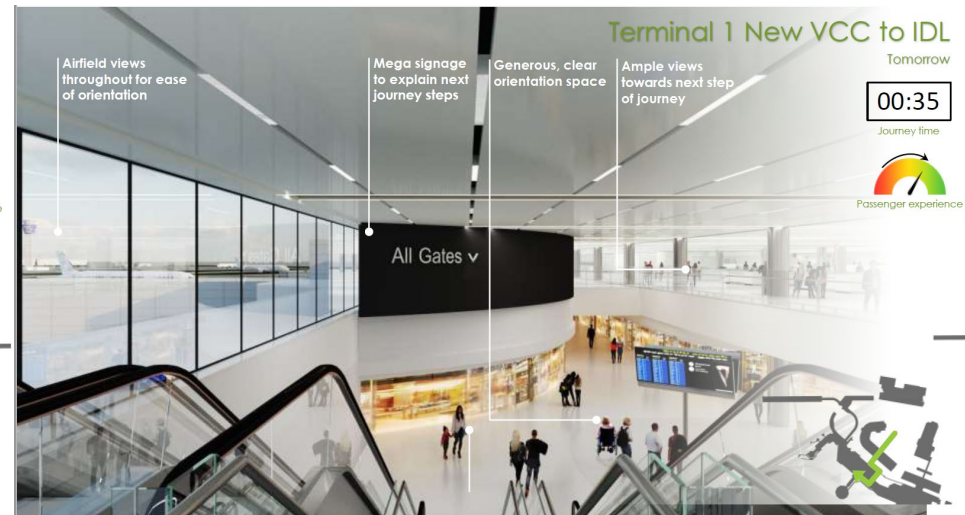- Units in various areas and IT monitoring system.

2. Passenger Care

Overall Satisfaction

Improvements in terminals and piers, security, biometrics and website developments.

Gates

Terminal projects will add space, seating, lounges
and retail offerings.

3. Passenger Information

We propose to allow investment in:

- traditional signage

- digital signage

- flight information screens.

4. Passenger Facilities

Ease of automated check-in

Investment in supporting software and platforms

Availability of trolleys

Investment to increase trolleys by 2,249 from the 2,500 currently in circulation.

Wi-fi

IT innovation fund to explore how to enable better use of Internet bandwidth.

Proposed Decision – Capital Projects

We propose to place a **condition** on piers and terminal projects whereby Dublin Airport has to demonstrate how it best took account of passenger views when developing the infrastructure.

We will develop the exact wording of this condition for the Final Determination following consultation.

Separately, since 2012, Dublin Airport requires a **disability access certificate** for new buildings and major renovations from Fingal County Council.

Group suggestions to be discussed on 27 June

- Survey results/information from Group members

- Training and awareness of staff

- Availability of staff

- Accessibility of self service processes

- Accessibility of signage

- Accessibility of information

- Audio announcements

- Procurement process

Group suggestions to be discussed on 27 June

Embarking of PRM

- Passengers with disabilities or reduced mobility should **embark** the aircraft before the rest of passengers.

Wheelchair damage

- The group discussed how equipment, e.g. wheelchairs, are sometimes damaged after travelling by air.

Public Awareness about Passenger Rights

- Consideration needs to be given to increasing passenger awareness of their rights. Also, some
- people with disabilities or reduced mobility tend not to complain in relation to their passenger rights.

Any questions?

Thank you