COVID-19 and Quality of Service penalties

1.1   The aviation industry is experiencing unprecedented disruption due to the Covid-19 pandemic.

1.2   The Commission for Aviation Regulation confirms that there will be no financial penalties associated with any quality of service breaches at Dublin Airport for March and April 2020.

1.3   No breaches of the standards have been reported to date in 2020, and the staff at Dublin Airport are working diligently to ensure the service level remains high. However, some of the Covid-19 social distancing measures and other restrictions which have been put in place by the Irish Government have changed the way services are organised and how data can be collected. We consider this situation to represent extenuating circumstances as referenced in paragraph 2.31 of the 2019 Determination, therefore:

-   If there is a breach of a measure in March or April no financial penalty will apply.
-   Dublin Airport can suspend all face-to-face passenger surveys.
-   Dublin Airport will continue to report quality of service performance, where possible.
-   Dublin Airport will endeavour to ensure that the system for measuring security queues is adjusted to account for any changes to queue layout.
-   If there are breaches Dublin Airport will provide an explanation of the circumstances.

1.4   We will continue to engage regularly with Dublin Airport during this period. We will keep this temporary arrangement under review and we will extend the time period if the circumstances necessitate it.

Background

1.5   The 2019 Final Determination (CP8/2019) sets out a quality of service regime which puts up to €0.36 of the annual price cap at risk if Dublin Airport fails to reach specified quality targets. The annual formulae in the 2019 Determination have a quality of service term that decreases the price cap per passenger that Dublin Airport may levy should it be unable to achieve any of 22 targets. For further information on the quality of service targets and the price cap at risk per target see Sections 2 and 11 of the 2019 Determination.