

Introduction

1st Meeting of the Passenger Advisory Group
7 April 2022

Agenda

1. Background: Events since 2019 Determination & the process for this review
2. Overview of the 2019 Determination: Description of the Quality of Service regime
3. Dublin Airport: Quality of Service Proposal
4. Dublin Airport: Capital Investment Plan

Upcoming Meetings

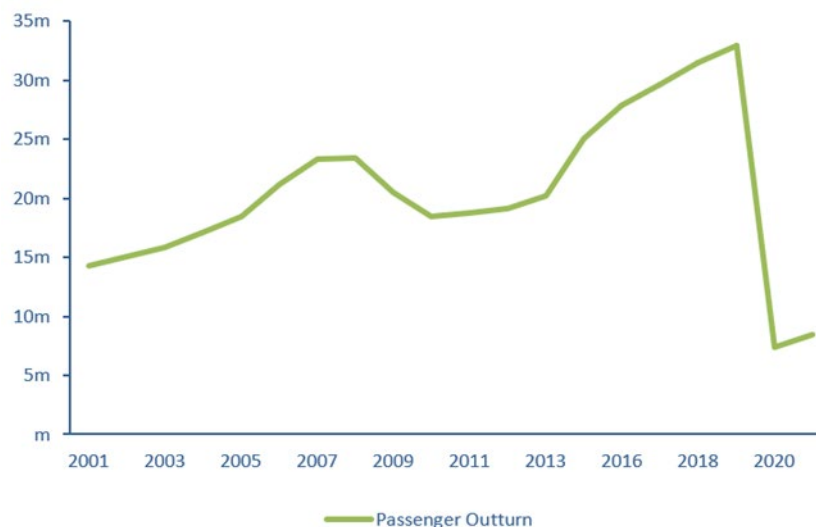
- 2nd Meeting – May
 - The Commission's current thinking on quality of service
 - Feedback and discussion on proposals
 - Discussion of passenger priorities in light of COVID-19
 - Overview of the proposed projects that relate to passenger experiences

- 3rd Meeting – September
 - Present our proposals from the Draft Decision
 - Feedback and discussion on this

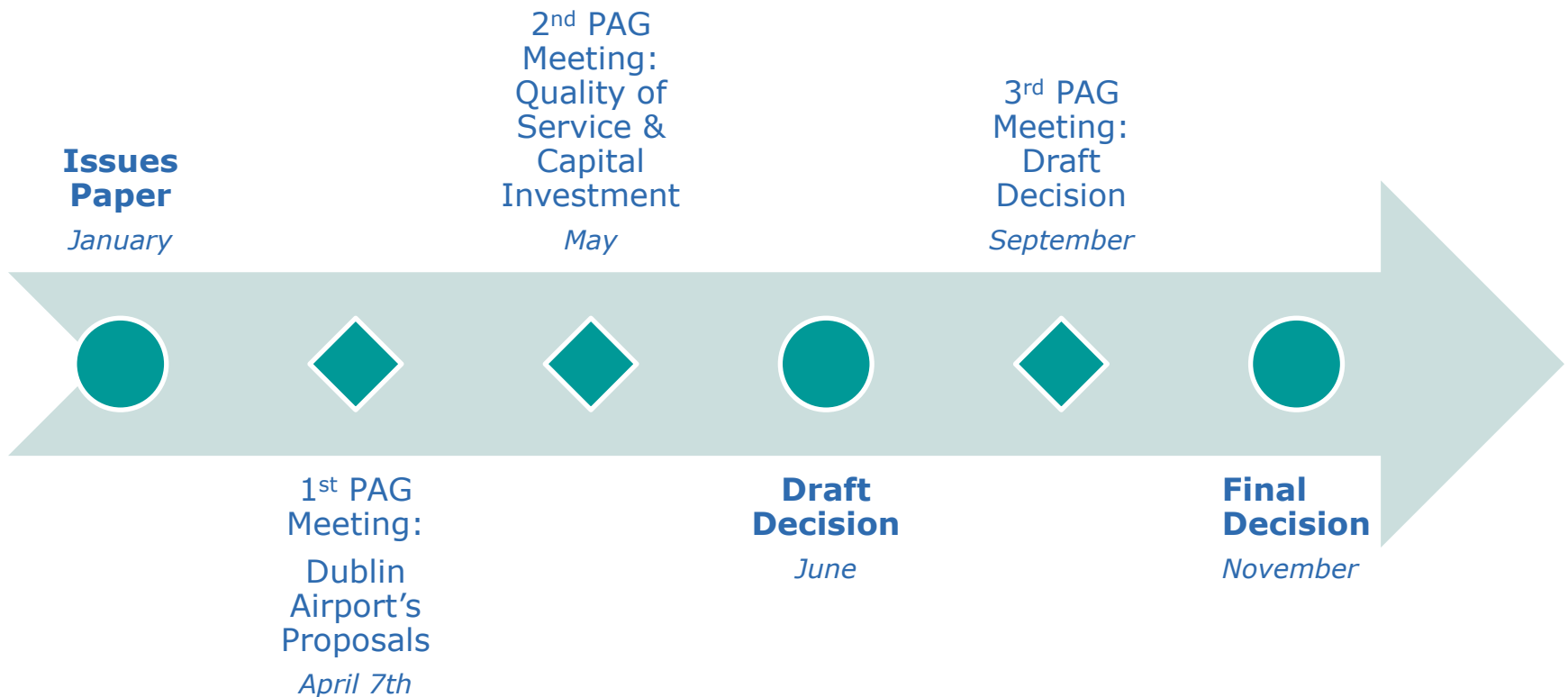
Background

- COVID-19 has had a significant impact on passenger numbers at the airport
- Business and investment plans now outdated
- We have conducted 2 Interim Reviews since 2019 covering 2020-2022
 - Removal of financial adjustments for 2020/21
 - Reintroduction of some financial adjustments for 2022
- This year, we will conduct a full review of airport charges for 2023-2026
- Passenger Advisory Group provide passenger's perspective on service quality and investments

Passengers at Dublin Airport 2001-2021



Timeline of Review



Issues Paper Proposals

Quality of Service (QoS)

- Reinststate broader regime from 2023
- 2019 regime represents a good starting point
- Considering any necessary changes

Capital Investments

- Revised Investment Plan
 - Consultation on this is ongoing
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Considerations for the Passenger Advisory Group

- Input is welcomed during the meetings and/or subsequent to the 2nd & 3rd meetings
- We will take note of views shared during the meeting and circulate

Key Questions:

- Have passenger priorities changed in light of COVID-19?
 - Are the current QoS measures and targets appropriate?
 - Is the level of financial adjustment associated with each metric appropriate?
 - What are your views on the proposed investment projects?
 - Do they meet the requirements of passengers?
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2019 Determination

- Set maximum price cap for 2020-2024
- Introduced enhanced Quality of Service regime
 - This regime is designed to ensure balance between providing airport services at an efficient cost and maintaining a suitable level of service quality.
- It includes metrics for:
 - Security queue times
 - Wait times for passengers requiring additional assistance
 - Passenger satisfaction
 - Asset Availability

Security Queues

Target	Price Cap Adjustment
Breach if queue is:	
Greater than or equal to 45 minutes	-€0.02
Greater than or equal to 30 minutes, but less than 45 minutes	-€0.01
Less than 20 minutes for less than 70% of the time, but less than 30 minutes 100% of the time	-€0.005

- The adjustments apply on a daily basis, up to a limit of 30 days
- With 30m passengers, a single breach would lead to a financial adjustment of:
 - €600,000 if the queue is greater than 45 minutes
 - €300,000 if the queue is greater than 30 minutes
 - €150,000 if the queue is not less than 20 mins 70% of the time

Passengers with Reduced Mobility

- % of passengers assisted from the terminal reception point
- % of passengers assisted from the aircraft to terminal holding point onwards

	Pre-advised	Non pre-advised
Departing	95% within 15 minutes 100% within 20 minutes	98% within 20 minutes 100% within 30 minutes
Arriving	93% within 10 minutes 100% within 15 minutes	93% within 15 minutes 100% within 20 minutes

- Annual targets, with price cap adjustment of €0.01

Passenger Satisfaction

	Departing	Departing with Assistance	Arriving	Transfer	Target
Additional Assistance		✓			9.0
Helpfulness of security staff	✓	✓			8.5
Helpfulness of airport staff	✓	✓			8.5
Cleanliness of terminal	✓	✓	✓		8.5
Overall satisfaction	✓	✓	✓	✓	8.5
Cleanliness of toilets	✓	✓	✓		8.0
Departure gates	✓	✓			8.0

*target is out of 10

Passenger Satisfaction

	Departing	Departing with Assistance	Arriving	Transfer	Target
Walking distance	✓	✓	✓		7.5
Finding your way around	✓	✓	✓	✓	8.5
Flight information screens	✓	✓		✓	8.5
Ground transport information on arrival			✓		2020-21 - 8.0 2022-24 - 8.5
Facilities for Passengers who require additional assistance		✓			9.0
Availability of trolleys	✓	✓	✓		8.5
Satisfaction with Wi-Fi	✓	✓	✓		8.5

*target is out of 10

Asset Availability

- Baggage belts available within 30 minutes of request
- Fixed Electrical Ground Power and Advanced Docking Guidance System available 93.5% of the time in the first year for new units, and 99% after.
- Passenger Facing Escalators, travellators, and lifts in T2 available 98% of the time in 2021 and 99% after.
- Self-service check-in kiosks and bag drop machines available 99% of the time.

End

Thank you!
Any Questions?