



**Overview Proposed Dublin Airport
Infrastructure Projects to
Improve the Passenger Experience**

**Guidance Document for the
Second Meeting – 7 February-
Of the Passenger Advisory Group**

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Commission for Aviation Regulation

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1. About this document

This document tells you about the topics we will discuss at the second meeting of the Passenger Advisory Group on 7 February 2019. The theme of this meeting is an overview of the proposed Dublin Airport infrastructure projects that are intended to improve the passenger experience.

2. Background and the Proposals

The passenger growth experienced at Dublin Airport since 2015 has presented some challenges. Most notably, the airport is capacity constrained at certain times. This is not in the interest of passengers who may experience associated delays and lower quality of service.

Capital Allowances

In September 2019, we will set capital cost allowances for Dublin Airport. When setting these allowances, we aim to replicate the incentives that would exist in a competitive environment as much as possible. In a competitive environment, an airport would be incentivised to deliver the required capital projects in a timely manner and at efficient cost, as not doing so would result in a competitive disadvantage. We seek to do this by:

- Providing allowances only for projects which meet the needs of current and future passengers.
- Providing efficient allowances (i.e., no more than the minimum amount of money required to deliver a project).

Dublin Airport Proposals

As part of our decision in 2019, we intend to consider allowances in relation to the investment plan on which Dublin Airport consulted with airlines in 2018. The plan includes:

- Core projects related to commercial (non-aeronautical) activities such as food and beverage and car parks (€106m), Information Technology (€73m) and security (€47m)
- Projects to develop additional capacity for Terminal 1 (€378m), Terminal 2 (€498) and the airfield (€210m)

We give some examples of projects below.

Capacity Projects

Currently, there are 4 Piers at Dublin Airport. The airport is proposing to build new piers:

- in the north an extension to Pier 1 and satellite gates
- in the south a Pier 5.

Some of the capacity projects in Terminal 1 relate to kerbs (ground transportation centre), check-in, central search, baggage reclaim, and shuttle bus lounges. The projects in Terminal 2 relate to check-in, central search, an early bag store and transfer lines.

Information and Technology

Some of the Information and Technology projects relate to:

- Digital passenger experience. These projects are intended to provide accurate information at all stages of passenger journey, web and mobile channels, digital signage and interactive screens.
- Baggage Image Location Systems to reconcile bags in Terminal 2 and assist the preclearance of bags for US flights.
- Passenger processing related to check-in, bag drop and boarding.
- Security technology: biometrics and Foreign Object Detection (such as debris or other contamination on the runway).

Security

Some of the security projects relate to X-rays, a pilot trial for full body scanners which will reduce the need for manual full body searches, automatic tray return systems and new auto pass (boarding pass scans) for Terminal 2.

Other Projects

Some projects in this category include improvements to washrooms Piers 1 and 2, seating in Piers 1-3 (4,000 seats), luggage trolleys (3,000 new trolleys), signage, the visual environment and the relocation of the facility for passengers with reduced mobility in Terminal 2.

Presentation by Dublin Airport

Selected projects of this capital investment plan will be presented to you from 10:00-12:00 on 7 February by Simon Fagan (Head of Planning and Regulation) and Louise Bannon (Head of Marketing). Please see the presentation slides attached to this email. After their presentation,

you will be able to ask questions about the projects and the likely impact of the projects on the passenger experience and quality of service.

There is more information about the projects in:

[www.aviationreg.ie/ fileupload/2019%20Determination/Dublin%20Airport%20Consultation%20-%20CIP%202020%20.pdf](http://www.aviationreg.ie/fileupload/2019%20Determination/Dublin%20Airport%20Consultation%20-%20CIP%202020%20.pdf)

The final proposal of Dublin Airport will be submitted to us in the following weeks.

3. Your assistance

The Commission will be evaluating Dublin Airport's proposals in the coming months and will be carrying out in depth analyses of different projects. As part of our assessment process, we would like to hear your views about the airport's proposals from the passenger experience and quality of service point of view.