

Strictly Private & Confidential

9 February 2018

Commission for Aviation Regulation
3rd Floor, Alexandra House
Earlsfort Terrace
Dublin 2
Email: info@aviationreg.ie

By e-mail only

Re: Response to Consultation on Guidelines and Incentives related to Passenger Representation in Regulatory Decision Making for Dublin Airport

Dear Sir / Madam,

I refer to CAR's Notices 15/2017 and 16/2017 of 21 December 2017.

Notice 15/2017 states that CAR is "*of the view that there is insufficient evidence that the views of passengers have explicitly been taken into account in our regulatory decision making process.*" All respondents to CAR's paper 9/2017 confirmed that they take account of passengers' views, i.e., Aer Lingus' response states that it places "*the interests of guests at the forefront of our decision making*", daa states that it is "*committed to providing both a high standard of consumer-focused and customer-focused service provision at Dublin Airport*", and Ryanair notes that "*airlines are the best proxy for passenger expectations.*"

As such, it is clear that passengers have indeed been "*explicitly taken into account*", and CAR's proposals are therefore unnecessary. As previously indicated by Ryanair, passengers' key requirement is low fares which are made possible by low airport charges. CAR should therefore engage directly with airlines in order to understand passengers' expectations.

Yours sincerely,

Matthew Krasa
Manager – EU & Competition Law