

Improving Passenger Engagement for our Decisions in relation to Dublin Airport

The Commission for Aviation Regulation makes decisions that limit the level of airport charges at Dublin Airport. In September 2019, we will make a new decision that will last for minimum 4 years. The decision will have significant consequences for the airport, passengers, airlines and national economic development. It includes setting quality of service targets and making allowances for new infrastructure at the airport.

We want to improve our understanding of passenger priorities and needs at Dublin Airport directly from the passenger's perspective. For this purpose, we will implement three mechanisms to improve the passenger engagement in our decisions in relation to Dublin Airport.

What is Passenger Engagement?

Passenger engagement actively involves passengers in problem-solving or decision-making to achieve outcomes which better reflect their views. It can be roughly divided into four levels, from lowest to highest: 1) *to inform*, 2) *to consult*, where passenger feedback is considered, 3) *to collaborate*, when an entity works with passengers to reach decisions and 4) *to empower*, when passengers have control over decisions.

New Passenger Advisory Group

First, we will establish a new Passenger Advisory Group (the PAG) which will *consult* passenger representatives and give them direct input to inform our 2019 decision in relation to Dublin Airport. The group will comprise a range of organisations that represent the diversity of passengers at Dublin Airport. Examples of various passenger segments are: the elderly, families with children, business and leisure passengers and passengers with reduced mobility.

The main topics that the group will consider are quality levels and key infrastructure projects at Dublin Airport. We will hold five meetings with the group between November 2018 and June 2019. The group will advise us rather than issue decisions. The themes of the meetings are:

1. Identification of priorities and major issues of the passenger experience at Dublin Airport
2. Overview of the proposal of Dublin Airport on selected capital projects
3. Overview of the existing quality of service targets and the airport's proposals for the future regime
4. Overview of our proposals (draft determination) on quality of service
5. Overview of our proposals (draft determination) on selected capital projects

In advance of each meeting, we will provide information to the group about what will be discussed and this will be shared with the airport, airlines and other interested parties. After the meetings, we will share with stakeholders the conclusions reached by the group. We will chair the group meetings. The meetings will be timely before the publication of our decision in September 2019.



Passenger Engagement Guidelines for Stakeholders

Second, we are issuing guidelines to assist stakeholders who wish to submit evidence based on passenger engagement to us, to ensure that it is of good quality.

The guidelines are designed to improve the transparency of the extent to which submissions by Dublin Airport and airlines align with the interests of passengers. The guidelines set out the way that the outputs of passenger engagement by these stakeholders are communicated to us. The guidelines also clarify how we will interpret those outputs.

The purpose of passenger engagement is generally to understand and balance potentially diverse passenger priorities and establish ways to address them. The airport and airlines may choose the level of passenger engagement they use as evidence in their submissions to us.

High-quality passenger engagement should be reflective of potentially changing needs of passengers. It should also focus on giving passengers real opportunities to influence the process in a transparent and objective manner. We will use criteria to assess the quality of the passenger related evidence which is used by stakeholders to support a submission. A submission that is supported by evidence from high-quality passenger engagement is more likely to meet passenger priorities.

Ahead of our decision in 2019, stakeholders are encouraged to support relevant elements of their submissions with evidence from passenger engagement that they already conduct or which is readily available to them.

Dublin Airport and airlines can decide on the passenger related evidence that they provide to us as part of their submissions. We expect the evidence to relate to the priorities of passengers. Quality of service measures and capital projects would be examples of topics in which there is significant scope for high quality passenger engagement.

Summaries of our Documents

Third, we aim to better *inform* passengers by publishing summaries of documents, or sections of documents, that are relevant to passengers. The summaries will comprise of key elements of certain decisions and what the implication is for passengers.

We will review the effectiveness of the three mechanisms over time.

You can find further details about these mechanisms in our “Decision on Passenger Advisory Group and Passenger Engagement Guidelines in Regulatory Decision Making for Dublin Airport” (CP12/2018) published in: <http://www.aviationreg.ie/fileupload/2018/2018-09-27%20CP12-2018%20Decision%20Passenger%20Engagement.pdf>