

# Public Service Agreement 2010-2014 (Croke Park Agreement) Action Plan

**Department/Office/Agency:** Commission for Aviation Regulation

## **1. Summary of Main Progress Achieved in the Six Month Period April 2011 to September 2011**

- WPP person engaged transferred to Internship Programme
- Significant take up on electronic submission of APR/PRM claims forms

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### 2. Detailed Progress Update for the 6-months – April to September 2011

1. Better human resource management: <i>Actions under this heading include reductions in numbers, redeployment, reconfiguration of service delivery, revisions in attendance arrangements, better attendance and absence management, etc.</i>			
Terms of the Public Service Agreement 2010 – 2014	Action	Target Date as per Current Action Plan	Current Position
4.1	CAR has endeavoured to secure suitable staff from the PAS under the Redeployment Panel mechanism in order to replace staff that have left the organisation.	Q2 2011	CAR expects to conclude on staff from the Redeployment Panel by December 2011
4.1	CAR has obtained one person under the WPP and has successfully migrated that post to an Internship with FÁS	Q2 2011	.Person in situ

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**2. Better Business Processes:** *Actions under this heading would include efficiency measures and improvements to the processes by which your Department/Body delivers its services to the public, including changes to the technology used, better data management, including around identity, and so on.*

Terms of the Public Service Agreement 2010 - 2014	Action	Target Date as per Current Action Plan	Current Position
1.1	Electronic capture of complaints under the Air Passenger Rights (APR) and Persons with Reduced Mobility Scheme (PRM) in lieu of exclusively paper system	Q2 2011	Steady increase in electronic submissions – now exceeding 50% received electronically
1.1	Migration of Airline Licensing System over to a partial electronic system – benefits will accrue to applicants in submitting data for review	Q4 2011	System scheduled to go live in October 2011
4.13	Review of the Ground Handling Approvals regime	Q4 2011	The CAR remains available to work with the DTTAS, should it decide to review the current ground handling regime

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<b>3. Delivering for the Citizen:</b> <i>Actions under this heading would include efficiency measures and improvements to the processes by which your Department/Body delivers its services to the public, including changes to the technology used, better data management, including around identity, and so on.</i>			
Terms of the Public Service Agreement 2010 - 2014	Action	Target Date as per Current Action Plan	Current Position
1.1	Advising claimants under APR/PRM rules to submit electronic claims for quicker processing than those claims sent to CAR by post	July 2011	Significant (>50%) reduction in backlog of claims due to introduction of electronic system and use of Intern