



Quality of Service Monitoring at Dublin Airport July - September 2011

2 November 2011

Commission for Aviation Regulation

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1. Quality of Service Monitoring Scheme

- 1.1 This document presents the results for the quality of service monitoring scheme at Dublin Airport for the period July to September 2011.
- 1.2 In the final determination on airport charges 2010–2014 (CP4/2009) the Commission included a service-quality term in the price-cap formula. This created a direct link between the price cap on airport charges at Dublin airport and the quality of service delivered by the DAA. The service quality term can reduce the price cap by 4.5% in 2011, should the DAA not meet all quality targets.
- 1.3 There are thirteen service measures in the monitoring scheme. The Commission receives the results of these measures on a regular basis: data on the length of the security search queue and the availability of the inbound and outbound baggage systems are received from the DAA a few weeks after the end of a month; the other ten measures come from the results of a passenger survey carried out by Airports Council International (ACI) and are provided as soon as they become available after the end of every quarter.
- 1.4 The Commission has now received monthly data of the measures of the queue time in the security queue and the availability of the outbound and inbound baggage systems for the third quarter of 2011. Between 1 July and 30 September 2011, the DAA has met the target levels for measures of security queue times, and the availability of outbound and inbound baggage systems as specified in the Commission's determination.
- 1.5 The DAA also met all the targets for ACI survey results in the second quarter of 2011. Those results are reported in this note.

Measure of queue times at the security passenger search

- 1.6 The DAA must ensure that passengers spend less than 30 minutes in the queue for security passenger search, in order for the quality target to be met. If there are any days when the measure of the security queue time exceeds 30 minutes at some stage in the day, a financial penalty applies such that the price cap for that year is adjusted downwards.
- 1.7 The measure of the time spent by passengers in the security queue starts from the point at which a passenger joins the end of the queue (which may or may not be inside the queue area). The time spent by the passenger in the queue is measured until the queue end position which is where the passenger hands over their boarding card to be checked at the entrance to the security screening area.
- 1.8 The DAA met the security queue target from July through to September: there were no queues reported that exceeded the target of 30 minutes. The table below summarises the number of quarter-hourly measurements for which passengers had to queue for less than 5 minutes, between 5 and 10 minutes, between 10 and 20 minutes, between 20 and 30 minutes and for more than 30 minutes. The

subsequent charts plot the daily highs for queue length for the three months.

Month	Minutes in queue					Total number of observations
	<5	5-10	10-20	20-30	>30	
July	4,824	695	123	0	0	5,642
August	4,608	148	9	0	0	4,765
September	4,295	163	6	0	0	4,464

Table 1: Length of security queues measured at Dublin airport, July – September 2011

* The total number of observations is the sum of measurements taken at the security areas operated in both terminals by the DAA during this period.

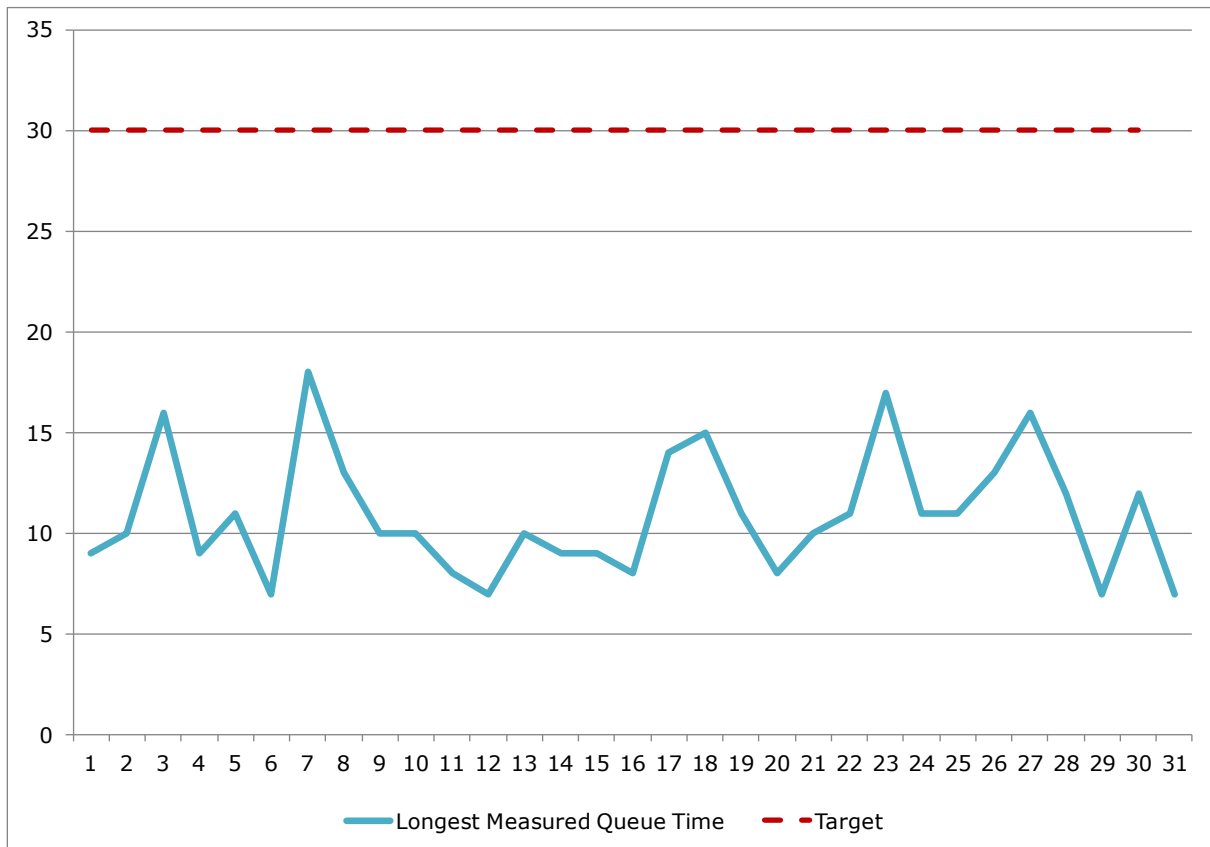


Chart S1: Longest measured security queue each day, July 2011 (minutes)

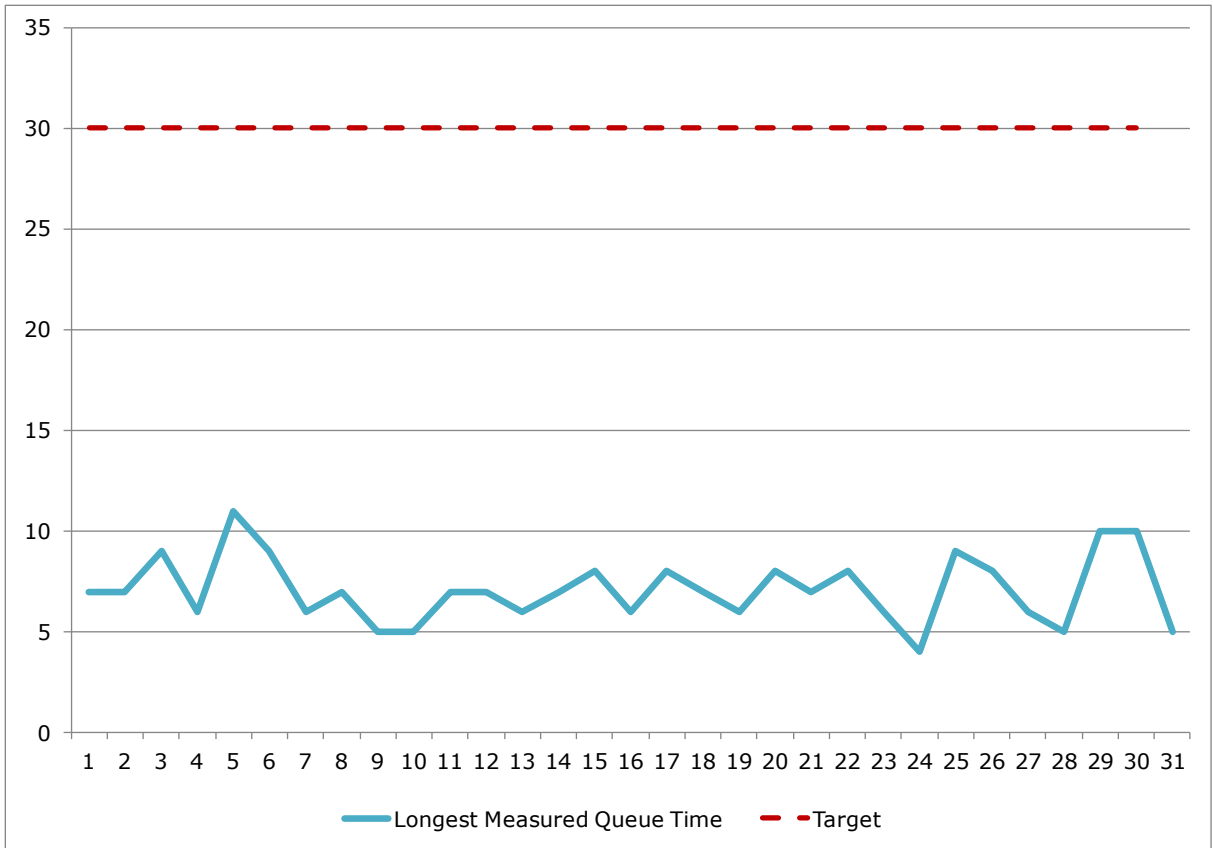


Chart S2: Longest measured security queue each day, August 2011 (minutes)

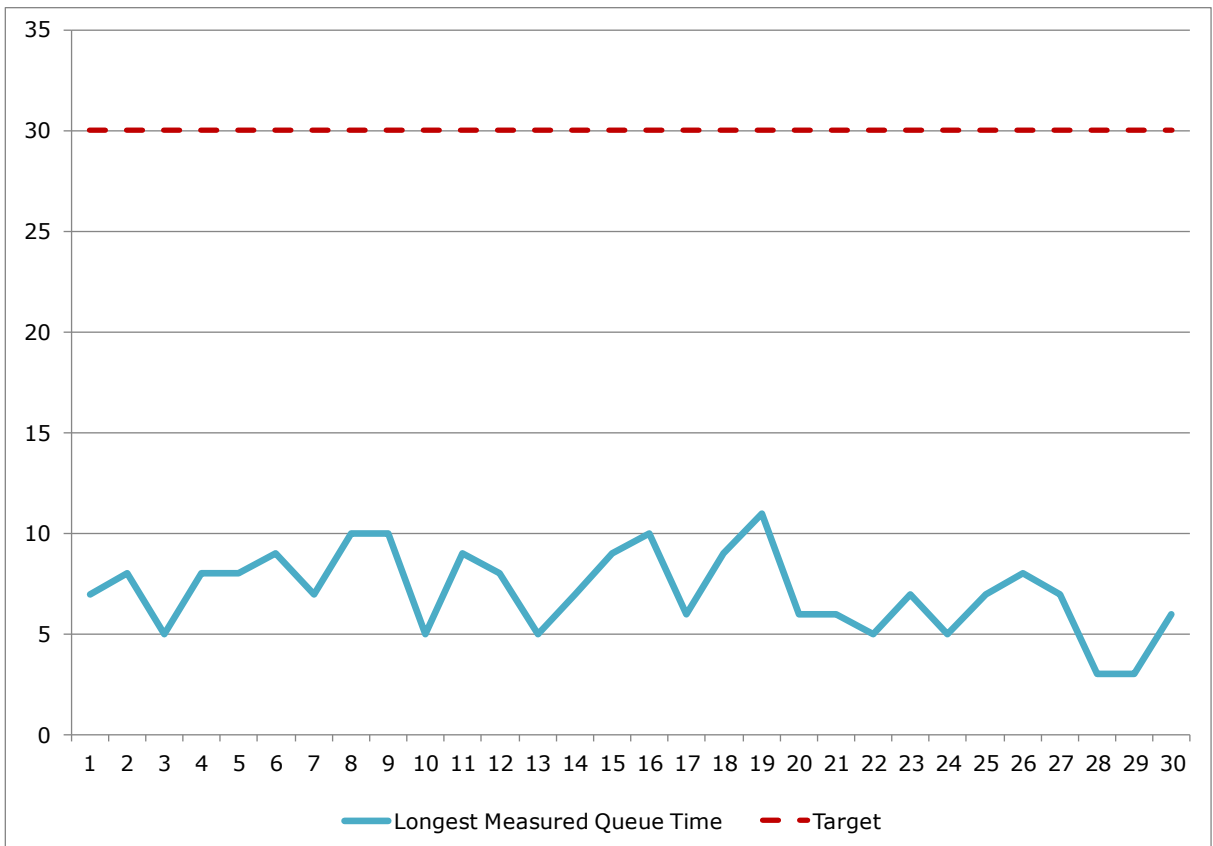


Chart S3: Longest measured security queue each day, September 2011 (mins)

Measure of time that the outbound baggage system is unavailable

- 1.9 The DAA is responsible for collecting results for the availability of the outbound baggage facilities at Dublin Airport. The target for the measure of the outbound baggage system is to ensure that airlines or their groundhandlers are not denied access to the outbound element of the baggage handling system for more than 30 consecutive minutes due to a single event system failure. The DAA will have failed this measure of service quality if a baggage belt connecting to a check-in area is unavailable for more than 30 minutes and the DAA is unable to provide an affected airline or groundhandler with access to an alternative baggage belt within 30 minutes of receiving notice that such access is required.
- 1.10 The DAA reported that it met the quality target on the outbound baggage belt up to end September 2011. There were no dates in the period when airlines or ground handlers requested access to an alternative baggage belts. The DAA reported that on almost all days, there were periods when individual belts were out of operation for more than 30 minutes for maintenance; the exceptions were 19 July, 19 August, and 10, 20 and 21 September.

Measure of time that the inbound system is available

- 1.11 The quality target for the inbound baggage system is to ensure that it is available for greater than 99% of operational hours (currently defined as 7.00am until midnight). The quality target is defined in terms of quarters.
- 1.12 The DAA has met the quality target on the inbound baggage system for quarter 3 2011. From July to September 2011 the inbound baggage belts were available for 99.99% of the total operational time.

ACI results

- 1.13 The DAA met the quality targets on all ten of the measures of quality that are based on the results of the ACI passenger survey in the second quarter of 2011.
- 1.14 The following table presents the results from the ACI survey for the second quarter of 2011 and the targets set in the final determination. Subsequent charts show how these series have evolved since 1 January 2006.

Service quality measure from ACI survey	Q2 2011 result	Target
Ease of finding your way through airport	3.98	3.70
Flight information screens	4.15	3.80
Cleanliness of airport terminal	4.20	3.60
Cleanliness of washrooms / toilets	3.90	3.30
Comfort of waiting / gate areas	3.43	3.00
Courtesy and helpfulness of airport staff	4.10	3.80
Courtesy and helpfulness of security staff	4.03	3.80
Overall satisfaction (All Passengers)	4.00	3.50
Phone / Internet / IT facilities	3.15	3.10
Feeling of being safe and secure	4.11	3.80

Table 2: ACI Survey Results

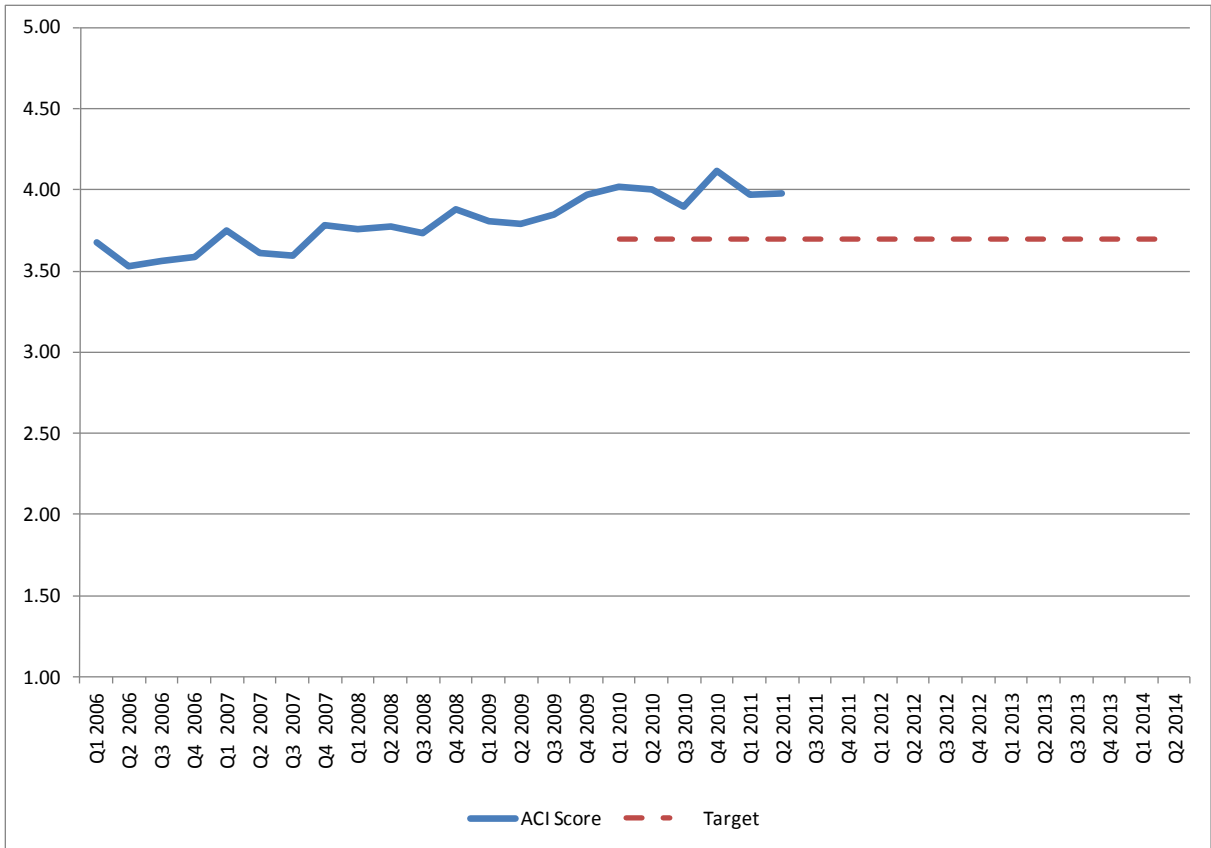


Chart A1: ACI survey scores for ease of way finding through Dublin airport

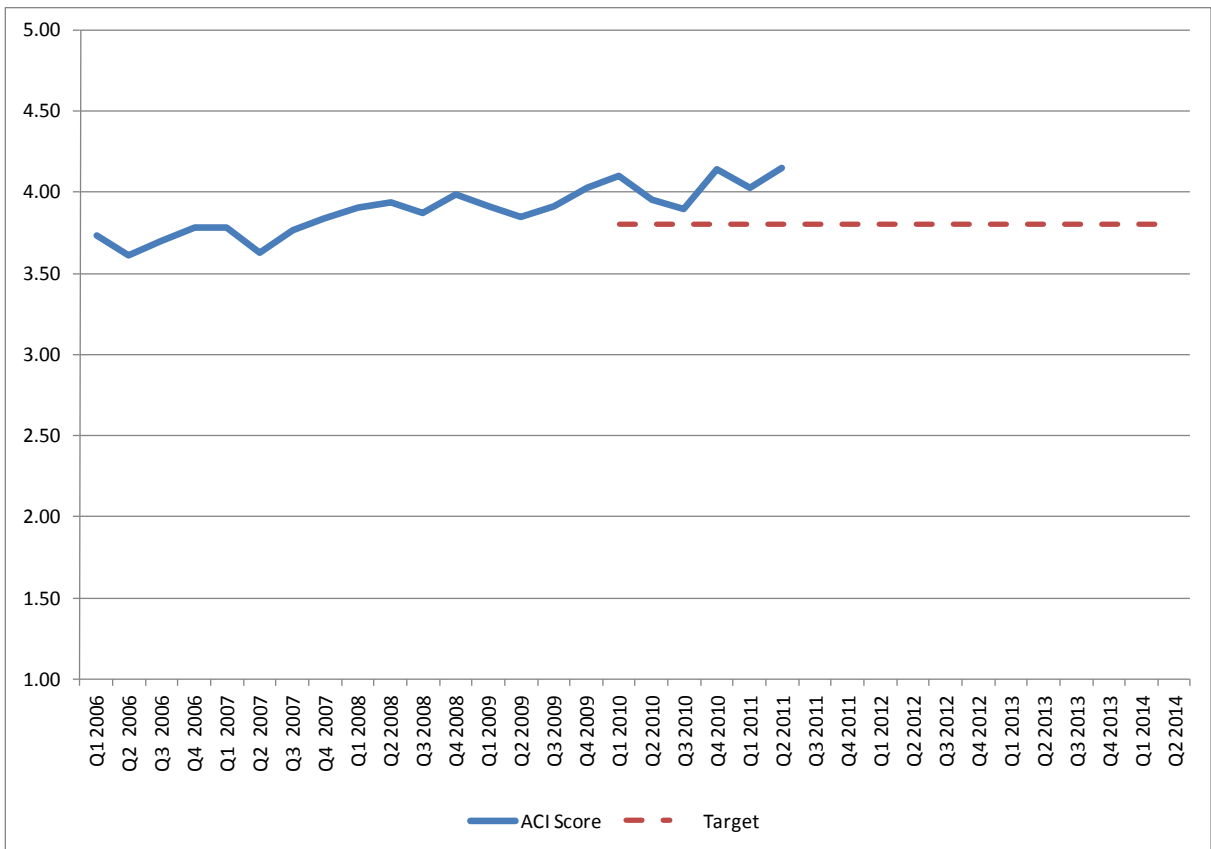


Chart A2: ACI survey scores for flight information screens at Dublin airport

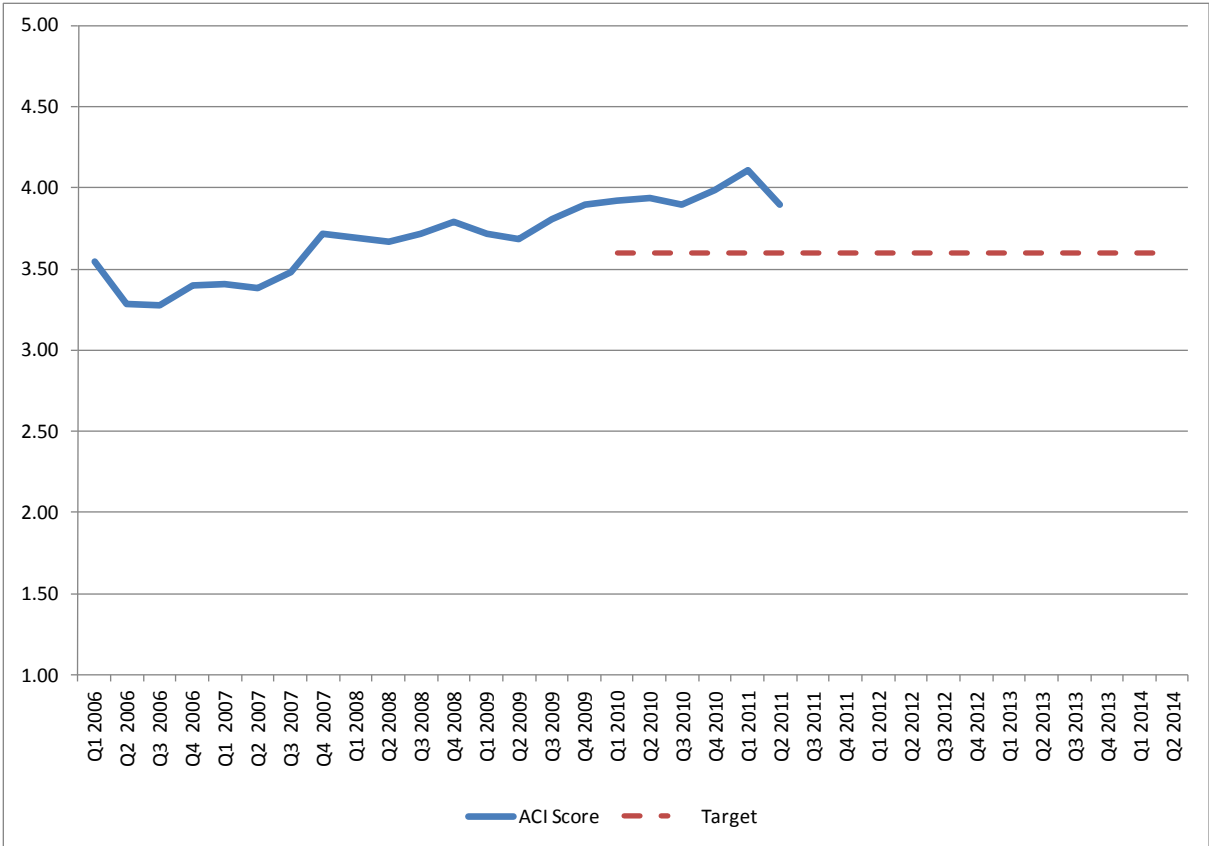


Chart A3: ACI survey scores for cleanliness of terminal at Dublin airport

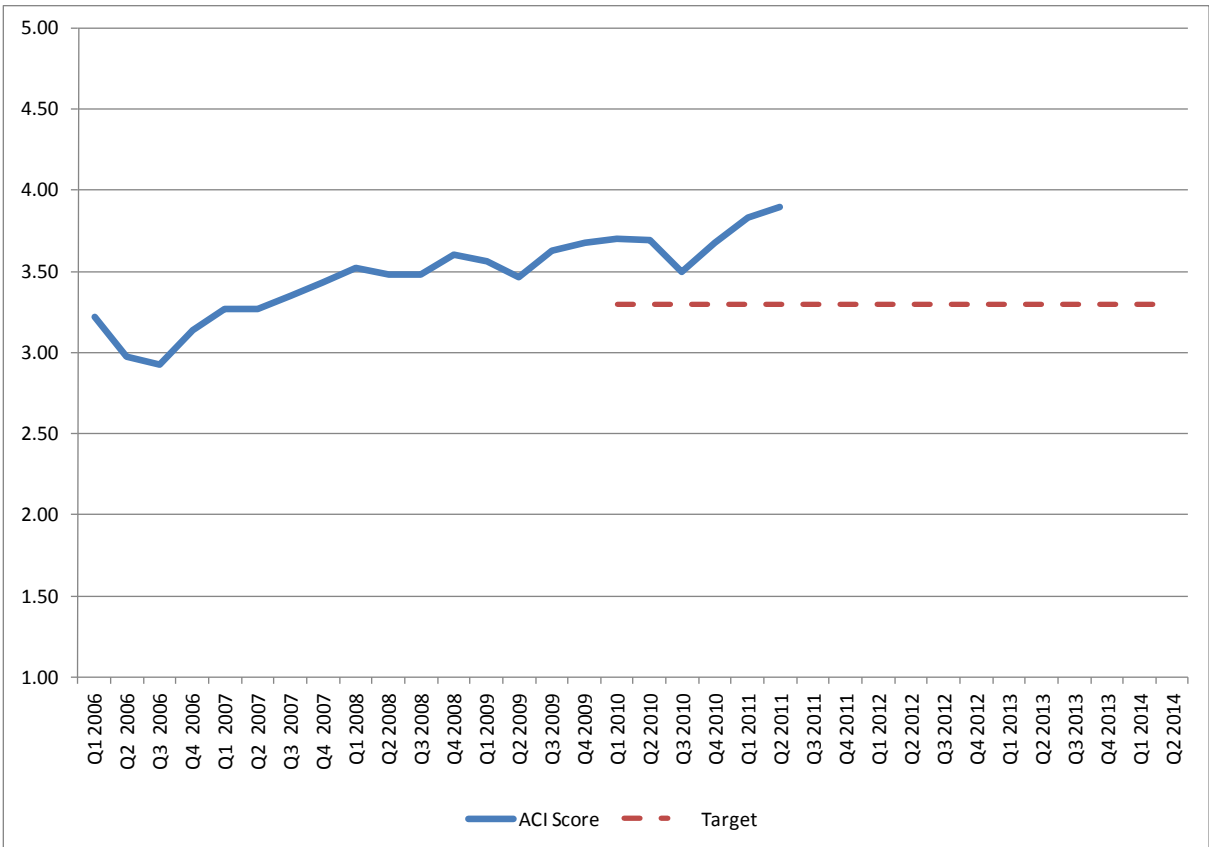


Chart A4: ACI survey scores for cleanliness of washrooms at Dublin airport

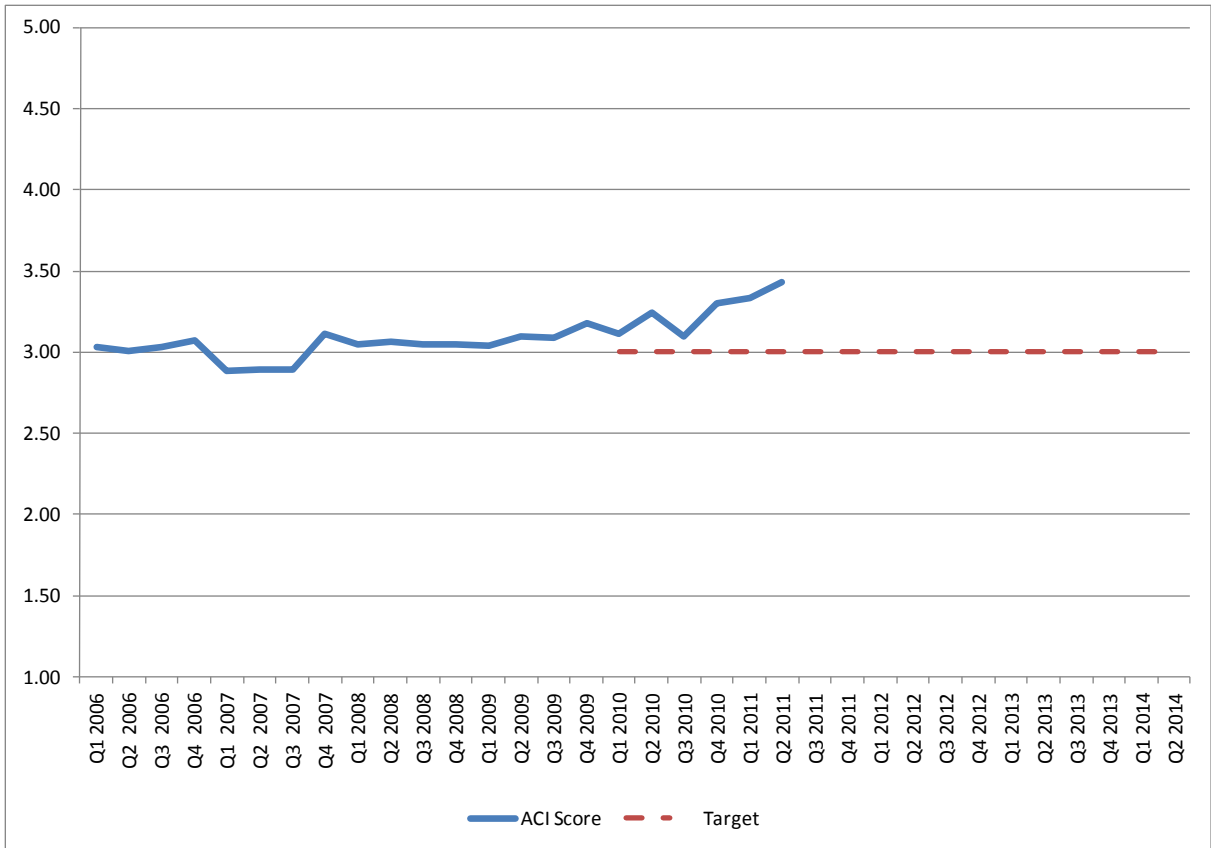


Chart A5: ACI survey scores for comfort of wait/gate areas at Dublin airport

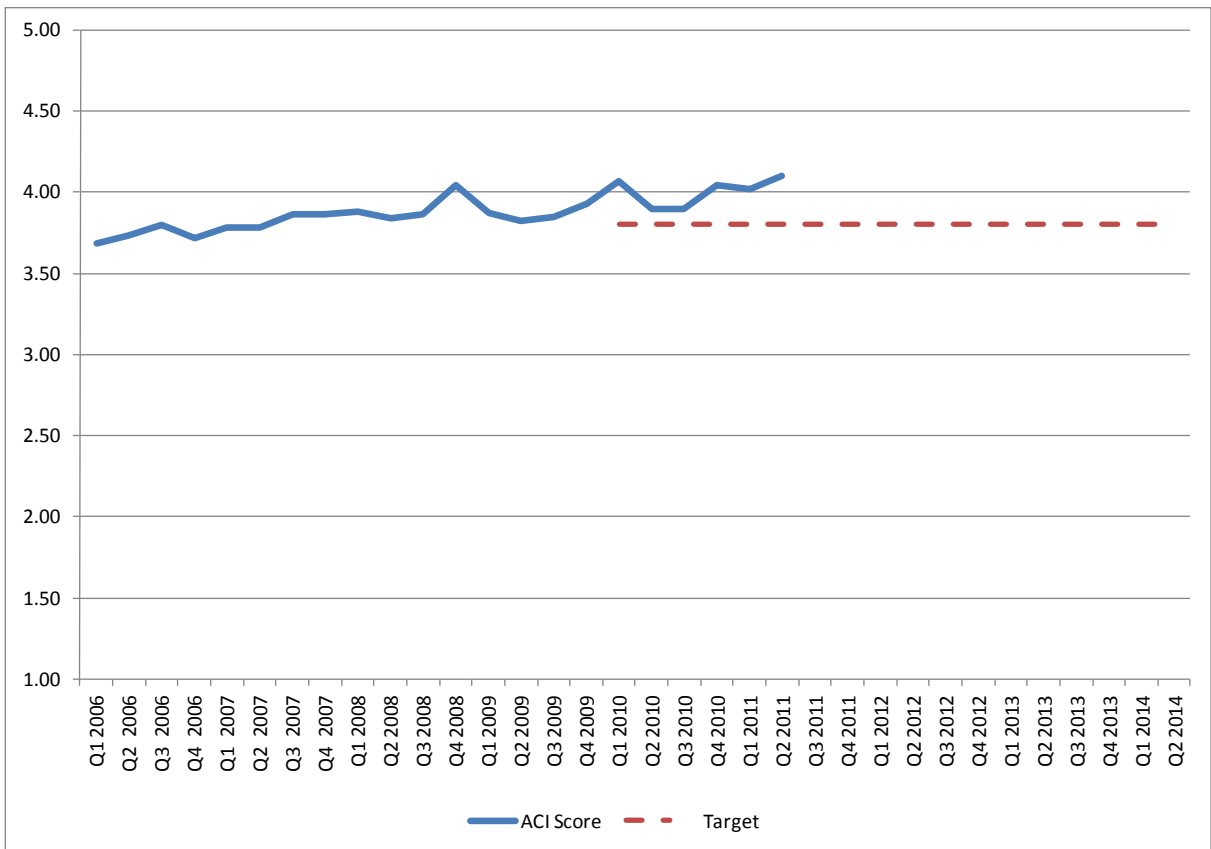


Chart A6: ACI survey scores for courtesy & helpfulness of non-security staff

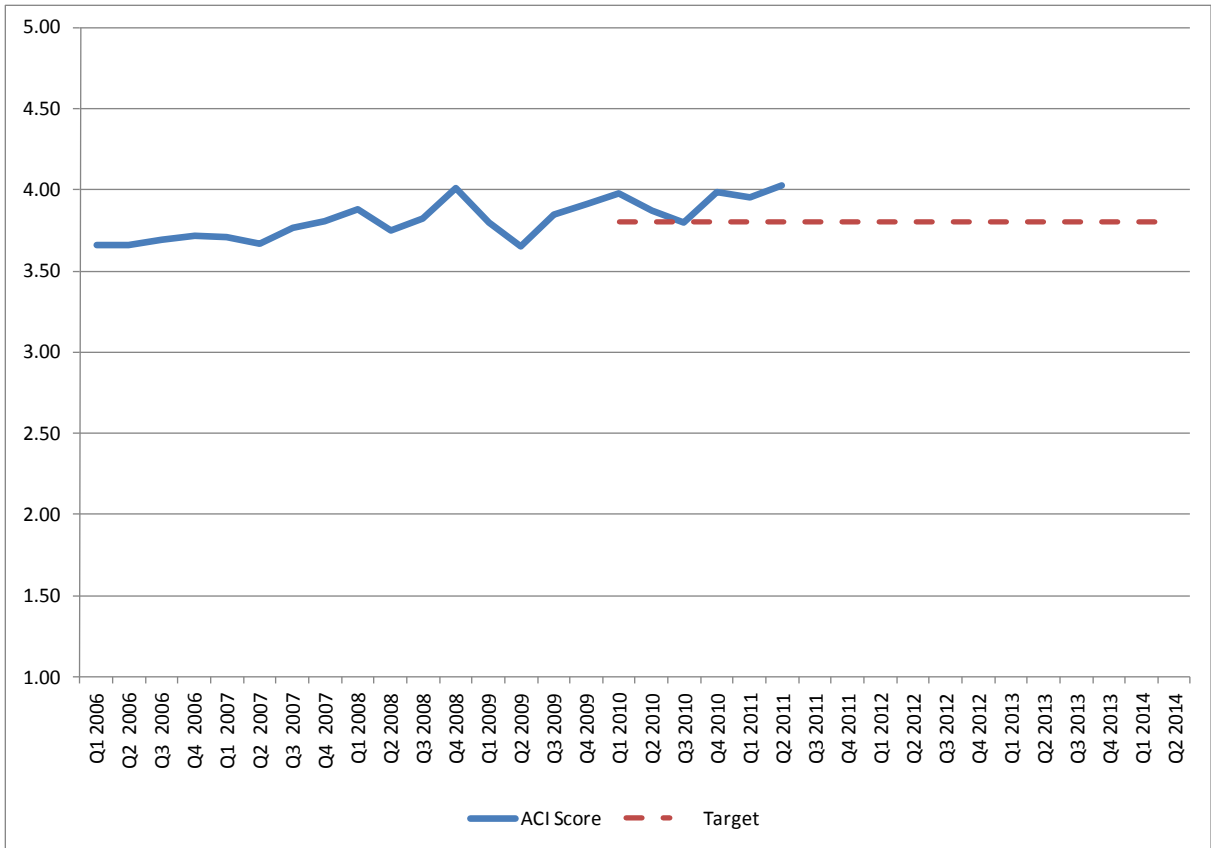


Chart A7: ACI survey scores for courtesy & helpfulness of security staff

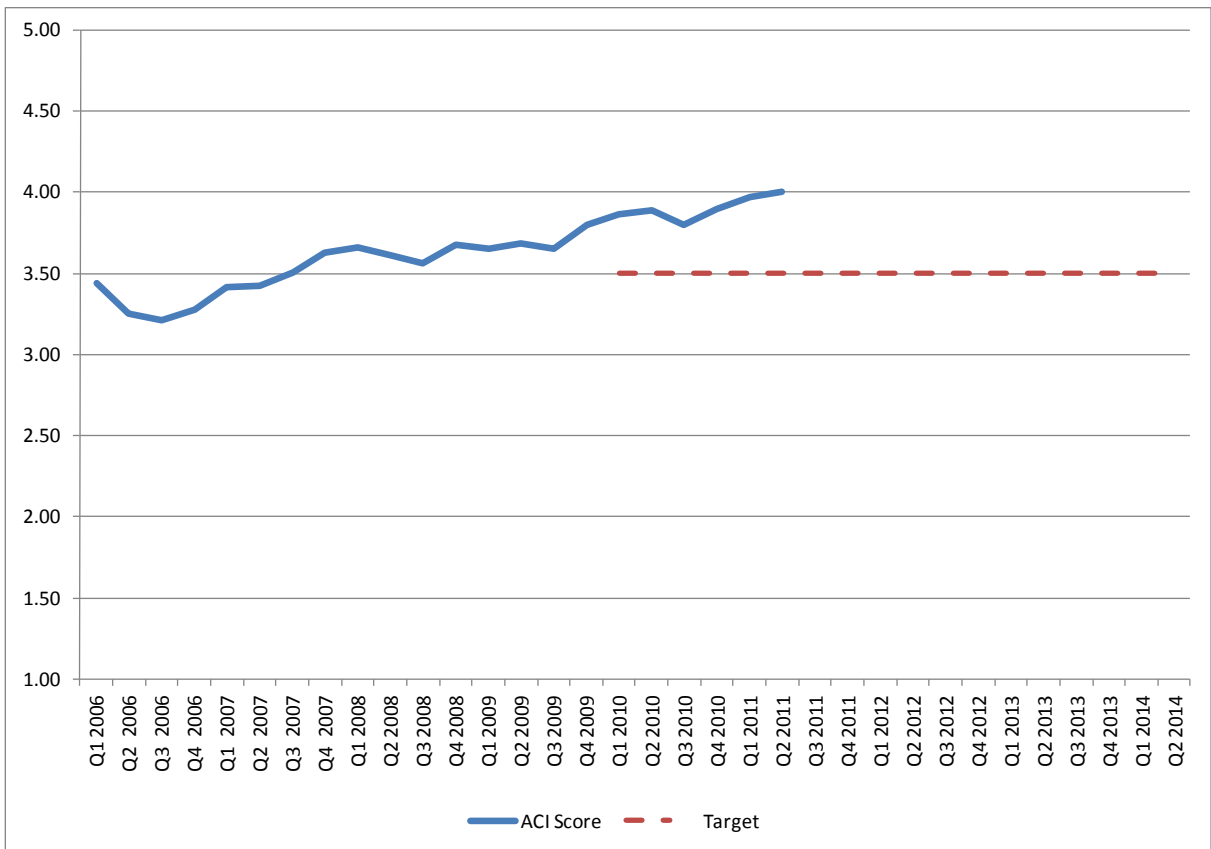


Chart A8: ACI survey scores for overall satisfaction of all passengers

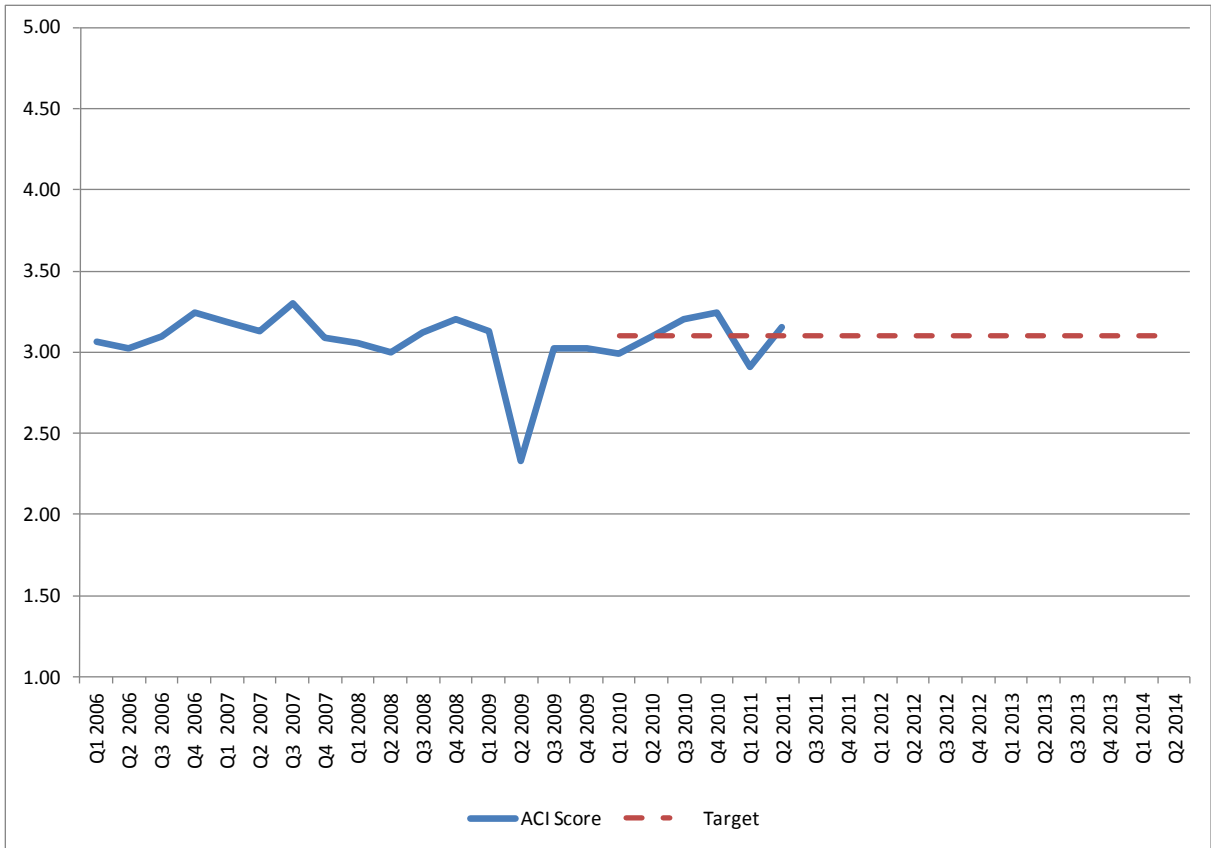


Chart A9: ACI survey scores for phone, internet and IT facilities

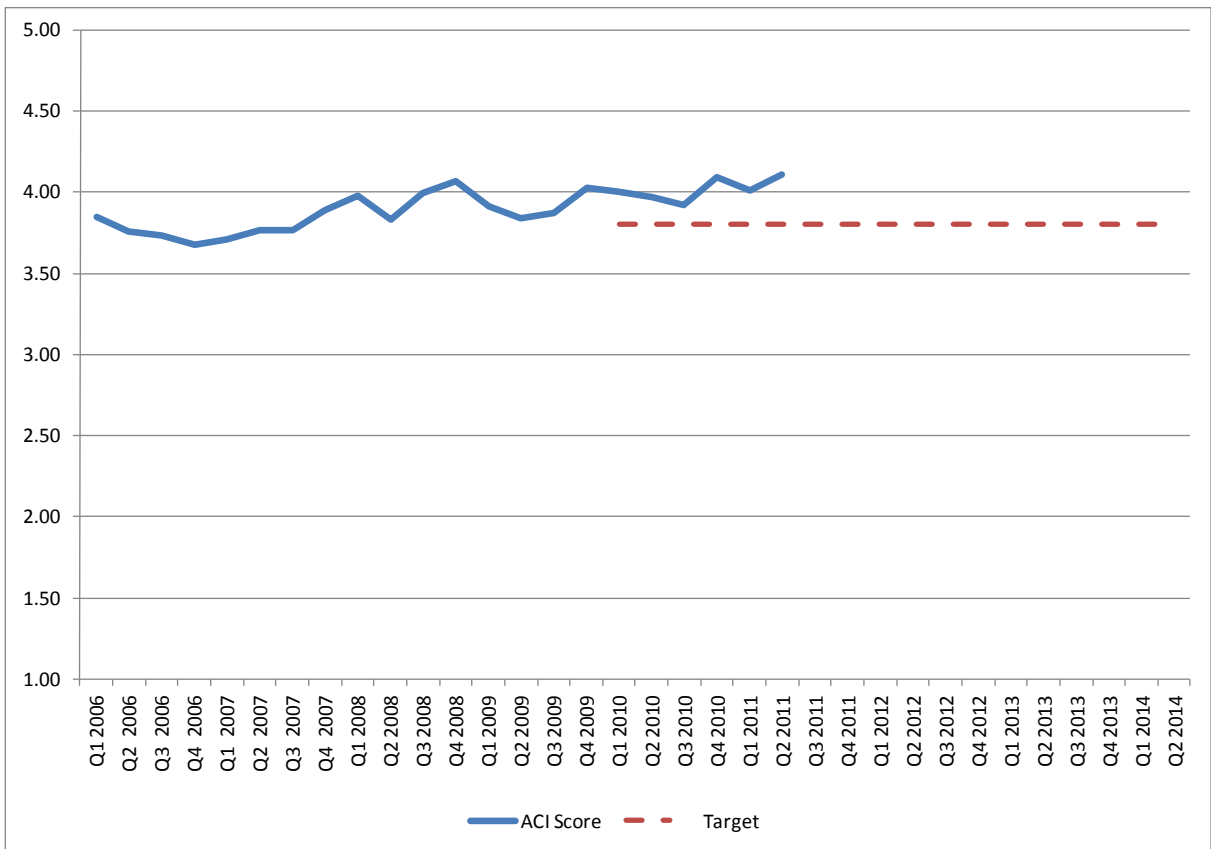


Chart A10: ACI survey scores for feeling of being safe and secure