



Quality of Service Monitoring at Dublin Airport April – June 2012

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Commission for Aviation Regulation

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1. DAA 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 April to June 2012.
- 1.2 In the Final Determination on airport charges 2010–2014 (CP4/2009) the Commission introduced a service-quality term to 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 Dublin Airport Authority (DAA). The service-quality term can reduce the price cap by 4.5% in 2012, 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 the results for security search queues and baggage system availability for the second quarter of 2012.
- 1.5 Between April and June 2012, the DAA has delivered a quality of service that met the target levels for security queue times and baggage belt availability.

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 in the months April through to June: 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 April through to June.

| Month | Minutes in queue | | | | | Total no of observations |
|-------|------------------|------|-------|-------|-----|--------------------------|
| | <5 | 5-10 | 10-20 | 20-30 | >30 | |
| April | 3543 | 234 | 29 | 0 | 0 | 3805 |
| May | 3247 | 454 | 170 | 5 | 0 | 3876 |
| June | 3196 | 481 | 135 | 6 | 0 | 3818 |

Table 1: Length of security queues measured at Dublin airport, Apr-Jun 2012

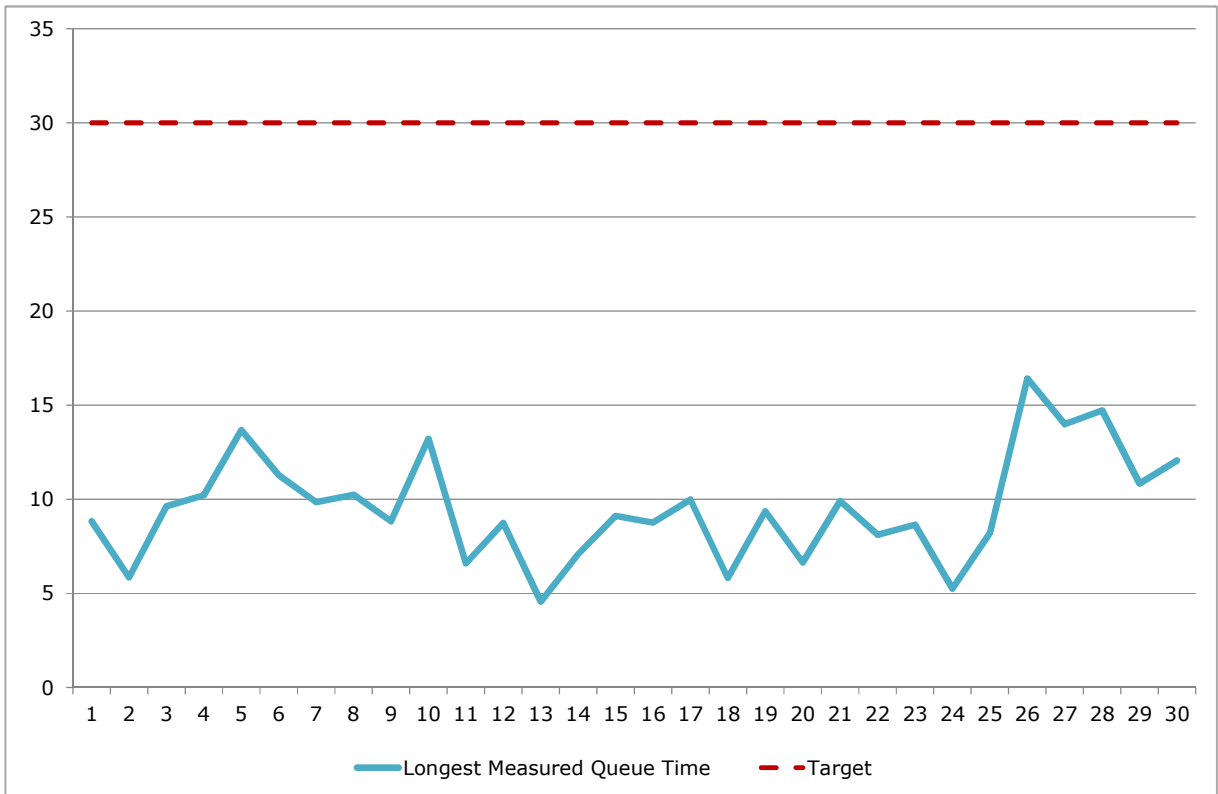


Chart S1: Longest measured security queue each day, April 2012 (minutes)

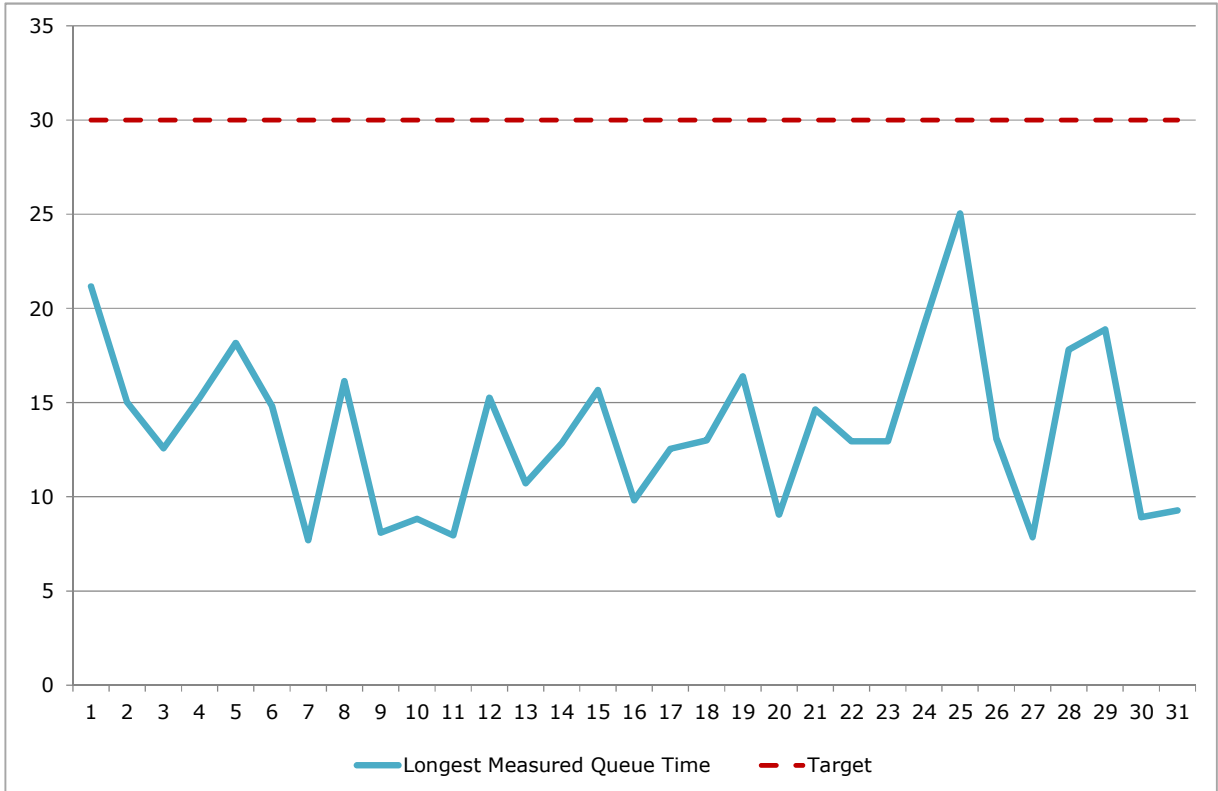


Chart S2: Longest measured security queue each day, May 2012 (minutes)

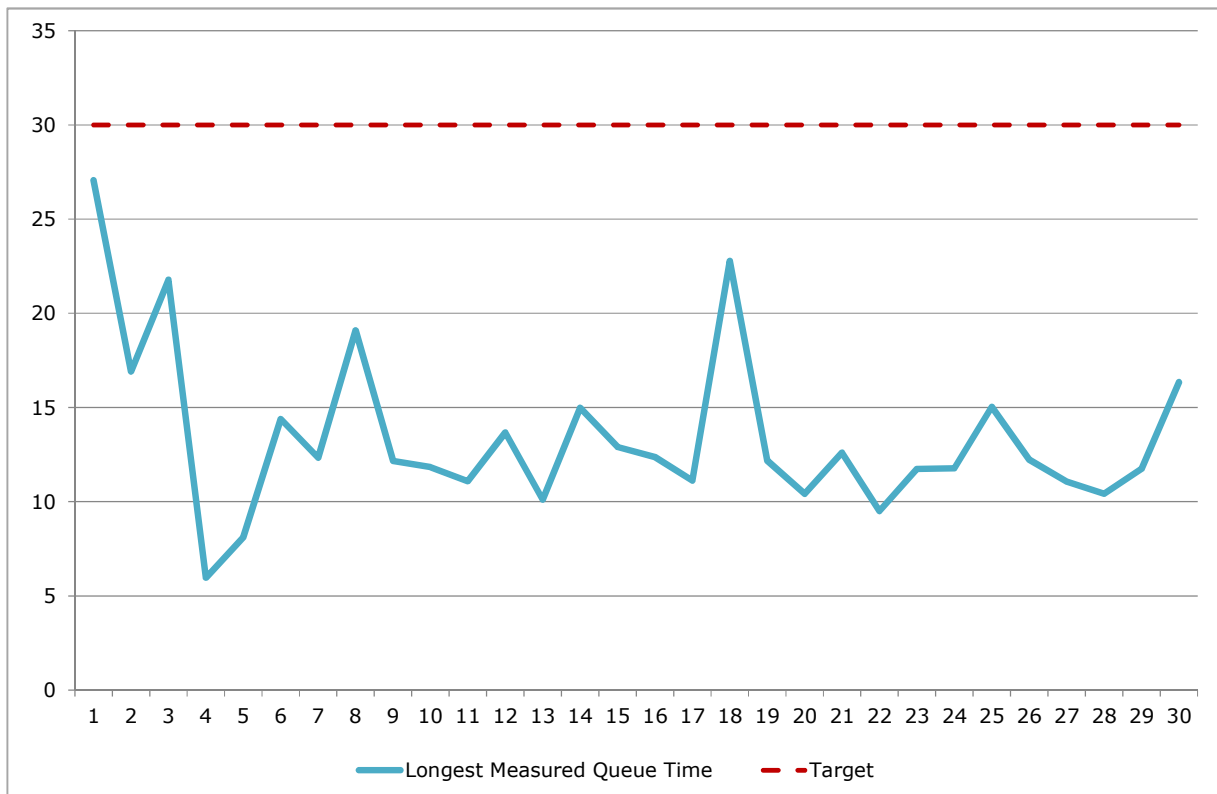


Chart S3: Longest measured security queue each day, June 2012 (minutes)

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 ground handlers 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 ground handler with access to an alternative baggage belt within 30 minutes of receiving notice that such access is required.
- 1.10 The DAA reports it has met the quality target on the outbound baggage belt up to end June 2012. There were no dates in the period when airlines or ground handlers requested access to an alternative baggage belt. The DAA reported that on some days, there were periods when individual belts were out of operation for maintenance. At Terminal 1, there was planned maintenance work which was communicated to all relevant stakeholders in advance. This work was carried out on 3 and 4 April, as well as on 21 June. At Terminal 2, various works were carried out on 12 April, 8 and 9 May, and 22 and 25 June. All work was carried out when check-in was not in use or outside of normal operational hours for the terminal and had no impact on operations.

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 the second quarter of 2012. From April to June 2012 the inbound baggage belt was available 99.84% of operational hours.