



**Quality of Service Monitoring
at Dublin Airport
July – September 2012**

19 December 2012

Commission for Aviation Regulation
3rd Floor, Alexandra House
Earlsfort Terrace
Dublin 2
Ireland
Tel: +353 1 6611700
Fax: +353 1 6611269
E-mail: info@aviationreg.ie

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 July to September 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 third quarter of 2012. The publication of this report, which was due in early November, has been delayed because of additional data requests by the Commission. This is discussed further in the appendix.
- 1.5 Between July and September 2012 the DAA met the service quality targets on all days except 14 September, when there was a breach of the security queue target of 30 minutes.

Measure of queue times at the security passenger search

- 1.6 The DAA must ensure that passengers in both terminals 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 For the purposes of measuring time in a security queue, the start point is defined as where the passenger joins the end of the queue (which may or may not be inside the security queue area). The queue end position is defined as the point where the passenger hands over their boarding card to be checked at the entrance to the security screening area, although in the case of T1 the DAA is currently reporting the time taken to reach a point after where boarding passes are checked.
- 1.8 In the months July through September the DAA breached the security queue target 30 minutes once: on 14 September in Terminal 1 there was a recorded queue time of almost 32 minutes.
- 1.9 The following charts plot the daily highs for queue length for the three months July through to September.

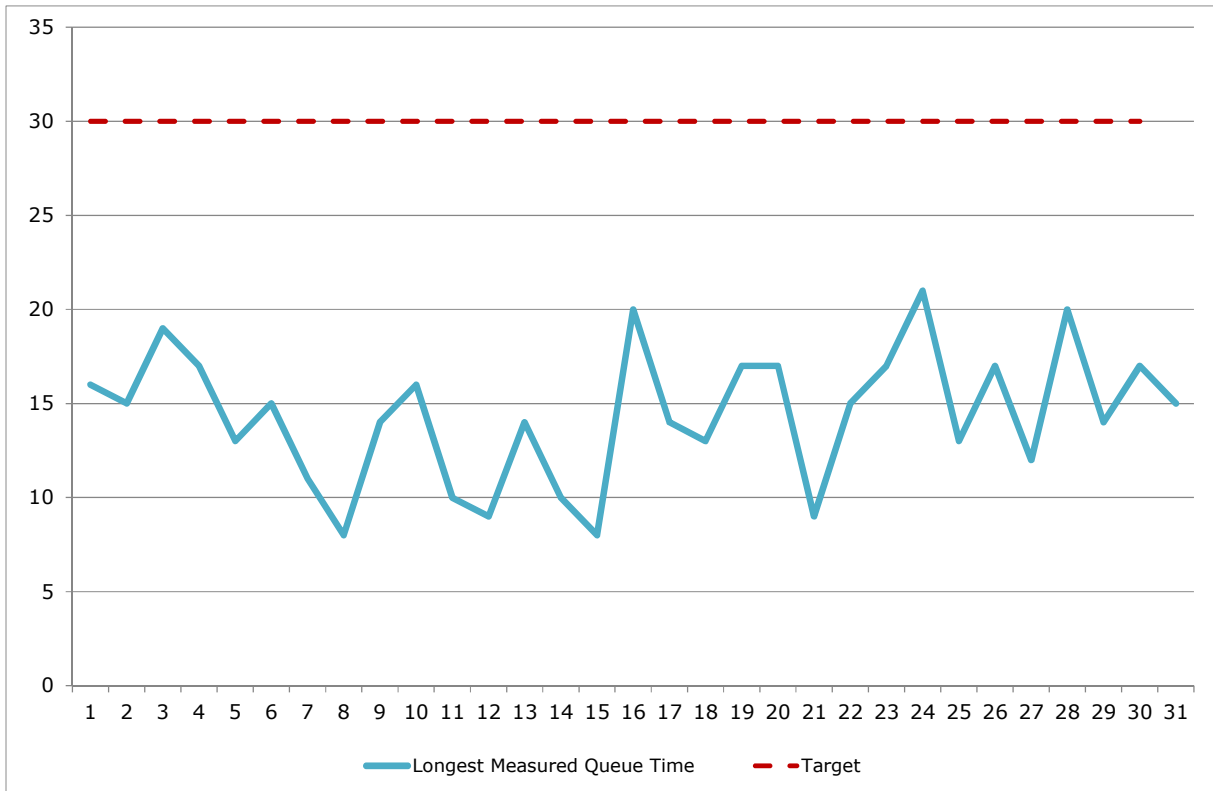


Chart S1: Longest measured security queue each day, July 2012 (minutes)

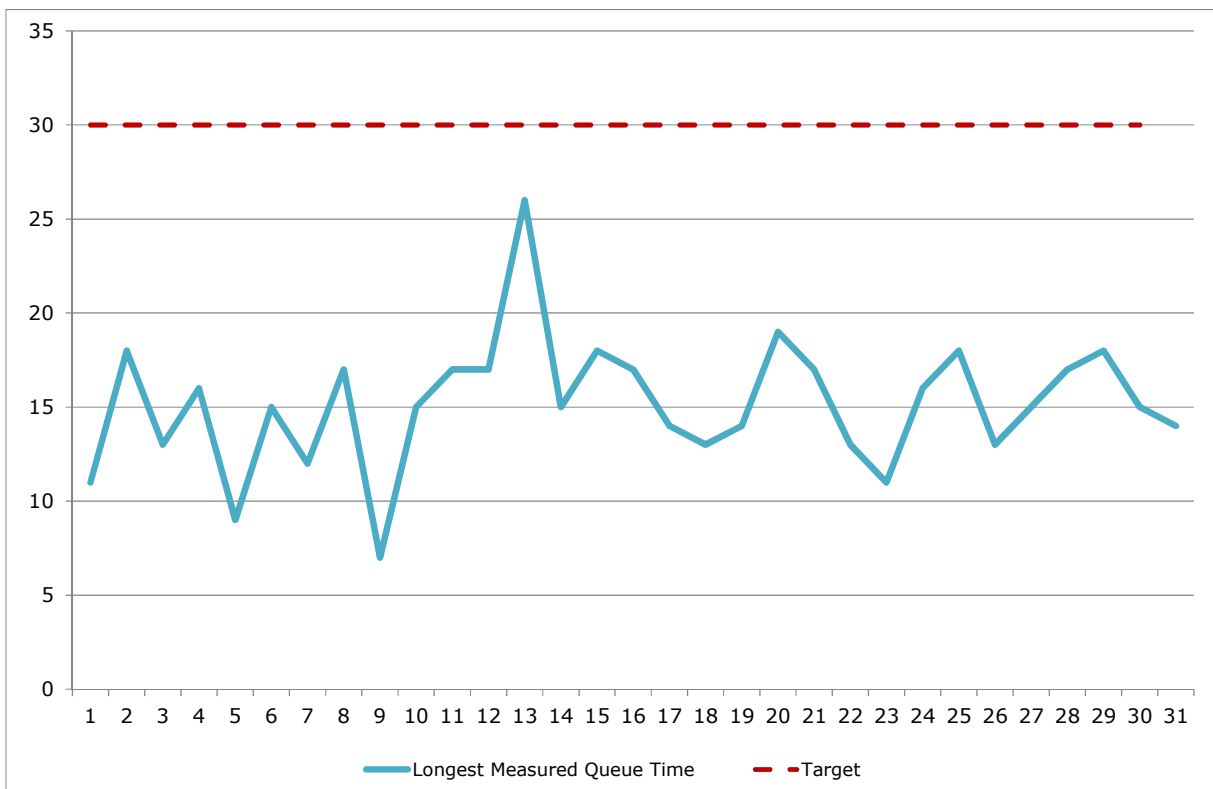


Chart S2: Longest measured security queue each day, August 2012 (minutes)

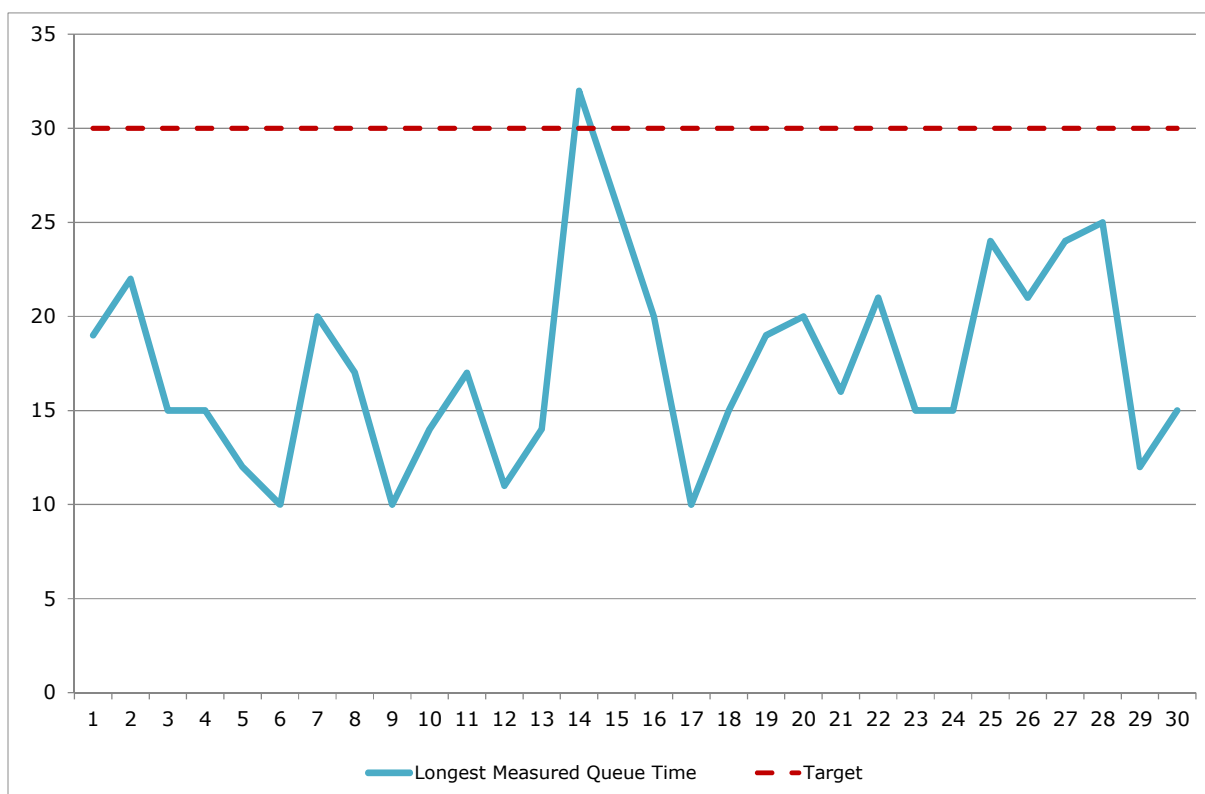


Chart S3: Longest measured security queue each day, September 2012 (minutes)

Measure of time that the outbound baggage system is unavailable

- 1.10 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.
- 1.11 The DAA reports it has met the quality target on the outbound baggage belt up to end September 2012. There were no dates in the period when airlines or ground handlers requested access to an alternative belt.

Measure of time that the inbound system is available

- 1.12 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.

- 1.13 The DAA has met the quality target on the inbound baggage system for the third quarter 2012. From July to September 2012 the inbound baggage belt was available 99.75% of operational hours.

Appendix

In March this year, the DAA switched to an automated system for measuring security queues. Following a review of the system, the Commission had some questions for the DAA about how its system was converting raw data into the queue times reported to the Commission. These queries delayed publication of the Q3 report, as we requested that the DAA refine the reported queue times.

Since March 2012, the DAA had been reporting the median queue time for every quarter hour starting at xx:00, xx:15, xx:30 and xx:45, consistent with its previous approach when it reported a manual measurement every quarter hour. For this Q3 report, the DAA has provided the rolling 15-minute median for every minute of the day, rather than just confine itself to four observations per hour. Applying this change retrospectively to the times reported in Q1 and Q2 would not give rise to any breaches of the 30-minute threshold. The change does mean that there is a breach reported in September.