

Q3 2017 Dublin Airport Quality of Service Monitoring, 6 November 2017

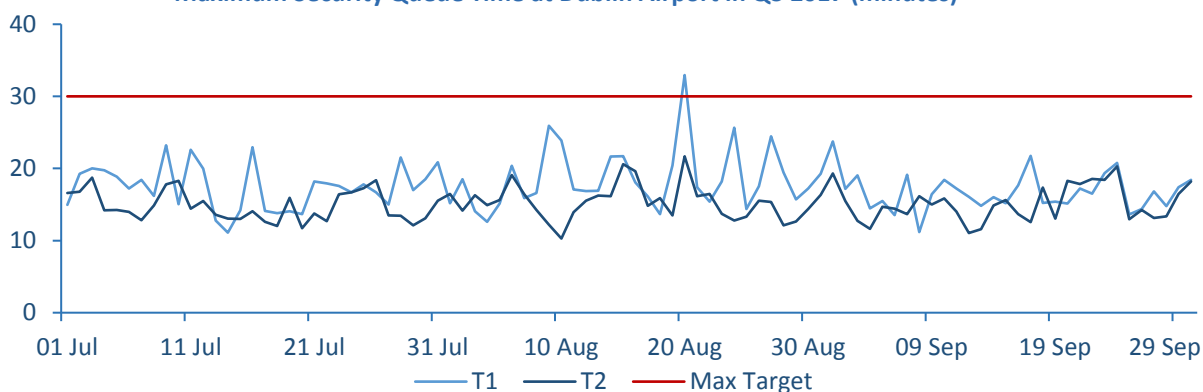
This report evaluates the performance in Q3 2017 of Dublin Airport in relation to the minimum quality of service (QoS) standards set by the Commission in the 2014 Determination. A total of 12 targets are monitored, including security queue wait times, baggage handling facilities and passenger survey results.

There was a breach in Q3 2017, on 20 August the security queue in Terminal 1 exceeded 30 minutes. There will be a reduction in the 2017 price cap of 0.05% based on these results. All other targets were achieved.

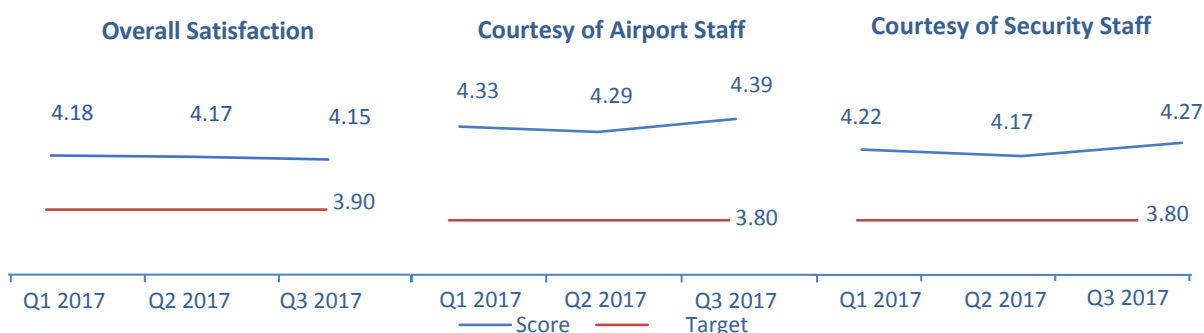
Q3 2017 QoS Performance at Dublin Airport

Measures Collected by Dublin Airport	Results Q3 2017	Results Q2 2017	Target	Revenue at Risk (%)	Price Cap Reduction
Security queue wait time Number of days passengers queue for more than 30 minutes at security.	1 day (T1) 20 Aug (33 min)	0 days	0 days	1.5	0.05%

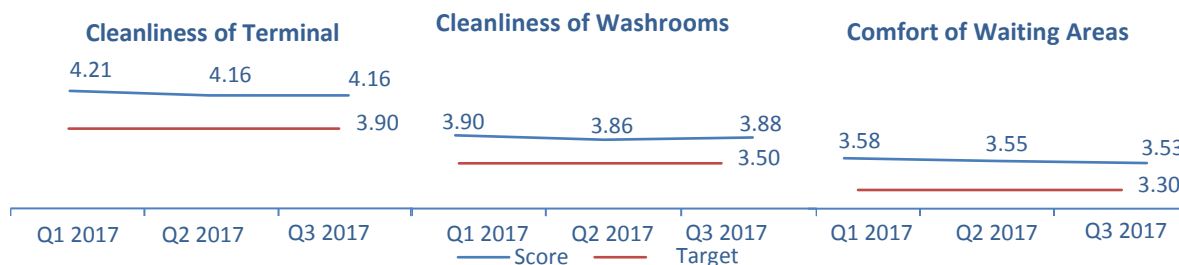
Maximum Security Queue Time at Dublin Airport in Q3 2017 (minutes)



Out-bound baggage handling Percentage of time that the out-bound baggage handling system is unavailable for more than 30 minutes during hours of operation.	0%	0%	0%	0.75	-
In-bound baggage handling Percentage of time that the in-bound baggage handling system is available during hours of operation.	99.72%	99.83%	99%	0.25	-
Passenger ACI Survey Results	Results Q3 2017	Results Q2 2017	Target	Revenue at Risk (%)	Price Cap Reduction
Overall satisfaction	4.15	4.17	3.90 / 5	0.25	-
Courtesy, helpfulness of airport staff	4.39	4.29	3.80 / 5	0.10	-
Courtesy, helpfulness of security staff	4.27	4.17	3.80 / 5	0.15	-



Passenger ACI Survey Results	Results Q3 2017	Results Q2 2017	Target	Revenue at Risk (%)	Price Cap Reduction
Cleanliness of airport terminal	4.16	4.16	3.90 / 5	0.25	-
Cleanliness of washrooms / toilets	3.88	3.86	3.50 / 5	0.25	-
Comfort of waiting / gate areas	3.53	3.55	3.30 / 5	0.25	-



Ease of way finding through airport	4.26	4.22	3.90 / 5	0.25	-
Flight information screens	4.34	4.27	3.90 / 5	0.25	-
Internet / Wi-Fi	3.88	4.04	3.10 / 5	0.25	-

