Quality of Service Monitoring
at Dublin Airport
October – December 2010

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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 October to December 2010.

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 DAA. The service quality term can reduce the price cap by 3.5% in 2010, 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, the availability of the outbound and inbound baggage systems for the twelve months of 2010. Previous reports in July and November presented the results for the first nine months of 2010.[1] This current document provides results for the subsequent three months for security search queues and baggage system availability.

1.5   Between October and December 2010, the DAA has met the target levels for all of the measures specified in the Commission's determination.

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 October through to December: there were no queues reported that exceeded the target of 30 minutes. The table below summarises the number of quarter-

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[1] Both these reports are available at www.aviationreg.ie/Compliance_Papers/Default.123.html

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 October to December.

Month	Minutes in queue					Total number of observations
	<5	5-10	10-20	20-30	>30	
October	3,355	640	355	21	0	4,371
November	4,011	338	100	2	0	4,451
December	4,573	331	105	12	0	5,021

Length of security queues measured at Dublin airport, October - December 2010

* The total number of observations is the sum of measurements taken at the two security areas operated in terminal one and terminal 2 (T2) by the DAA during this period. Operations in T2 commenced on 18 November 2010 and the commencement of outgoing flights from 22 November 2010. The length of time in the security queues in T2 is included in the total number of observations from 22 November 2010 onwards.
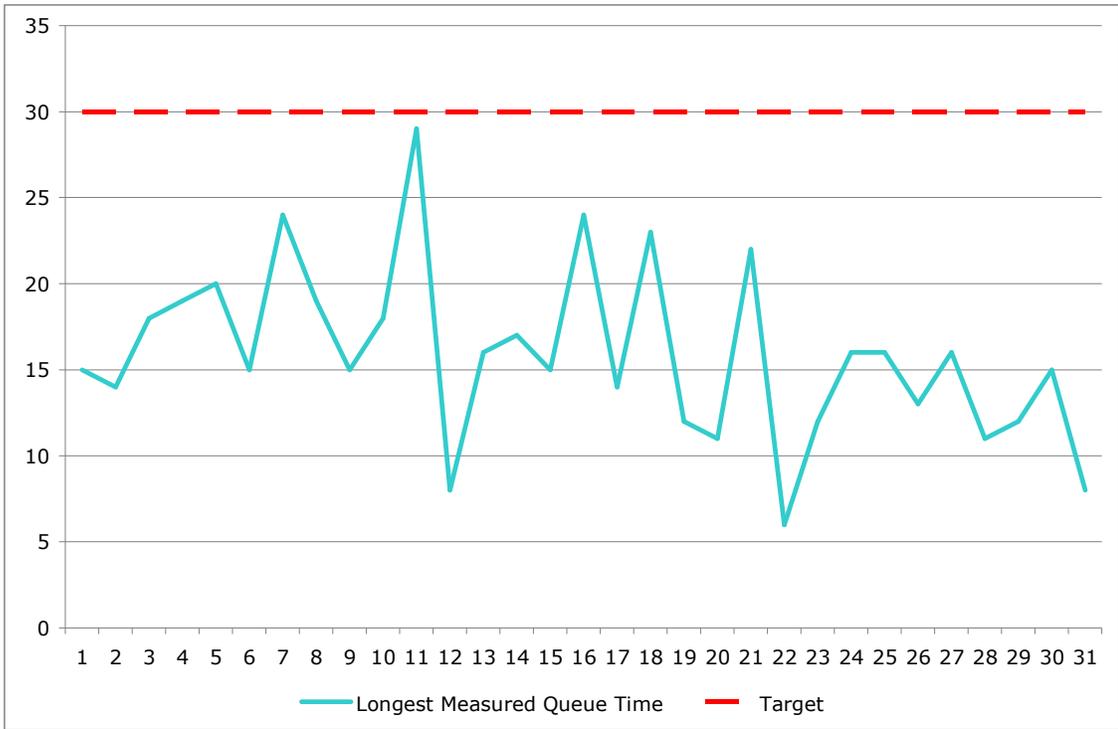
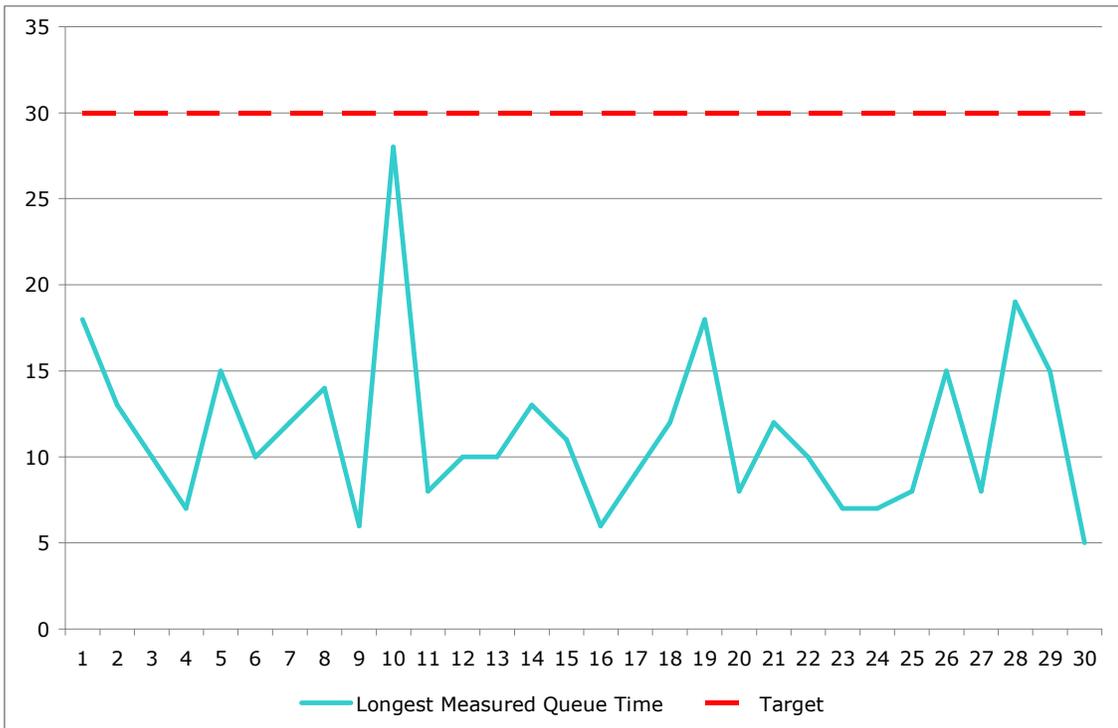Chart S1: Longest measured security queue each day, October 2010 (minutes)

Chart S2: Longest measured security queue each day, November 2010 (minutes)
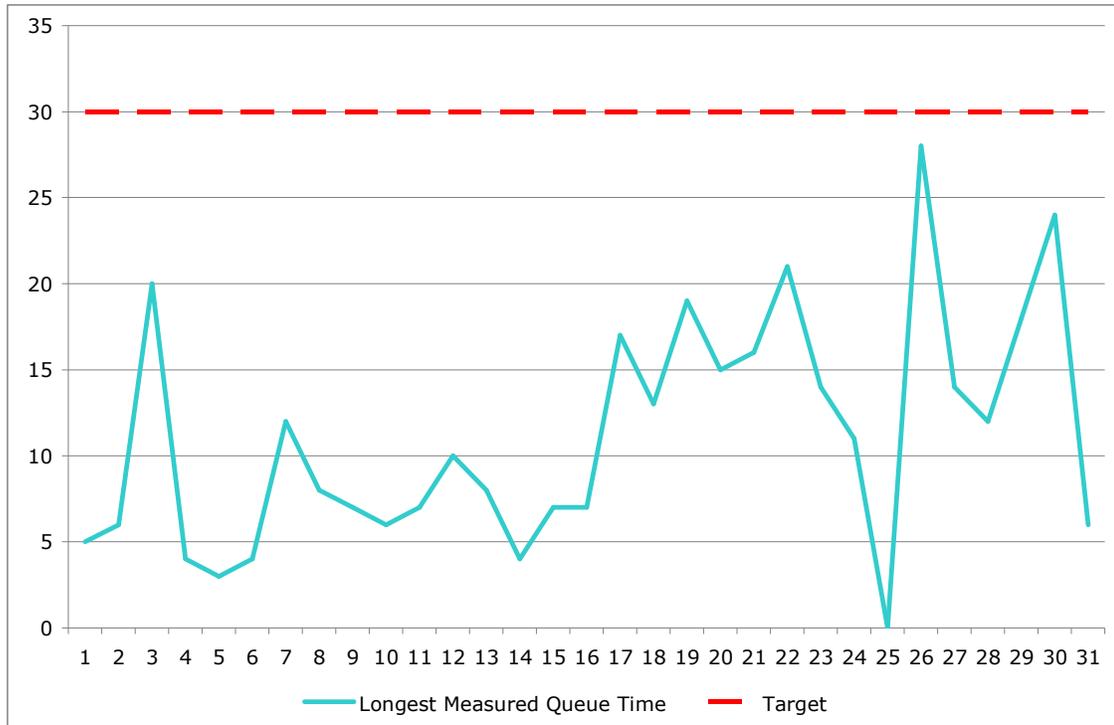
Chart S3: Longest measured security queue each day, December 2010 (minutes)

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 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 reports it has met the quality target on the outbound baggage belt up to end December 2010. There were 31 days in the period 1 October to 31 December 2010 when there were delays greater than 30 minutes: 3, 12, 13 and 19 October; 2, 10, 11, 16, 17, 22 and 23 November and 3, 5, 7, 8, 9, 16, 20, 21, 28 and 30 December. On many of these occasions, the delay was due to planned and preventative maintenance or due to ground handlers causing the chutes to be full leading to "dieback". There were no instances reported of ground handlers requesting an alternative baggage belt and then not receiving access to one within 30 minutes.

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 4 2010. From October to December 2010 the inbound baggage belt was available 99.92% of the time.

2.   2010 Price Cap

2.1   The Commission now has all the quality of service results from January to December 2010 required to calculate the 2010 price cap, as described in CP4/2009.[2] The DAA did not meet the quality of services targets for the queue length time in the security queue in May 2010 and the target of 3.1 set for passenger satisfaction in the communications/ telecommunications/e-facilities category in the ACI passenger survey for quarter 1 2010. This means that the price cap on the maximum amount of revenue collected from airport charges per passenger is approximately one cent lower than it would have been had the DAA realised all the service-quality targets.

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[2] Determination on Maximum Levels of Airport Charges at Dublin Airport, CP4/2009