

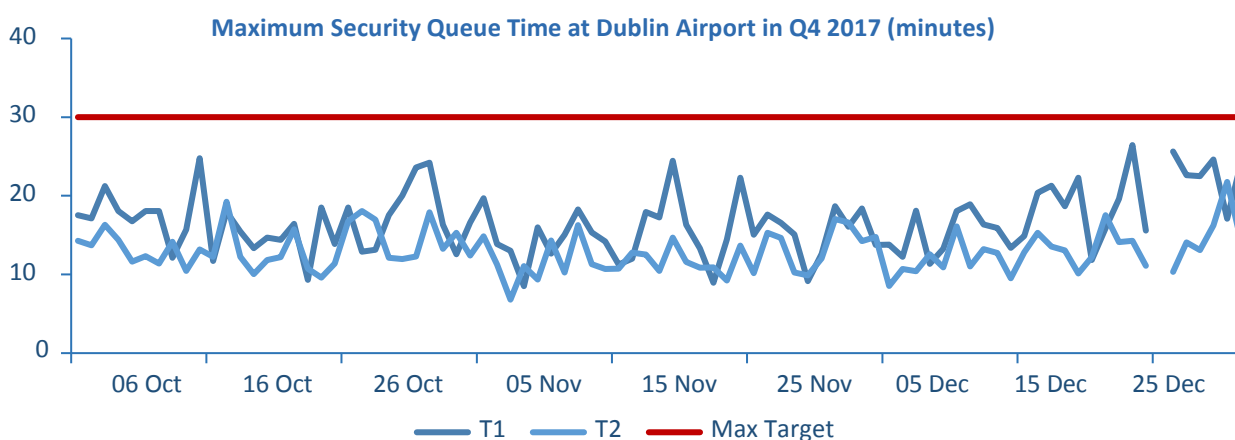
## Q4 2017 Dublin Airport Quality of Service Monitoring, 31 January 2018

This report evaluates the performance of Dublin Airport in Q4 2017 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. Dublin Airport met all targets in Q4 2017.

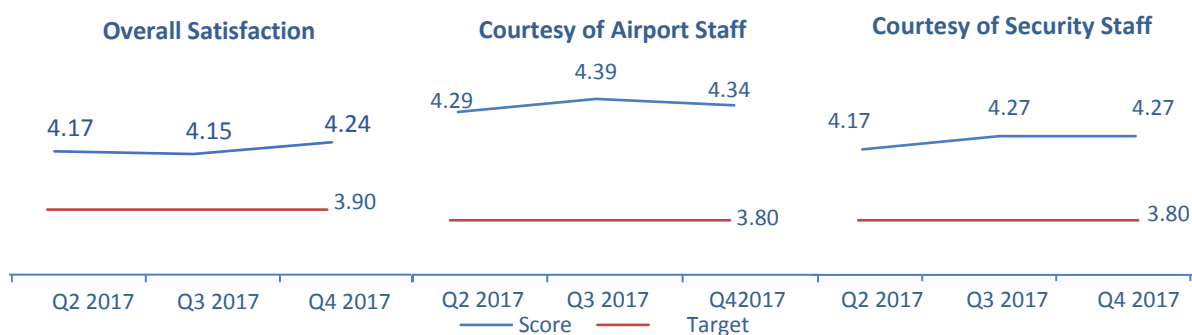
In relation to the annual performance of 2017, Dublin Airport did not meet a daily security queue target in Q3. There will be a reduction in the 2017 price cap of 0.05% based on these results.

### Q4 2017 QoS Performance at Dublin Airport

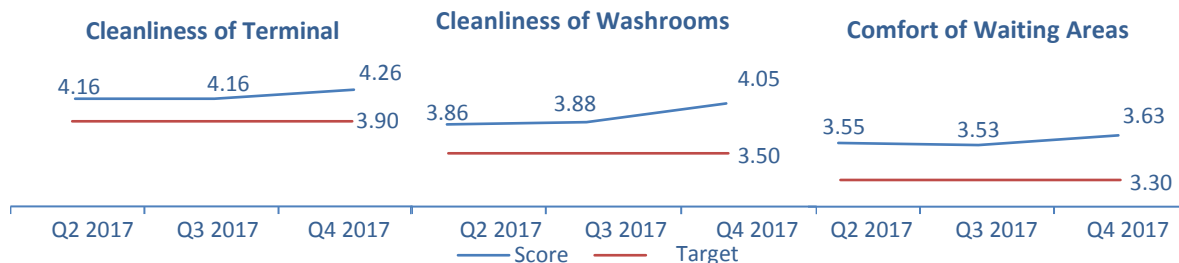
Measures Collected by Dublin Airport	Results Q4 2017	Results Q3 2017	Target	Revenue at Risk	Price Cap Reduction
<b>Security queue wait time</b> Number of days passengers queue for more than 30 minutes at security.	<b>0 days</b>	<b>1 day</b>	0 days	1.5%	-



<b>Out-bound baggage handling</b> Percentage of time that the out-bound baggage handling system is unavailable for more than 30 minutes during hours of operation.	<b>0%</b>	<b>0%</b>	0%	0.75%	-
<b>In-bound baggage handling</b> Percentage of time that the in-bound baggage handling system is available during hours of operation.	<b>99.87%</b>	<b>99.72%</b>	99%	0.25%	-
<b>Passenger ACI Survey Results</b>	<b>Results Q4 2017</b>	<b>Results Q3 2017</b>	<b>Target</b>	<b>Revenue at Risk</b>	<b>Price Cap Reduction</b>
Overall satisfaction	<b>4.24</b>	<b>4.15</b>	3.90 / 5	0.25%	-
Courtesy, helpfulness of airport staff	<b>4.34</b>	<b>4.39</b>	3.80 / 5	0.10%	-
Courtesy, helpfulness of security staff	<b>4.27</b>	<b>4.27</b>	3.80 / 5	0.15%	-



Passenger ACI Survey Results	Results Q4 2017	Results Q3 2017	Target	Revenue at Risk	Price Cap Reduction
Cleanliness of airport terminal	<b>4.26</b>	<b>4.16</b>	3.90 / 5	0.25%	-
Cleanliness of washrooms / toilets	<b>4.05</b>	<b>3.88</b>	3.50 / 5	0.25%	-
Comfort of waiting / gate areas	<b>3.63</b>	<b>3.53</b>	3.30 / 5	0.25%	-



Ease of way finding through airport	<b>4.27</b>	<b>4.26</b>	3.90 / 5	0.25%	-
Flight information screens	<b>4.34</b>	<b>4.34</b>	3.90 / 5	0.25%	-
Internet / Wi-Fi	<b>4.01</b>	<b>3.88</b>	3.10 / 5	0.25%	-

