

Q4 2019 Dublin Airport Quality of Service Monitoring, 25 March 2020

This report evaluates the performance of Dublin Airport in Q4 2019 in relation to the quality of service standards set by the Commission in the 2014 Determination.

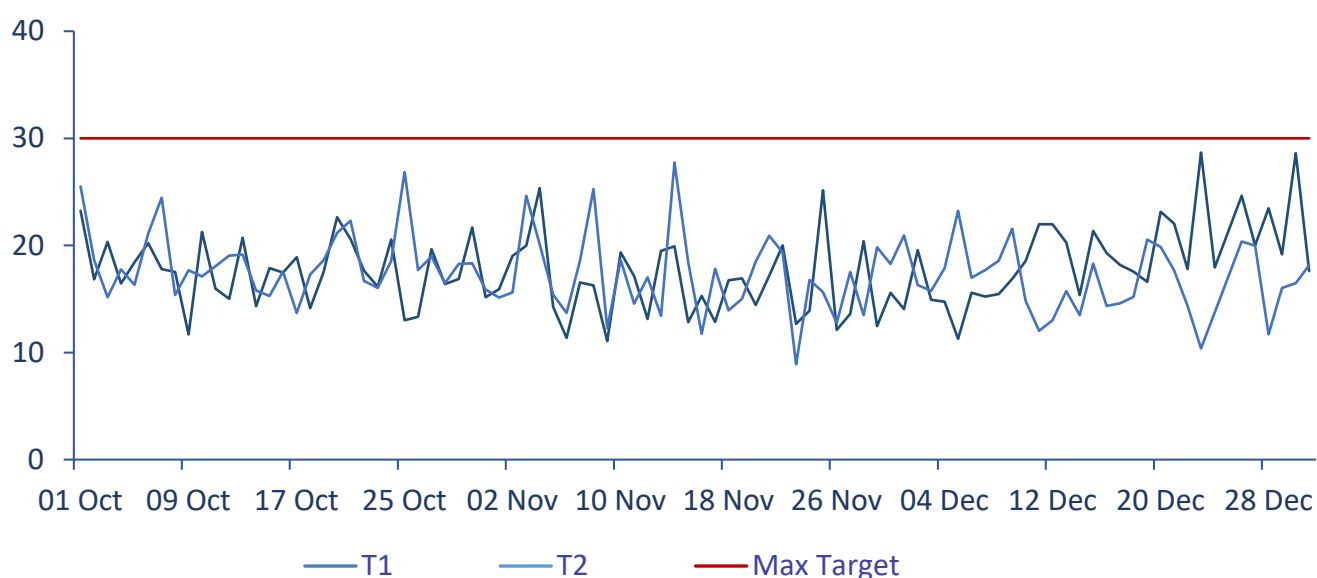
A total of 12 targets are monitored, including security queue wait times, baggage handling facilities and passenger survey results.

Dublin Airport met all targets in Q4 2019.

In relation to the annual performance, Dublin Airport met all targets in all quarters in 2019.

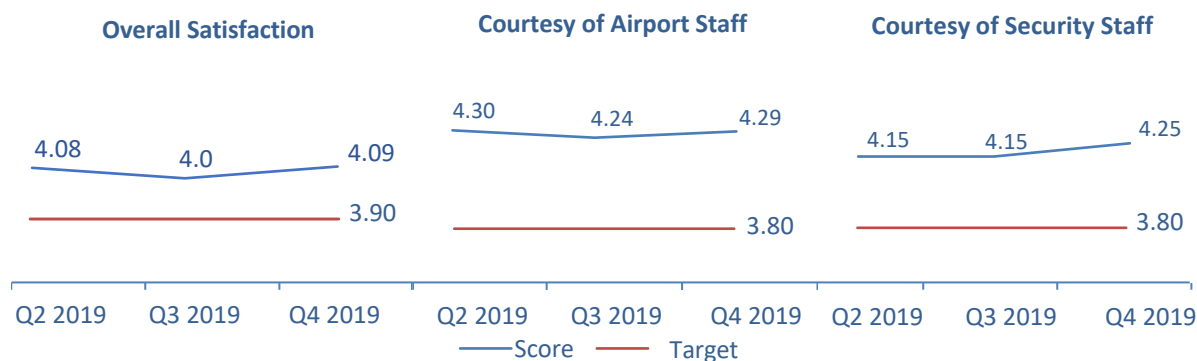
Measures Collected by Dublin Airport - during hours of operation-	Results Q4 2019	Results Q1-3 2019	Target	Revenue at Risk	Price Cap Reduction
Security queue wait time Number of days passengers queue for more than 30 minutes at security.	0 days	0 days	0 days	1.5%	-

Maximum Security Queue Time at Dublin Airport in Q4 2019 (minutes)

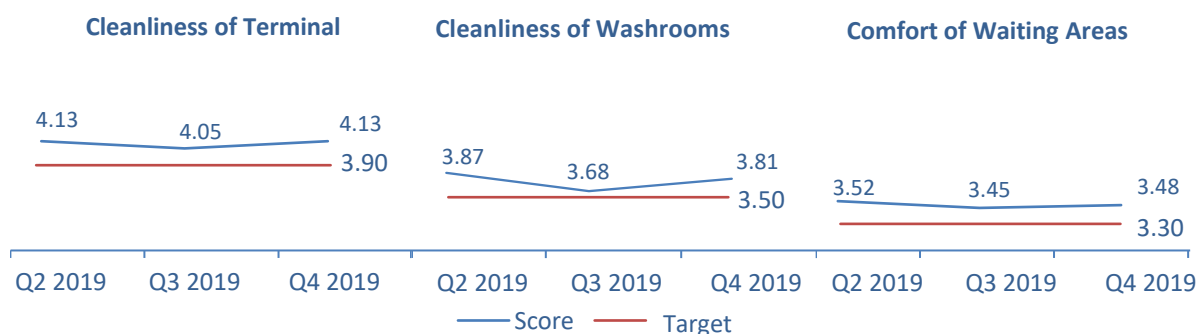


Measures Collected by Dublin Airport - during hours of operation-	Results Q4 2019	Results Q1-3 2019	Target	Revenue at Risk	Price Cap Reduction
Out-bound baggage handling Percentage of time that the out-bound baggage handling system is unavailable for more than 30 minutes.	0%	0%	0%	0.75%	-
In-bound baggage handling Percentage of time that the in-bound baggage handling system is available.	99.9%	99.9%	99%	0.25%	-

Passenger Survey at Dublin Airport - collected by ACI -	Results Q4 2019	Results Q3 2019	Target	Revenue at Risk	Price Cap Reduction
Overall satisfaction	4.09	4.00	3.90 / 5	0.25%	-
Courtesy, helpfulness of airport staff	4.29	4.24	3.80 / 5	0.10%	-
Courtesy, helpfulness of security staff	4.25	4.15	3.80 / 5	0.15%	-



Cleanliness of airport terminal	4.13	4.05	3.90 / 5	0.25%	-
Cleanliness of washrooms / toilets	3.81	3.68	3.50 / 5	0.25%	-
Comfort of waiting / gate areas	3.48	3.45	3.30 / 5	0.25%	-



Ease of way finding through airport	4.19	4.14	3.90 / 5	0.25%	-
Flight information screens	4.22	4.15	3.90 / 5	0.25%	-
Internet / Wi-Fi	4.02	3.91	3.10 / 5	0.25%	-

