



**Quality of Service Monitoring  
at Dublin Airport  
January – March 2012**

11 May 2012

Commission for Aviation Regulation

3<sup>rd</sup> Floor, Alexandra House

Earlsfort Terrace

Dublin 2

Ireland

Tel: +353 1 6611700

Fax: +353 1 6611269

E-mail: [info@aviationreg.ie](mailto:info@aviationreg.ie)

## **1. DAA Quality of Service Monitoring Scheme**

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- 1.1 This document presents the results for the quality of service monitoring schemes for aeronautical services at Dublin Airport and aviation terminal services at Dublin, Cork and Shannon airports for the period January to March 2012. It reports the results provided to the Commission by the DAA and the IAA.
- 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 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 More recently, the Final Determination for aviation terminal service charges introduced a quality term to the price-cap formula. This quality term, which took effect in January 2012, links the price cap on aviation terminal service charges with the service quality provided by the IAA. The service quality term can reduce the price cap by a maximum of 10 per cent per annum.
- 1.5 The Commission has now received the results from the DAA for security search queues and baggage system availability for the first quarter of 2012, and ACI survey results for the last two quarters of 2011 and the first quarter of 2012. We have also received the ATFM delay data from the IAA for the first quarter of 2012.
- 1.6 The IAA has met its service quality target. The DAA met all but one of its targets. In the fourth quarter of 2011, the DAA did not meet the target level of passengers' satisfaction for the "Internet Access/ Wi Fi" category of the ACI survey.

### **Measure of queue times at the security passenger search**

- 1.7 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.
- 1.8 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

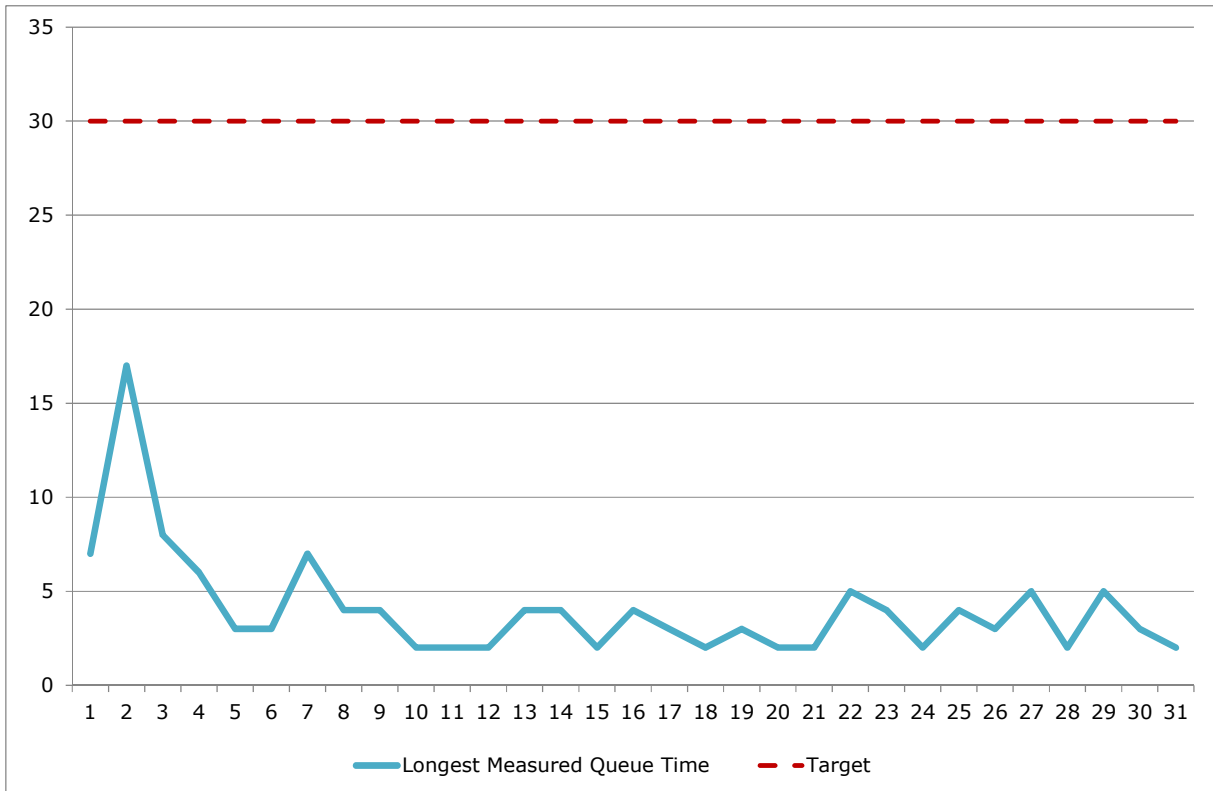
passenger in the queue is measured until the queue end position which is where the passenger hands over its boarding card to be checked at the entrance to the security screening area.

1.9 In March 2012 the DAA started to report the security queue measurement using an automated technology. Previously, the DAA reported results from manual measurements.

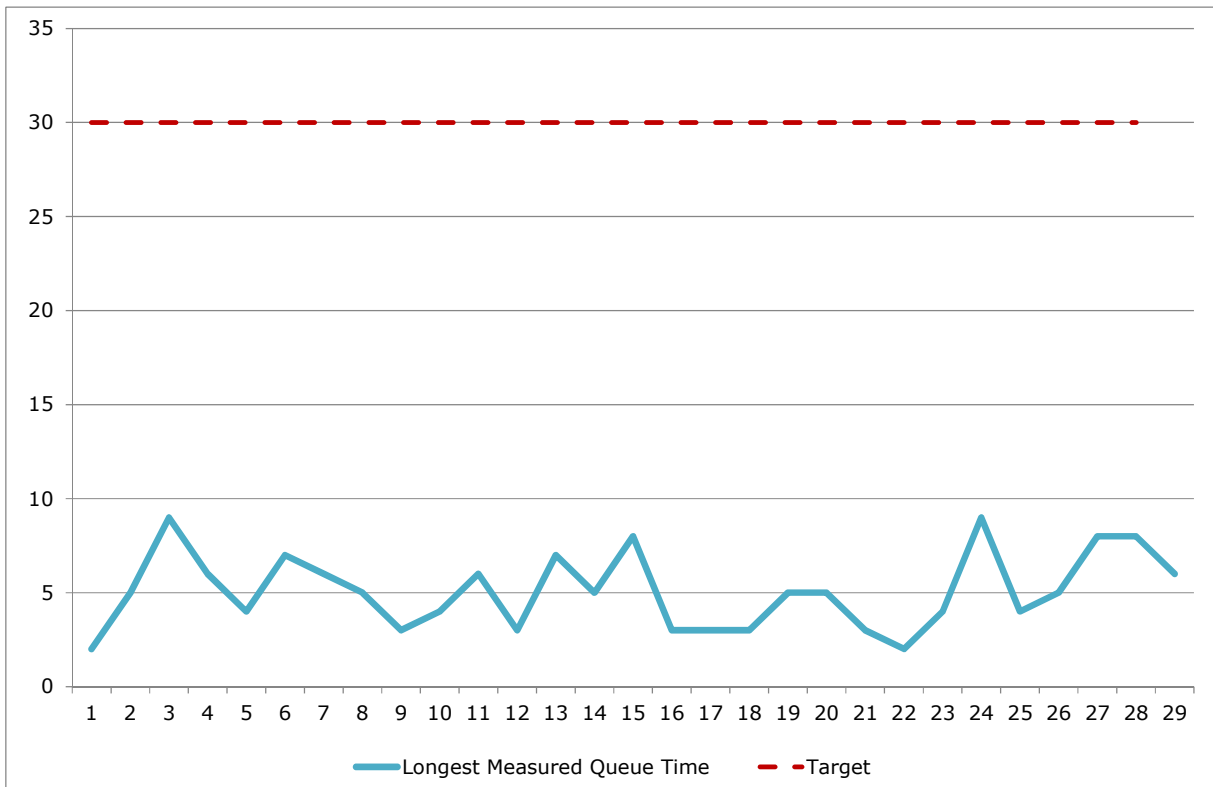
1.10 The DAA met the security queue target in the months January through to March: there were no queues reported that exceeded the target of 30 minutes. The table below summarises the number of quarter-hourly measurements for which passengers had to queue for less than 5 minutes, between 5 and 10 minutes, 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 January through to March.

Month	Minutes in queue					Total no of observations
	<5	5-10	10-20	20-30	>30	
January	4459	18	3	0	0	4480
February	4159	52	0	0	0	4211
March	3758	83	8	3	0	3852

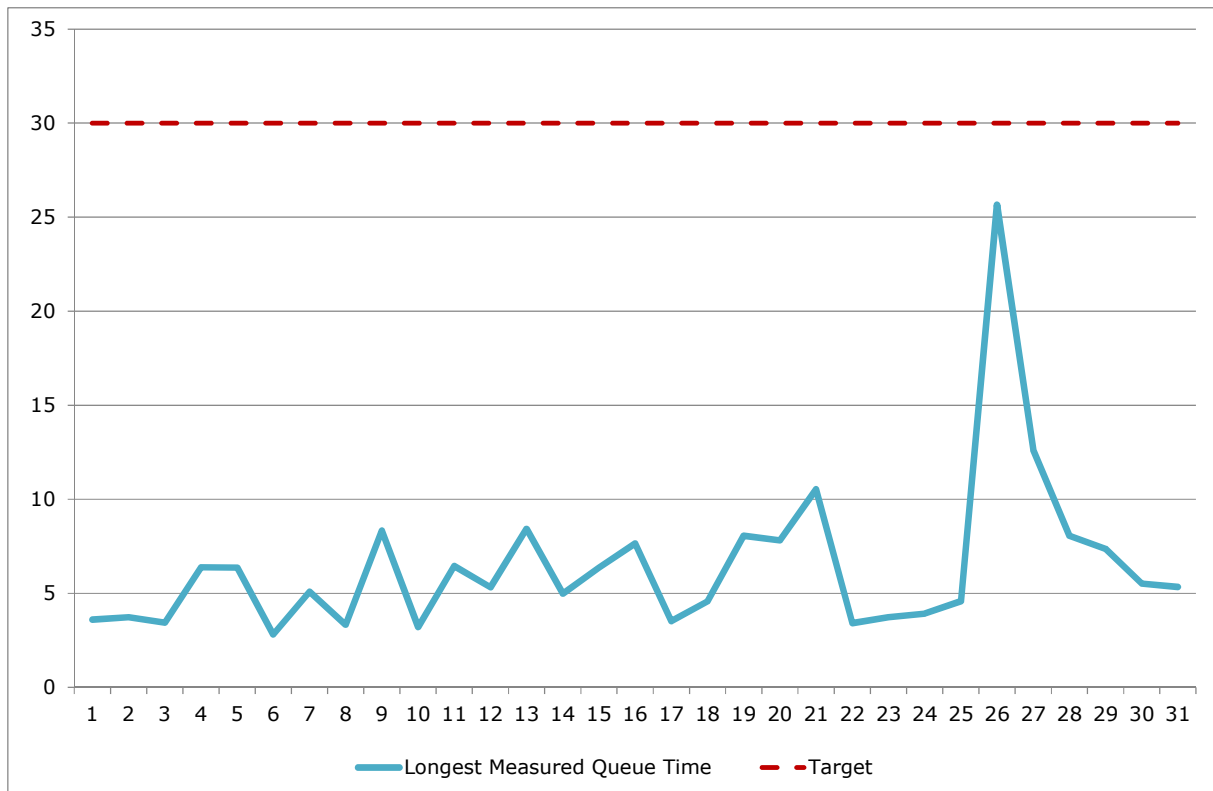
**Table 1:** Length of security queues measured at Dublin airport, Jan- Mar 2012



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



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



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

### Measure of time that the outbound baggage system is unavailable

- 1.11 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.
- 1.12 The DAA reports it has met the quality target on the outbound baggage belt up to end March 2012. There were no dates in the period when airlines or ground handlers requested access to an alternative baggage belts. The DAA reported that on some days, there were periods when individual belts were out of operation for more than 30 minutes for maintenance. At Terminal 1, there was planned maintenance work between 20-24 March and 28-29 March. This work was communicated to all relevant stakeholders in advance. In Terminal 2 the affected days were: 29 February; 6, 12, 14, 23 and 25 March. All works at T2 had no impact on operation as they were carried out when check-in was not in use or outside normal operational hours.

### **Measure of time that the inbound system is available**

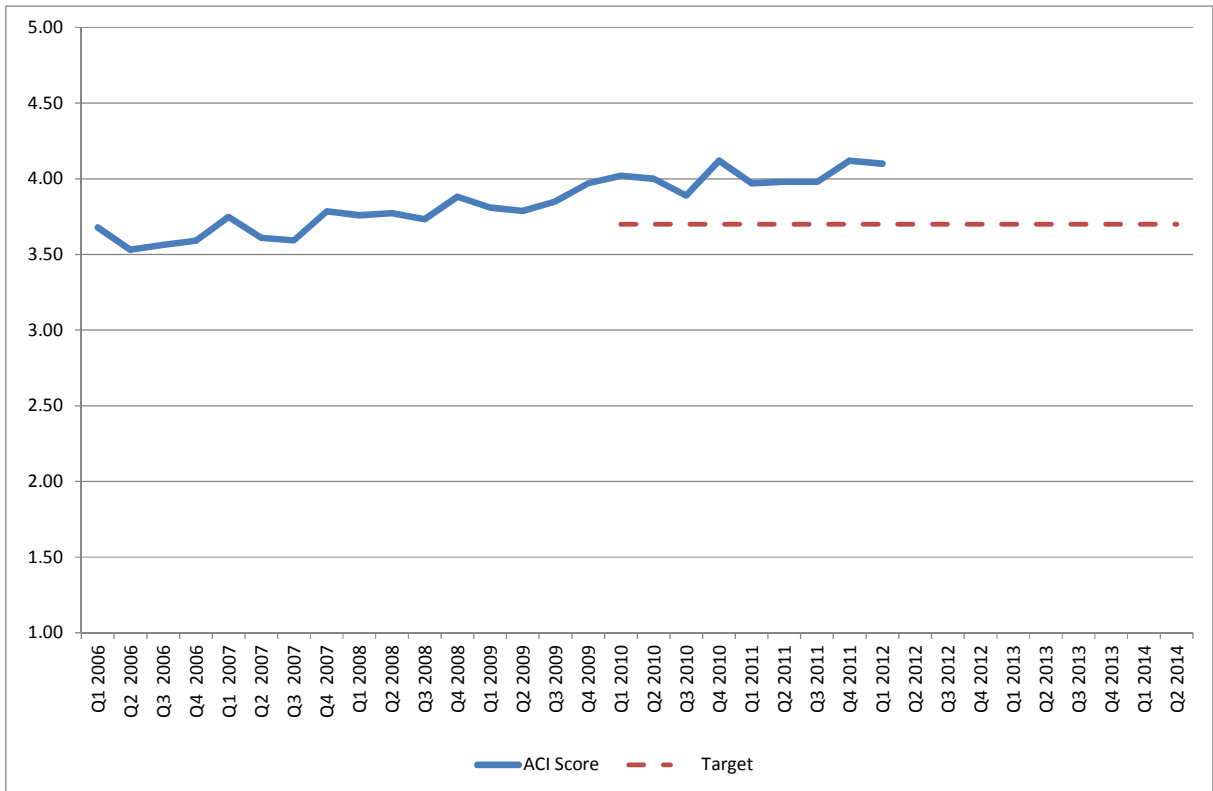
- 1.13 The quality target for the inbound baggage system is to ensure that it is available for greater than 99% of operational hours (currently defined as 7.00am until midnight). The quality target is defined in terms of quarters.
- 1.14 The DAA has met the quality target on the inbound baggage system for the first quarter of 2012. From January to March 2012 the inbound baggage belt was available 99.90% of the time.

### **Measure of quality based on the results of the ACI passenger survey**

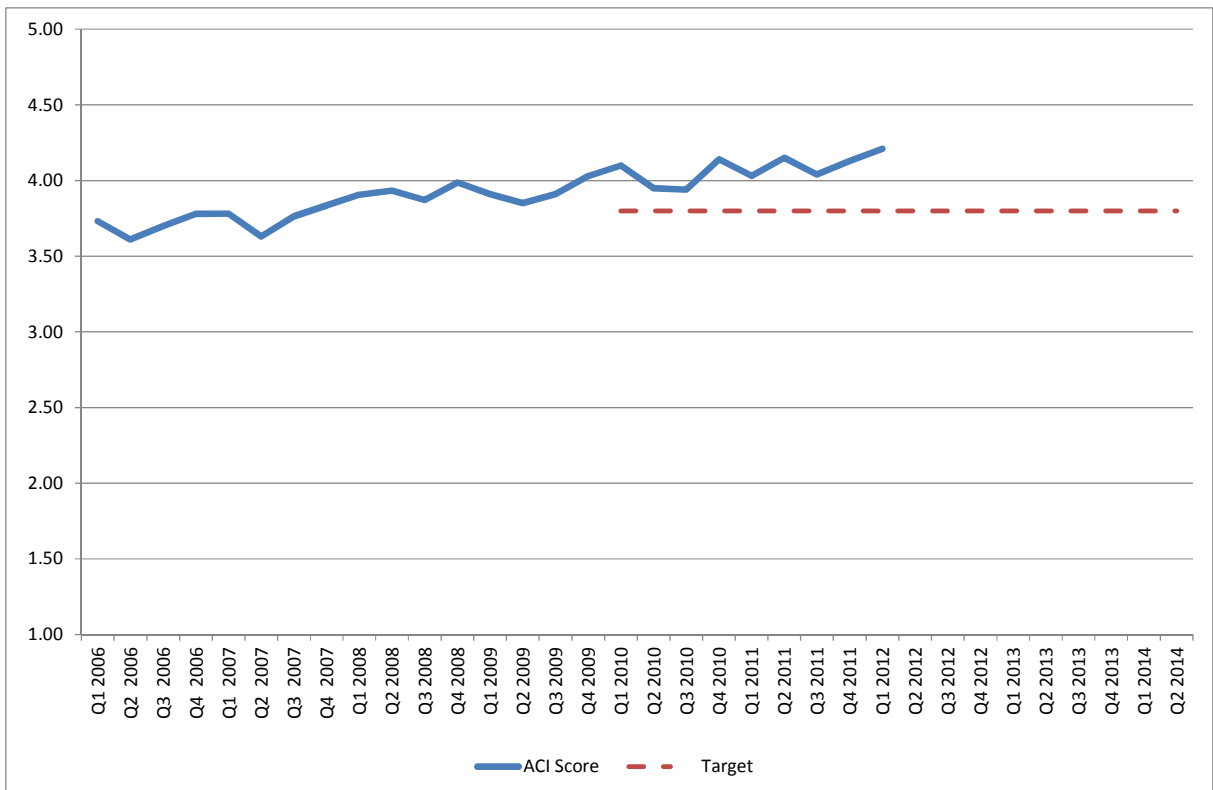
- 1.15 The DAA met the quality targets on all ten of the measures of quality that are based on the results of the ACI passenger survey in the third quarter of 2011 and first quarter of 2012. The DAA did not meet one out of ten targets of the quality measures based on the results of the ACI survey in the last quarter of 2012. This target is related to the category "Internet Access / Wi Fi".
- 1.16 The following table presents the results from the ACI survey for the quarters 3 and 4 2011 plus quarter 1 2012 and the targets set in the Final Determination. Subsequent charts show how these series have evolved since 1 January 2006.

<b>Service quality measure from ACI survey</b>	<b>Q3 2011 result</b>	<b>Q4 2011 result</b>	<b>Q1 2012 result</b>	<b>Target</b>
Ease of finding your way through airport	3.98	4.12	4.10	<b>3.70</b>
Flight information screens	4.04	4.13	4.21	<b>3.80</b>
Cleanliness of airport terminal	4.12	4.26	4.24	<b>3.60</b>
Cleanliness of washrooms / toilets	3.81	4.00	3.99	<b>3.30</b>
Comfort of waiting / gate areas	3.47	3.39	3.54	<b>3.00</b>
Courtesy and helpfulness of airport staff	4.07	4.20	4.14	<b>3.80</b>
Courtesy and helpfulness of security staff	4.04	4.09	4.03	<b>3.80</b>
Overall satisfaction (All Passengers)	4.01	4.08	4.12	<b>3.50</b>
Internet access/ Wi Fi	3.13	3.03	3.48	<b>3.10</b>
Feeling of being safe and secure	4.16	4.23	4.20	<b>3.80</b>

**Table 2:** ACI Survey Results

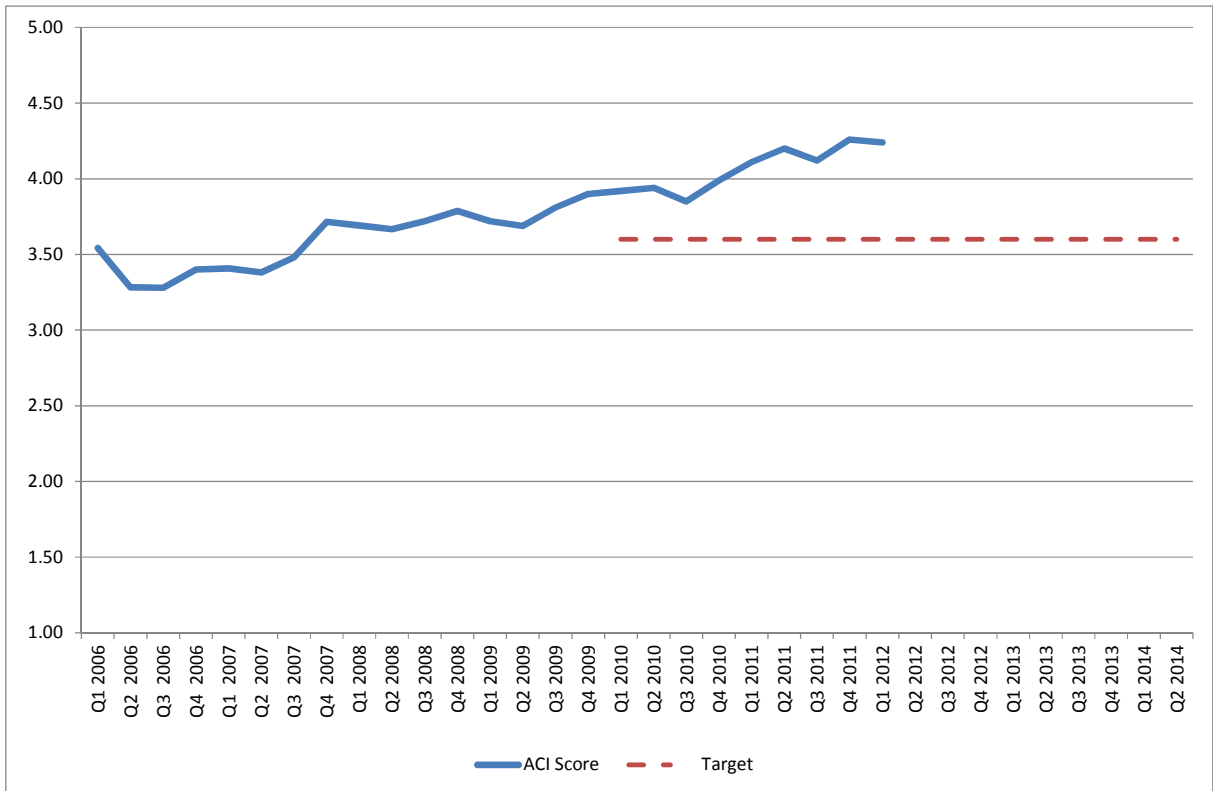


**Chart A1:** ACI survey scores for ease of way finding through Dublin airport

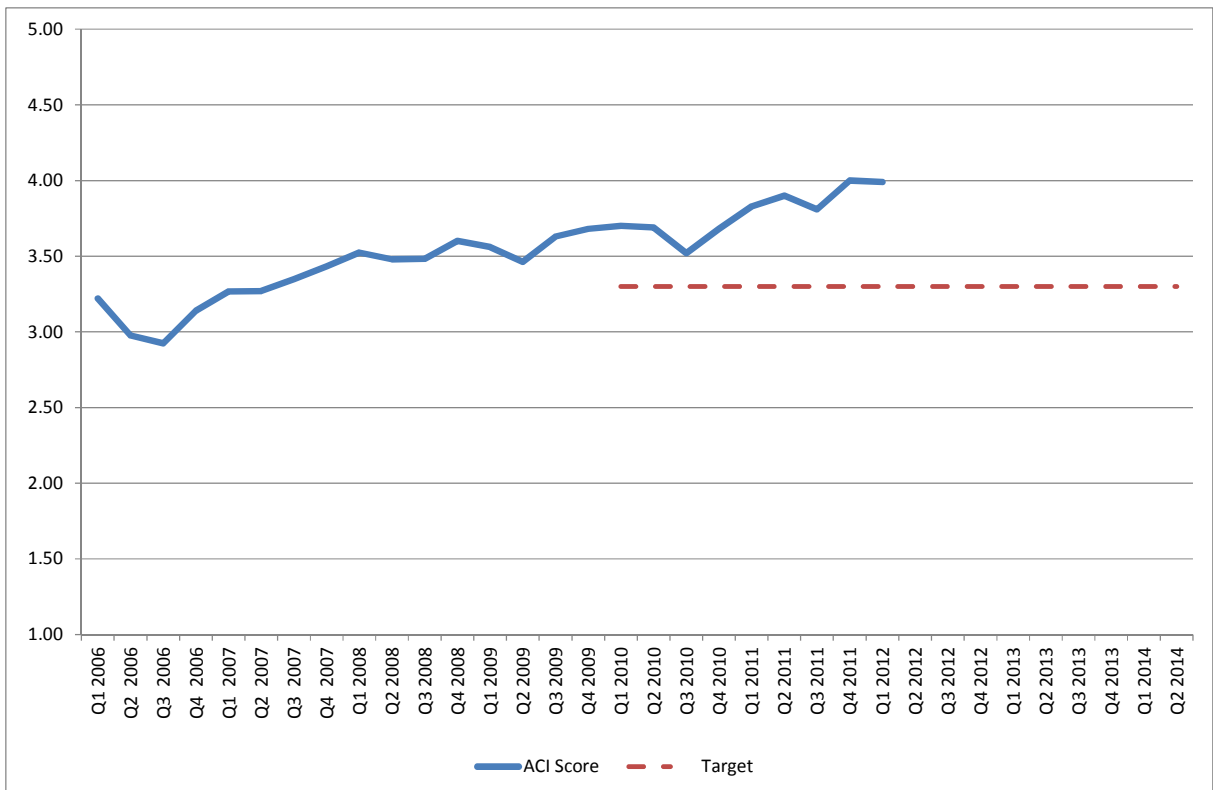


**Chart A2:** ACI survey scores for flight information screens at Dublin airport

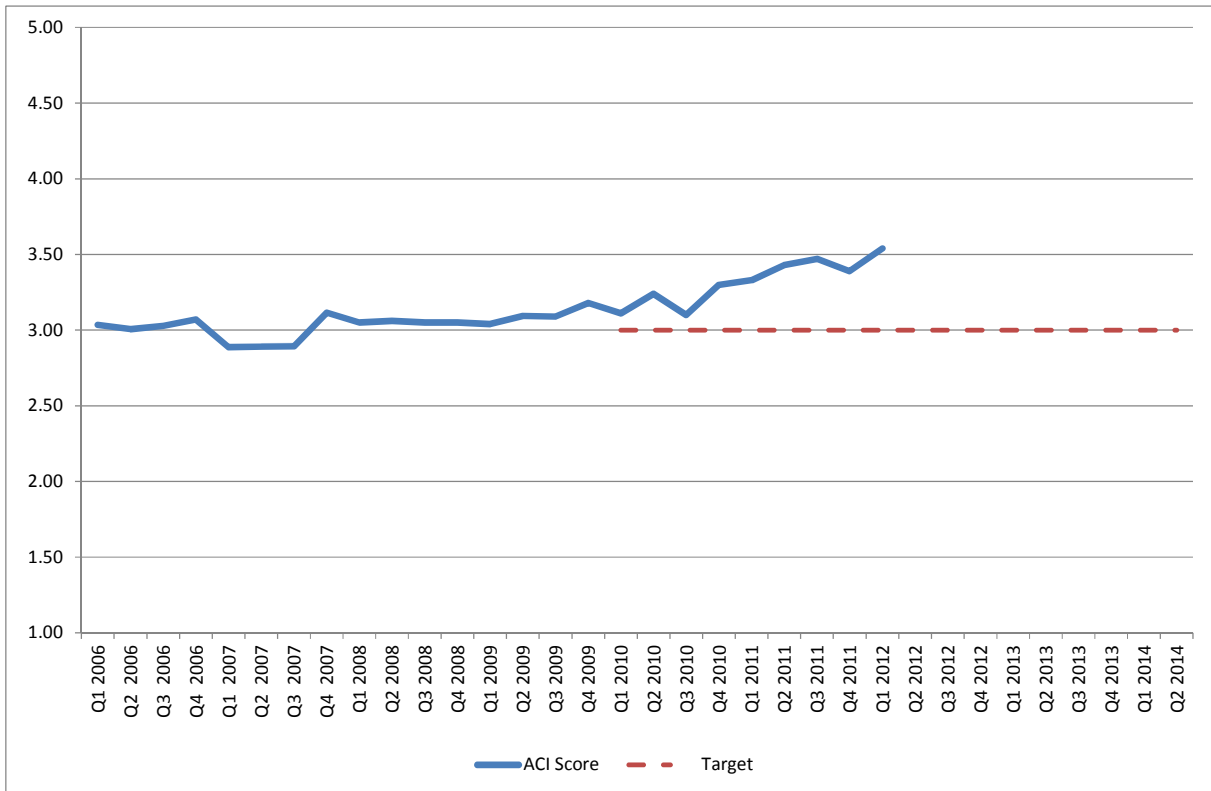




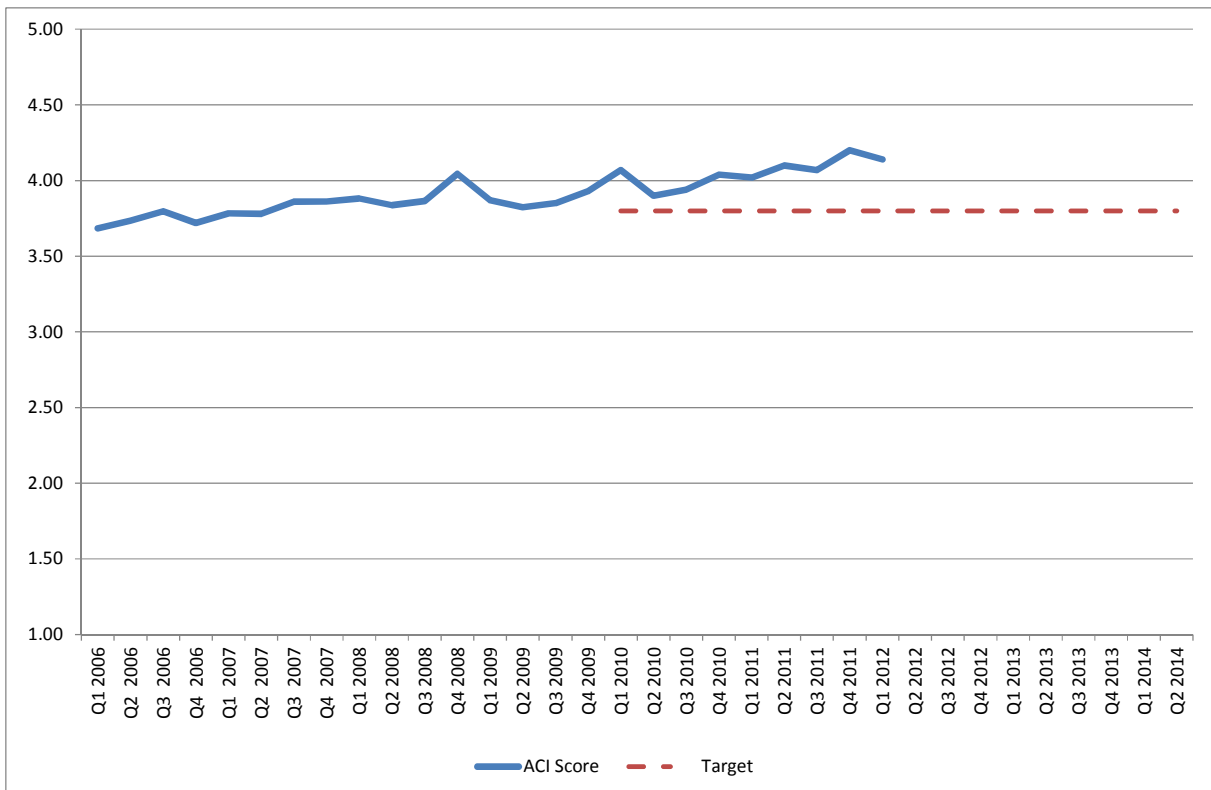
**Chart A3:** ACI survey scores for cleanliness of terminal at Dublin airport



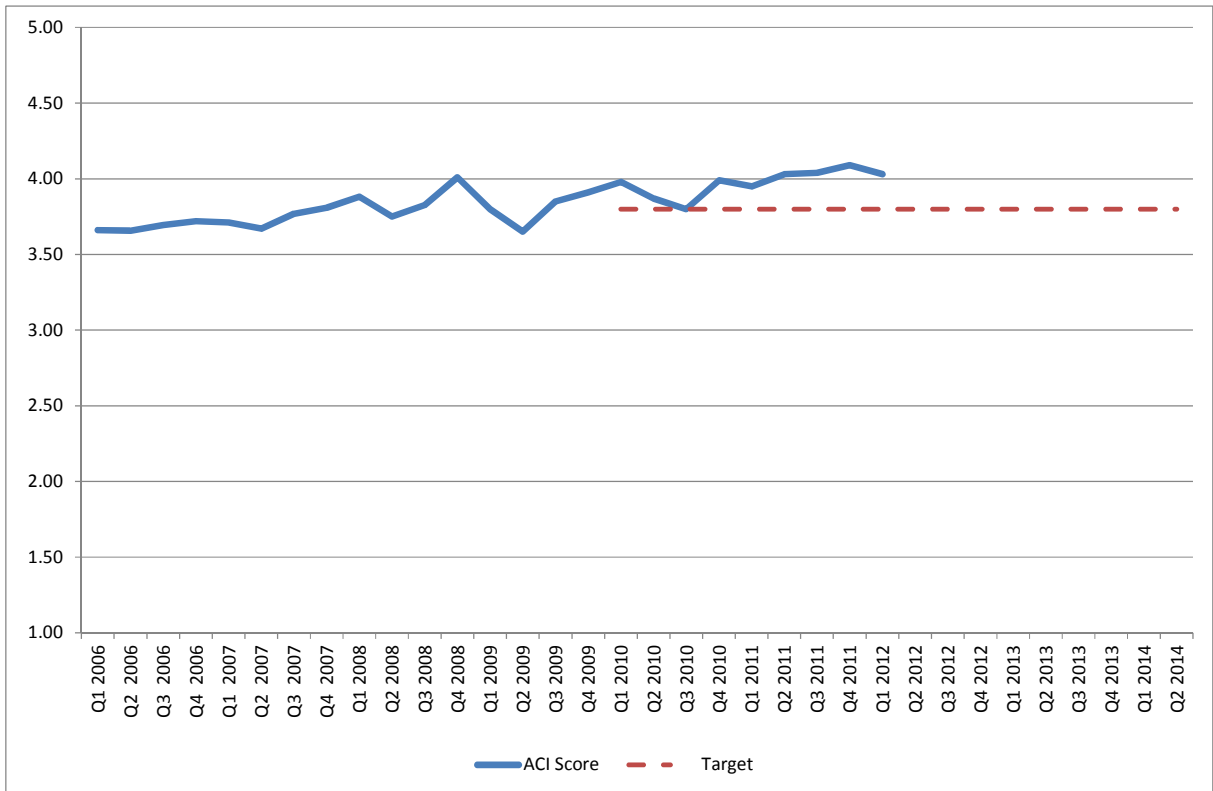
**Chart A4:** ACI survey scores for cleanliness of washrooms at Dublin airport



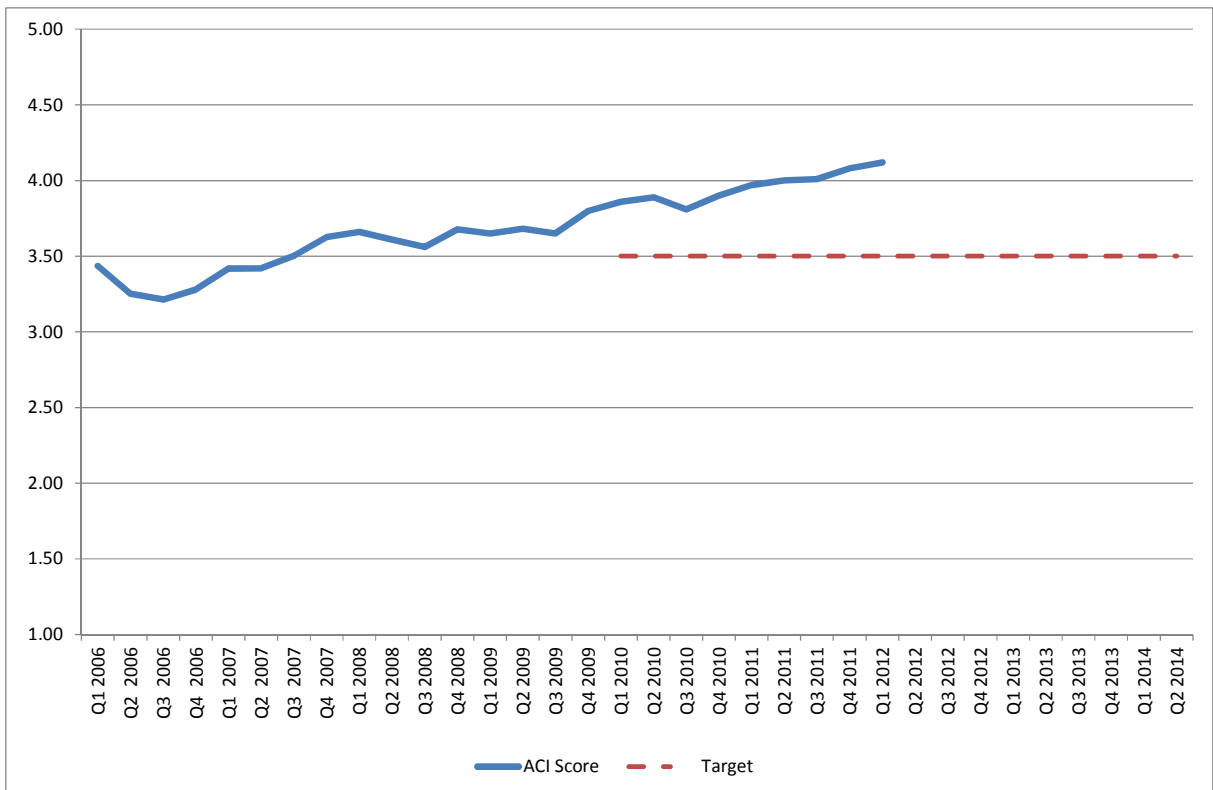
**Chart A5:** ACI survey scores for comfort of wait/gate areas at Dublin airport



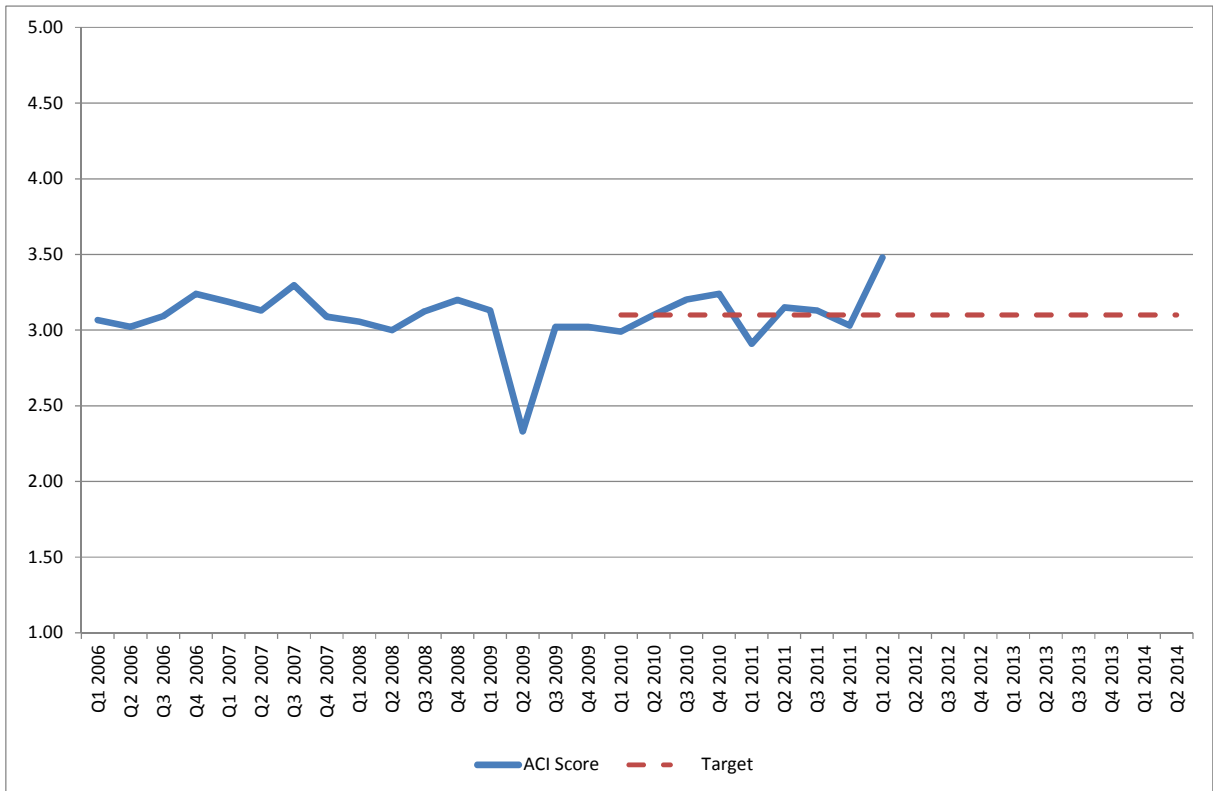
**Chart A6:** ACI survey scores for courtesy & helpfulness of non-security staff



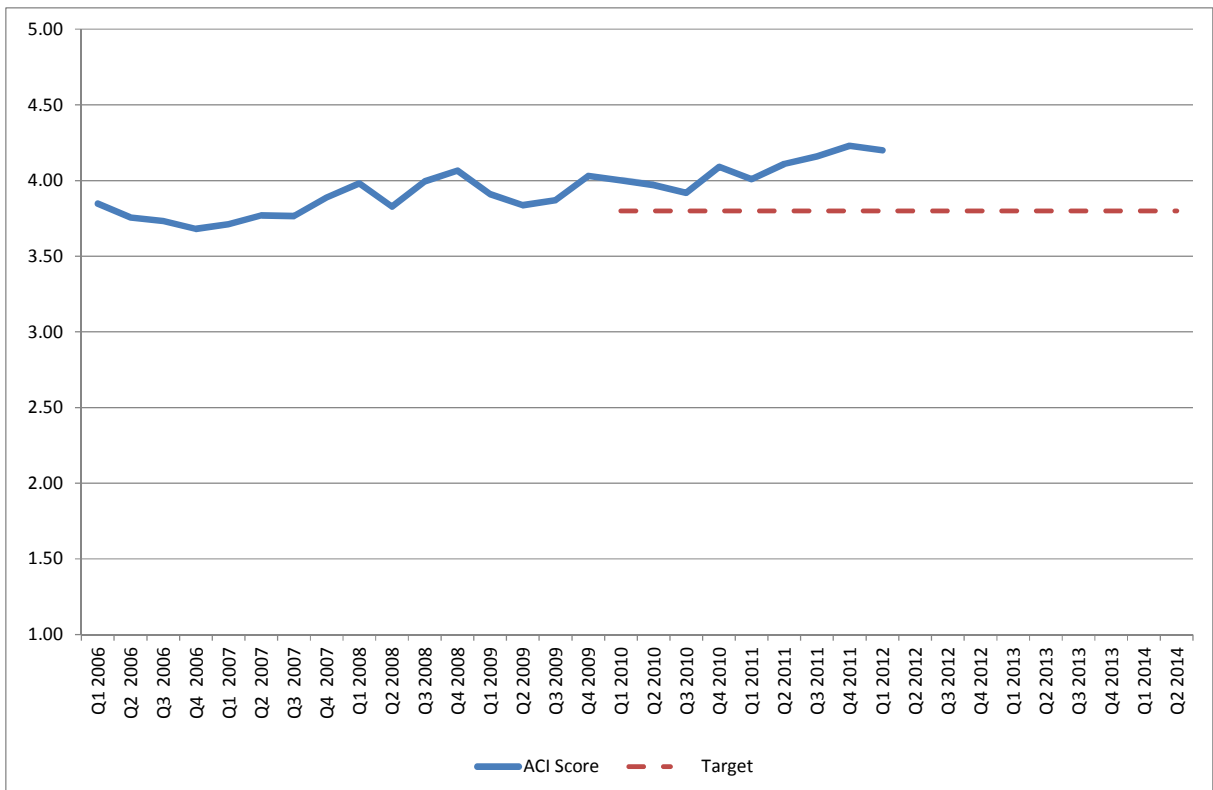
**Chart A7:** ACI survey scores for courtesy & helpfulness of security staff



**Chart A8:** ACI survey scores for overall satisfaction of all passengers



**Chart A9:** ACI survey scores for internet access / Wi Fi



**Chart A10:** ACI survey scores for feeling of being safe and secure

## **2. IAA Quality of Service Monitoring Scheme**

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- 2.1 During the first quarter of 2012, there were no ATFM delays with the codes "ATC Industrial Action", "ATC Equipment", "ATC Staffing" or "ATC Capacity" in excess of 15 minutes.