Quality of Service Monitoring
at Dublin Airport
January – March 2013

7 May 2013

Commission for Aviation Regulation

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1. DAA 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 January to March 2013.

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 Dublin Airport Authority (DAA). The service-quality term can reduce the price cap by 4.5% in 2013, 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 the results for security search queues and baggage system availability for the first quarter of 2013. It has also received the results of the ACI surveys for Q3 and Q4 2012.

1.5 Between January and March 2013 the DAA met the service quality targets for security queue search on all days except 15 March 2013, when there was a breach of the security queue target of 30 minutes. The DAA's ACI results show that it achieved the target scores for all categories in Q3 2012, Q4 2012 and Q1 2013.

Measure of queue times at the security passenger search

1.6 The DAA must ensure that passengers in both terminals 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 For the purposes of measuring time in a security queue, the start point is defined as where the passenger joins the end of the queue (which may or may not be inside the security queue area). The queue end position is defined as the point where the passenger hands over their boarding card to be checked at the entrance to the security screening area, although in the case of T1 the DAA is currently reporting the time taken to reach a point after where boarding passes are checked.

1.8 In the months January through March the DAA breached the security queue target of 30 minutes once: on 15 March in Terminal 1 there was a recorded queue time of 30:03 minutes.

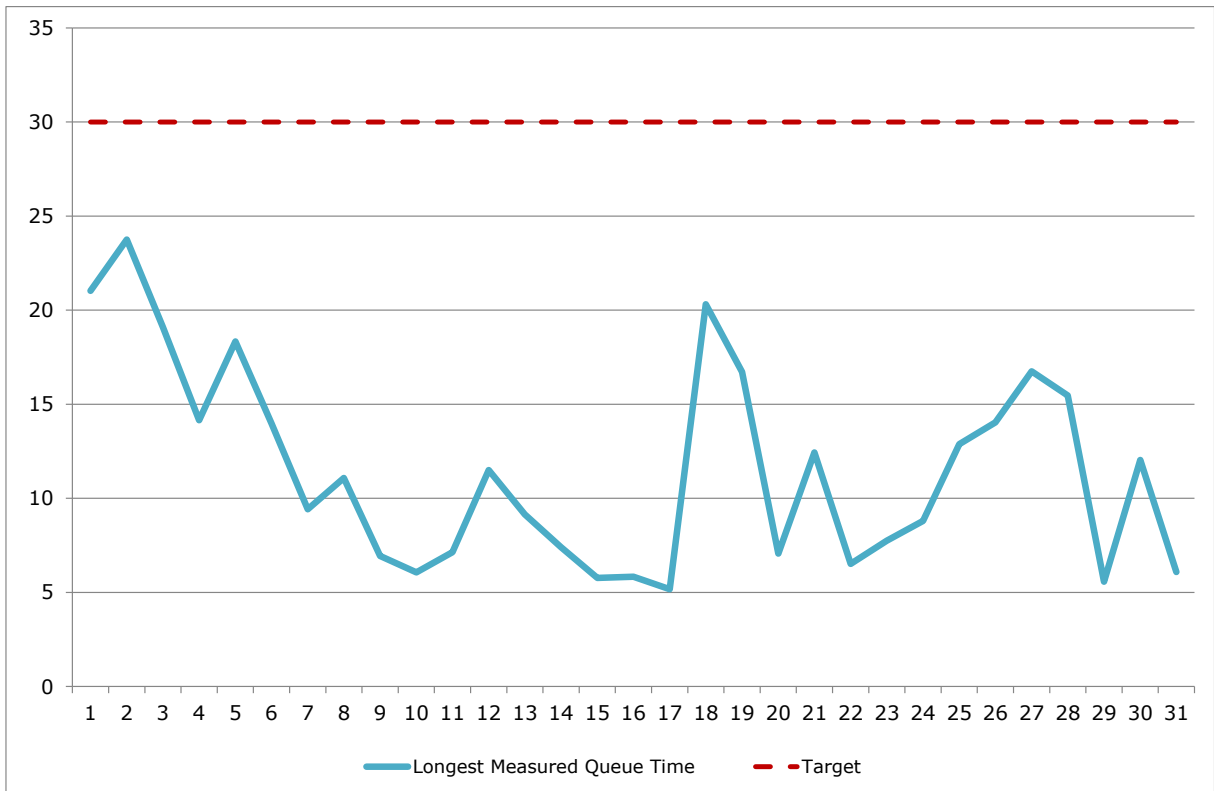1.9 The following charts plot the daily highs for queue length for the three months January through to March.

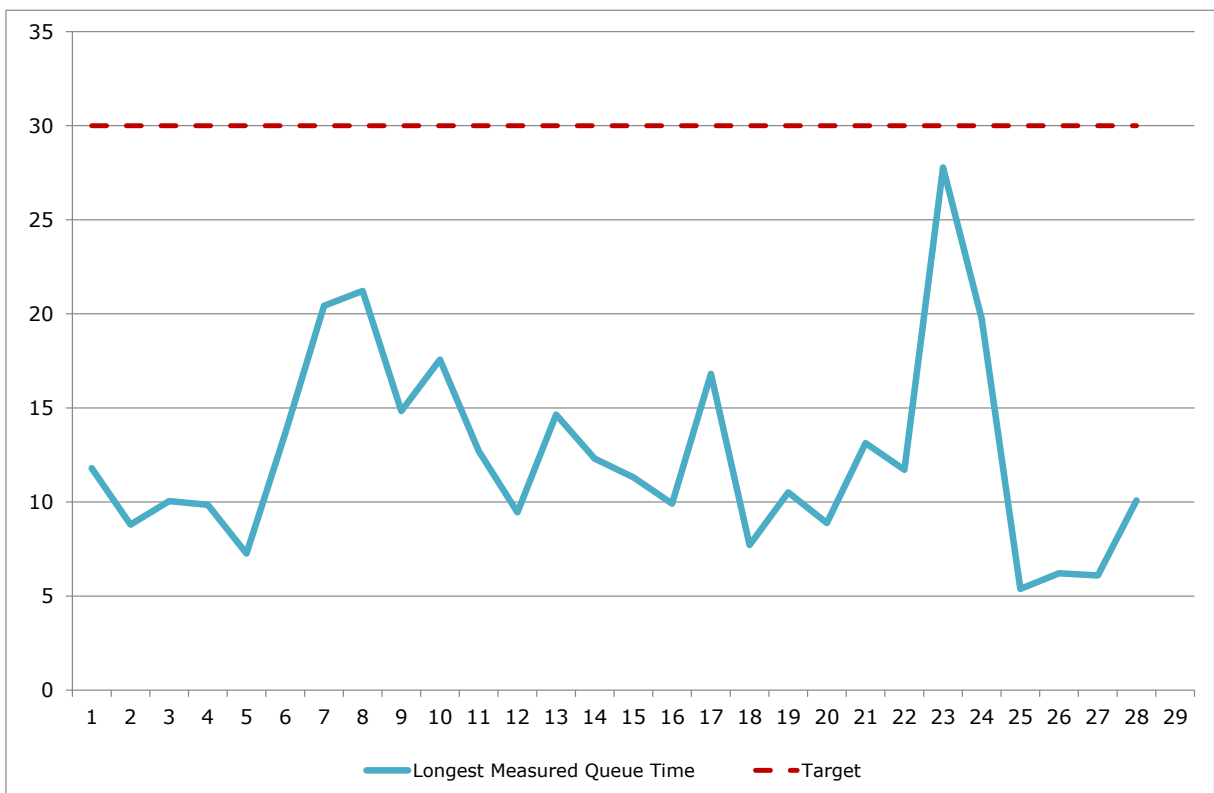**Chart S1**: Longest measured security queue each day, January 2013 (minutes)

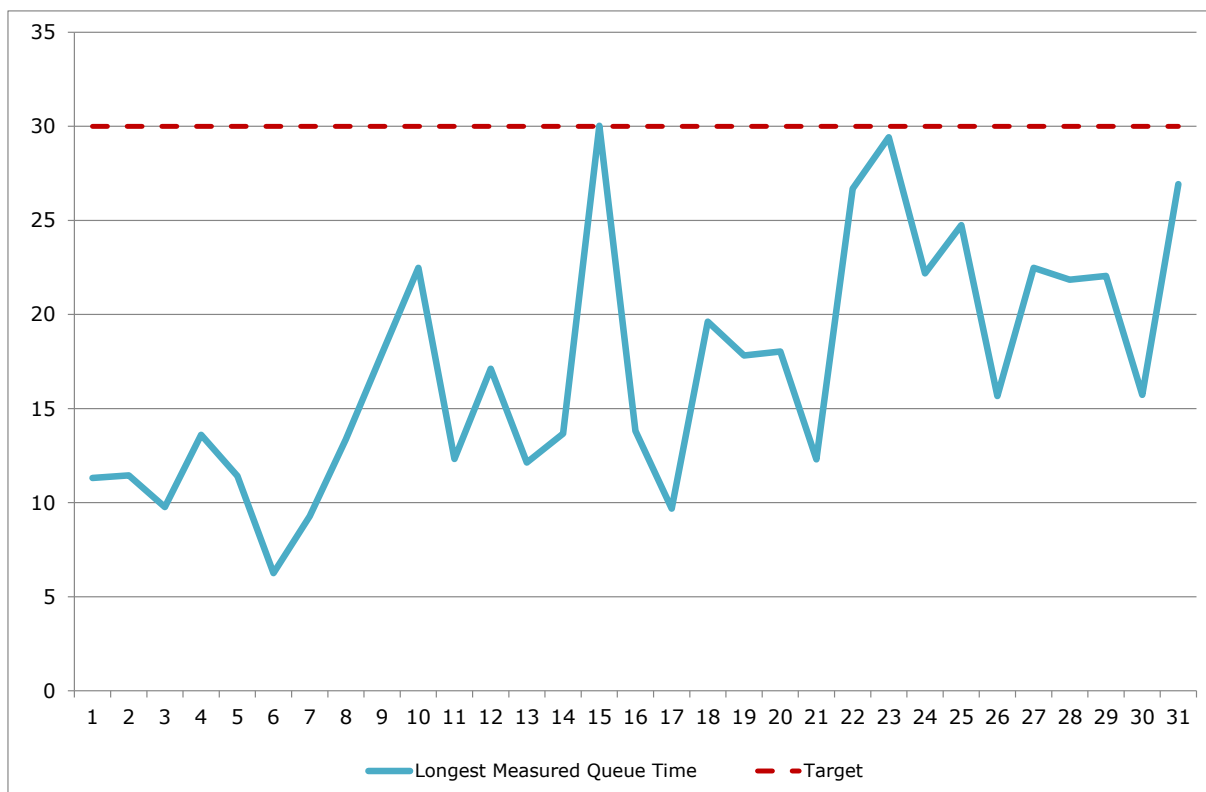**Chart S2**: Longest measured security queue each day, February 2013 (minutes)

Chart S3: Longest measured security queue each day, March 2013 (minutes)

Measure of time that the outbound baggage system is unavailable

1.10   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 ground handlers 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 ground handler with access to an alternative baggage belt within 30 minutes of receiving notice that such access is required.

1.11   The DAA reports it has met the quality target on the outbound baggage belt up to end March 2013. There were no dates in the period when airlines or ground handlers requested access to an alternative belt.

Measure of time that the inbound system is available

1.12   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). This target is assessed quarterly.

1.13 The DAA met the quality target on the inbound baggage system for the first quarter 2013. From January to March 2013 the inbound baggage belt was available in more than 99.99% of operational hours.

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

1.14 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 Q3 and Q4 2012 and Q1 2013.

1.15 The following table presents the results from the ACI survey for the quarters 3 and 4 2012 plus quarter 1 2013 and the targets set in the Final Determination. Subsequent charts show how these series have evolved since 1 January 2006.

Service quality measure from ACI survey	Q3 2012 result	Q4 2012 result	Q1 2013 result	Target
Ease of finding your way through airport	4.11	4.05	4.22	3.70
Flight information screens	4.03	4.02	4.14	3.80
Cleanliness of airport terminal	4.23	4.19	4.25	3.60
Cleanliness of washrooms / toilets	3.94	3.91*	3.98	3.30
Comfort of waiting / gate areas	3.61	3.47	3.55	3.00
Courtesy and helpfulness of airport staff	4.15	4.09	4.19	3.80
Courtesy and helpfulness of security staff	4.01	3.83	4.03	3.80
Overall satisfaction (All Passengers)	4.10	4.01	4.04	3.50
Internet access/ Wi Fi	3.97	3.87	3.79	3.10
Feeling of being safe and secure	4.09	4.00	4.14	3.80

Table 2: ACI Survey Results

*in a previous version of this document this number was misreported as 4.91
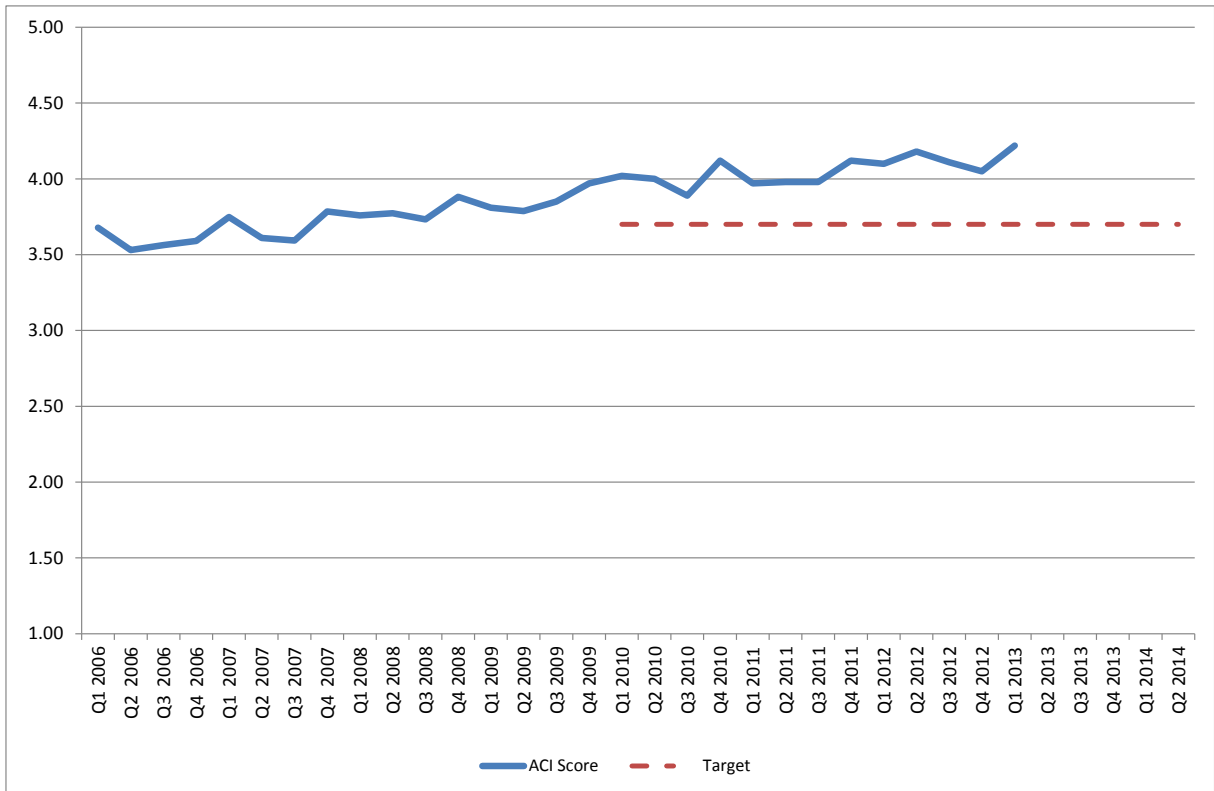
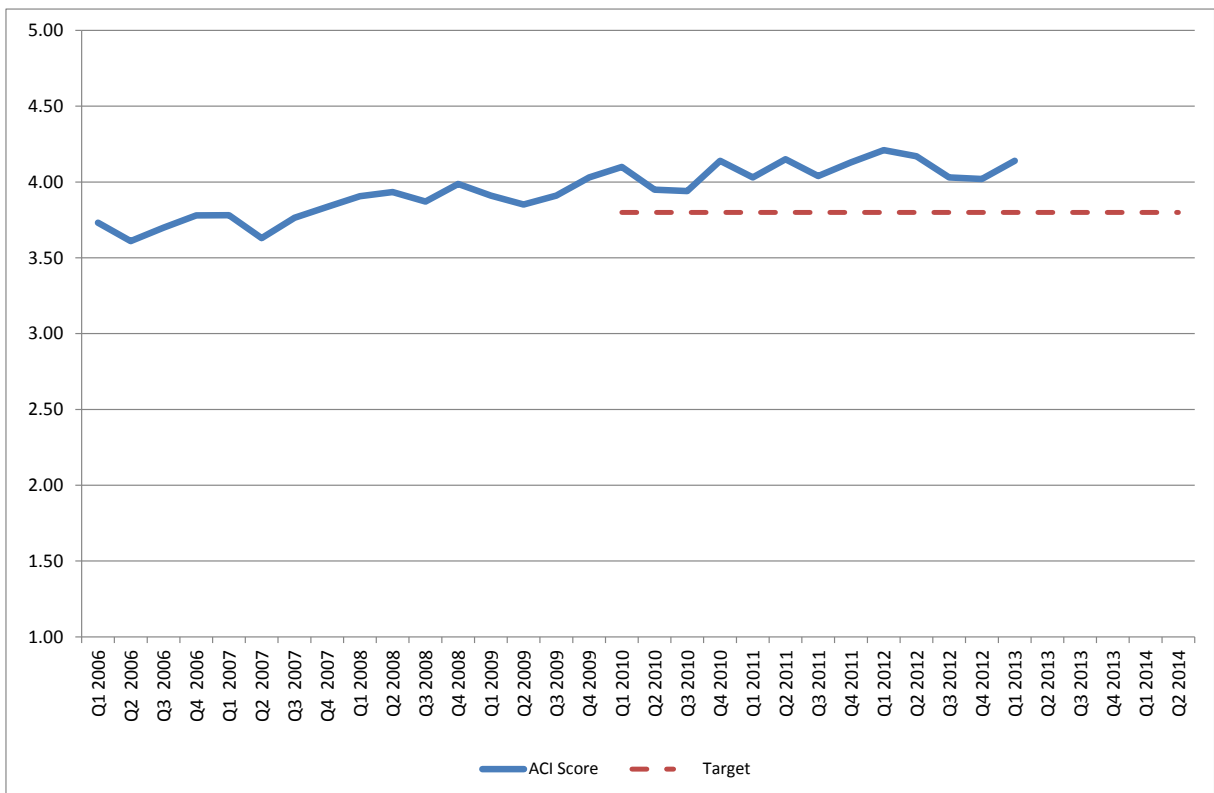**Chart A1**: ACI survey scores for ease of way finding through Dublin airport

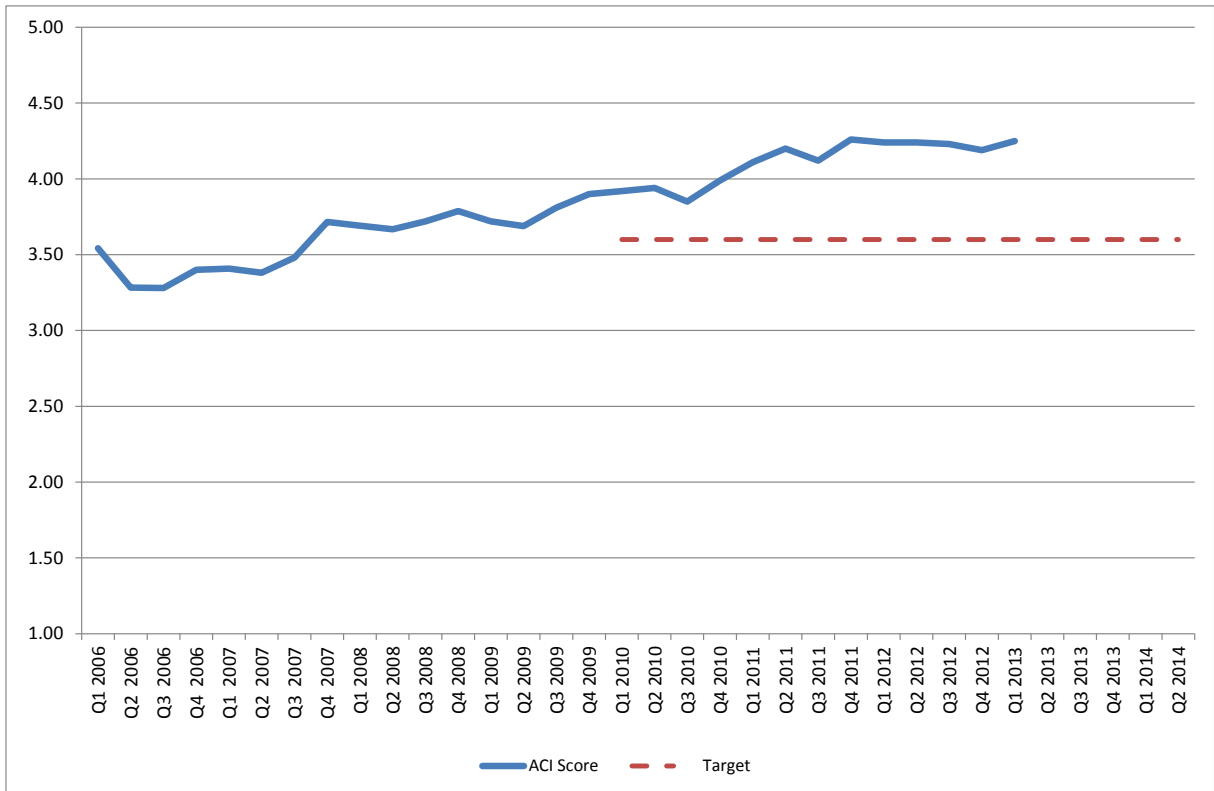**Chart A2**: ACI survey scores for flight information screens at Dublin airport

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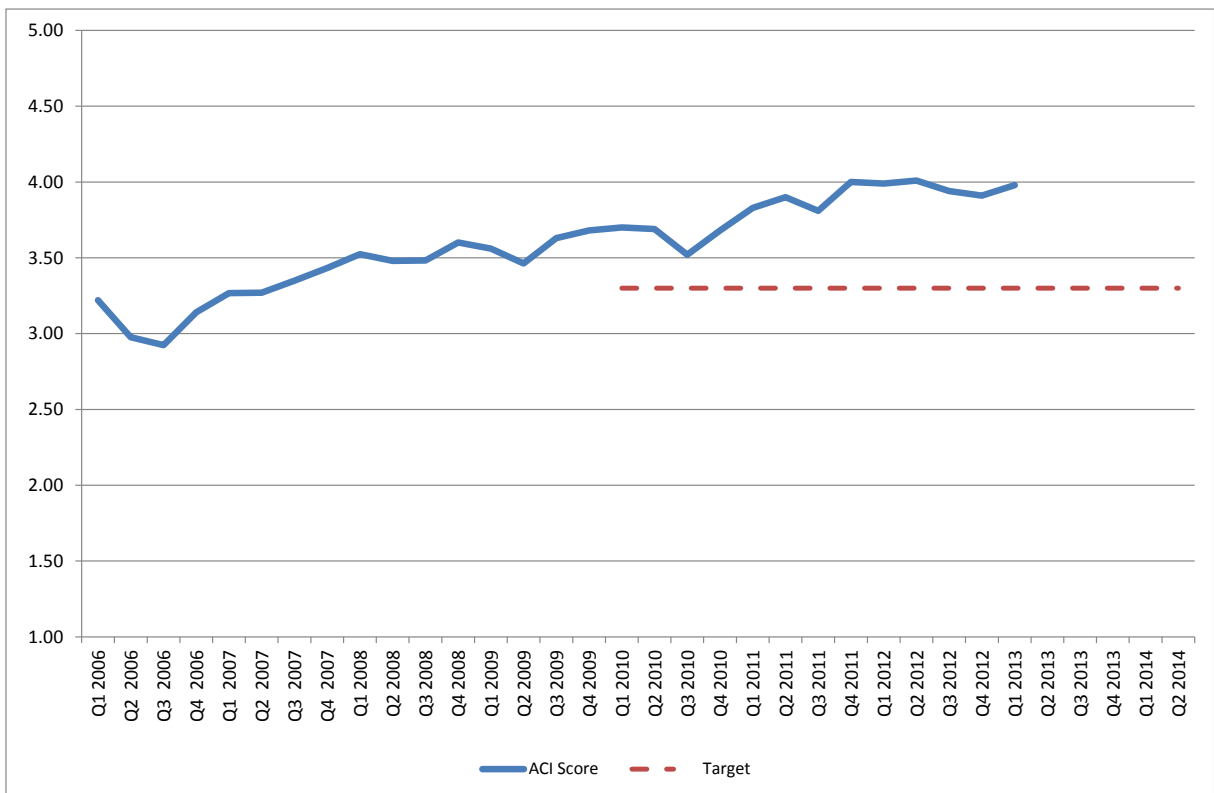

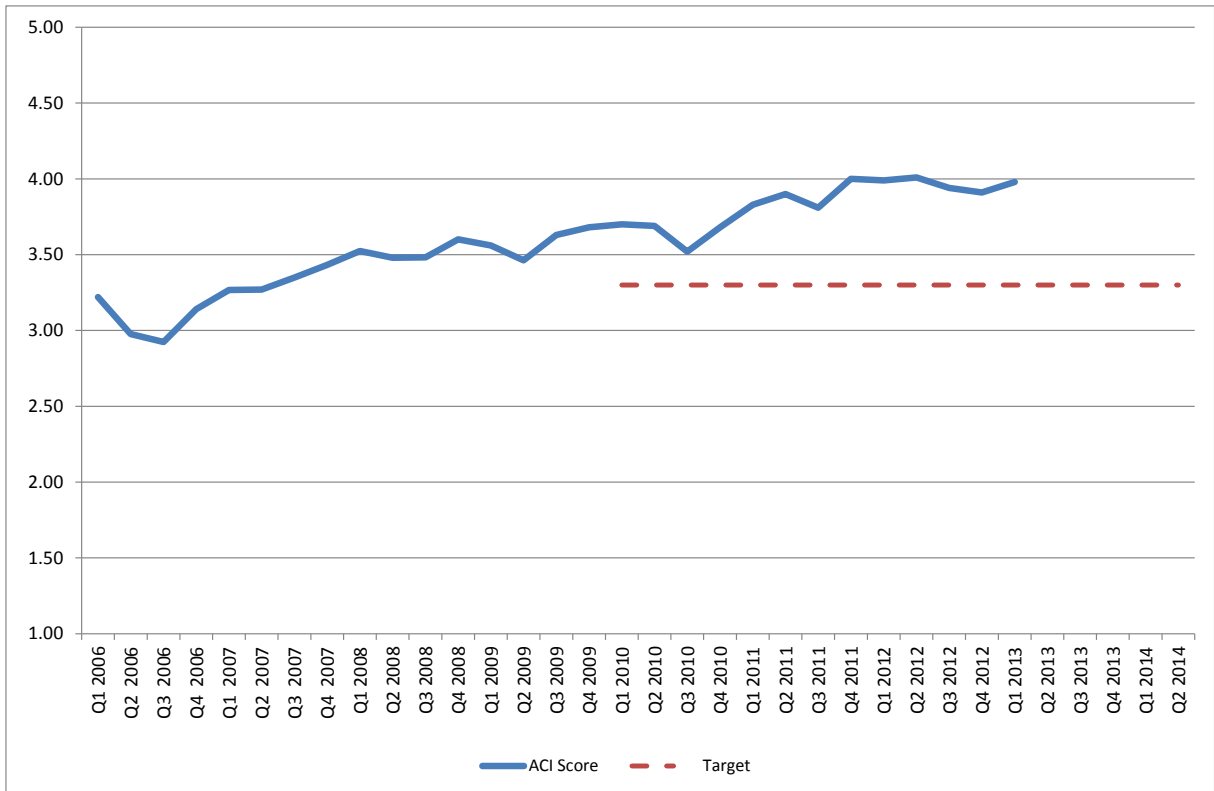**Chart A4**: ACI survey scores for cleanliness of washrooms at Dublin airport

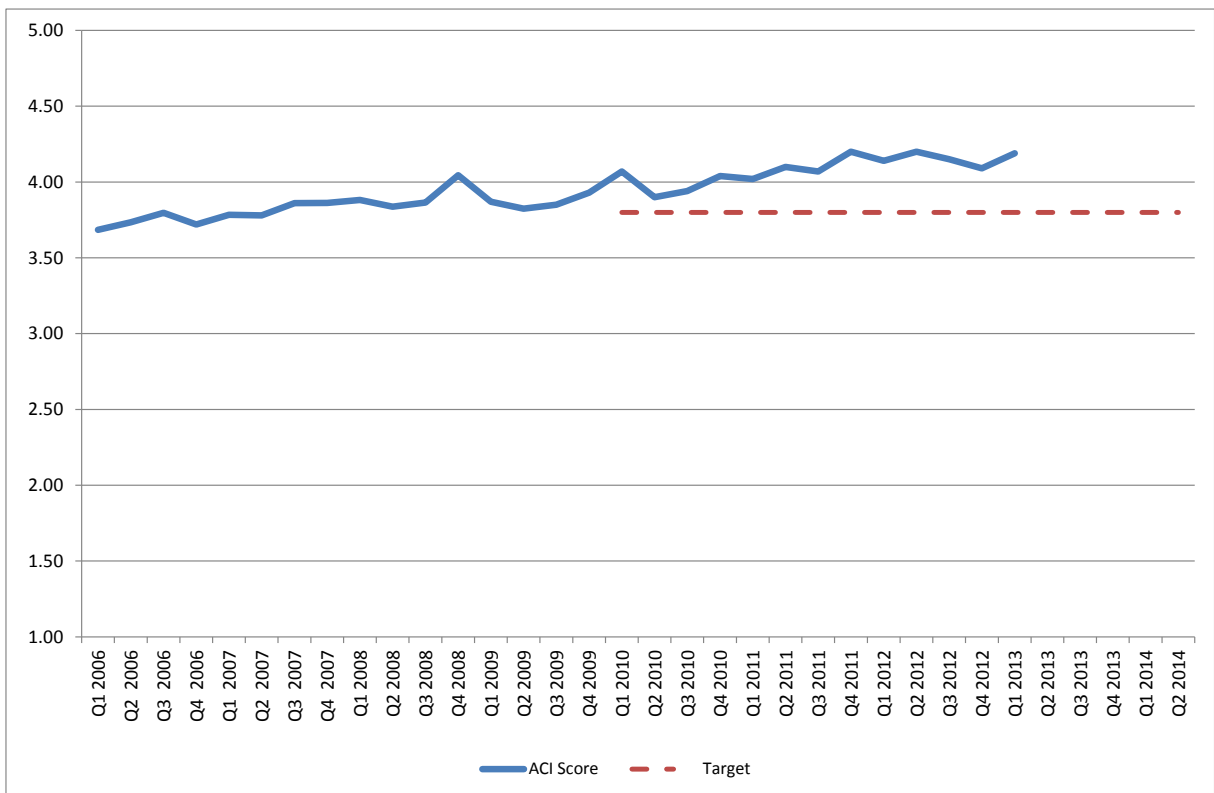**Chart A5**: ACI survey scores for comfort of wait/gate areas at Dublin airport

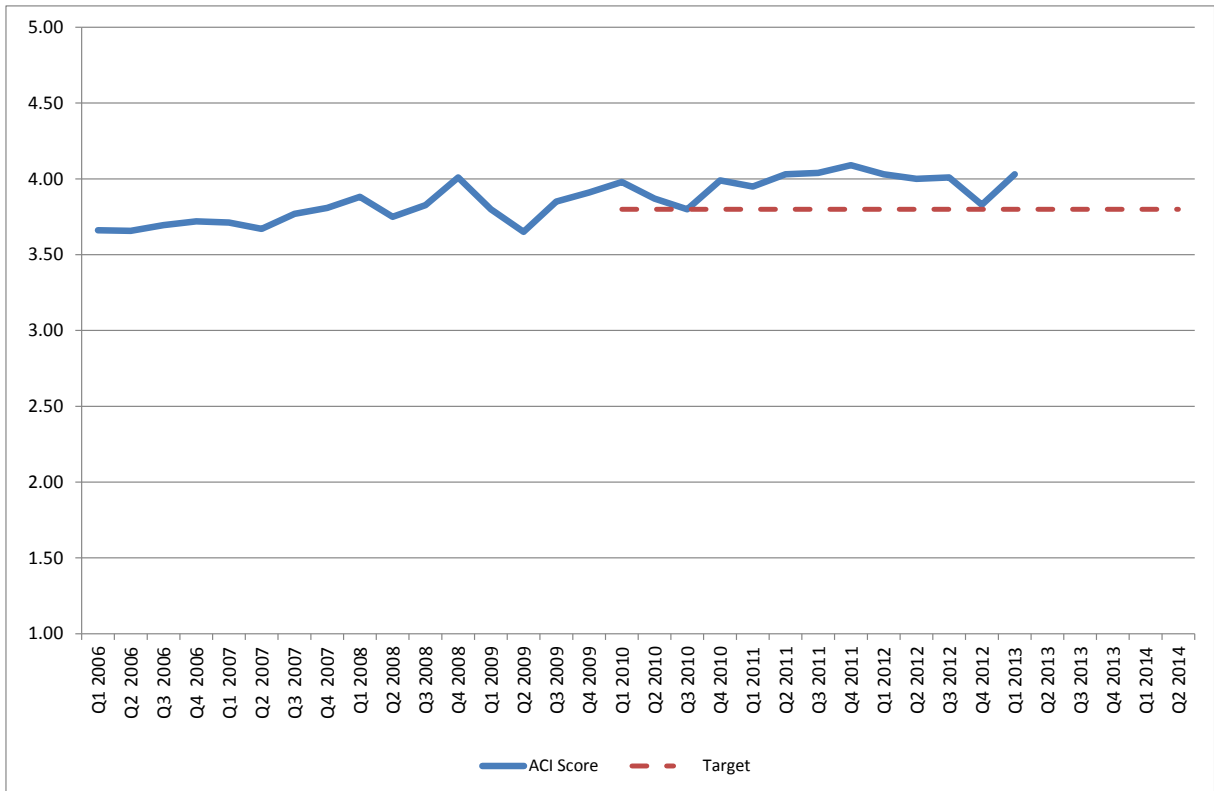**Chart A6**: ACI survey scores for courtesy & helpfulness of non-security staff

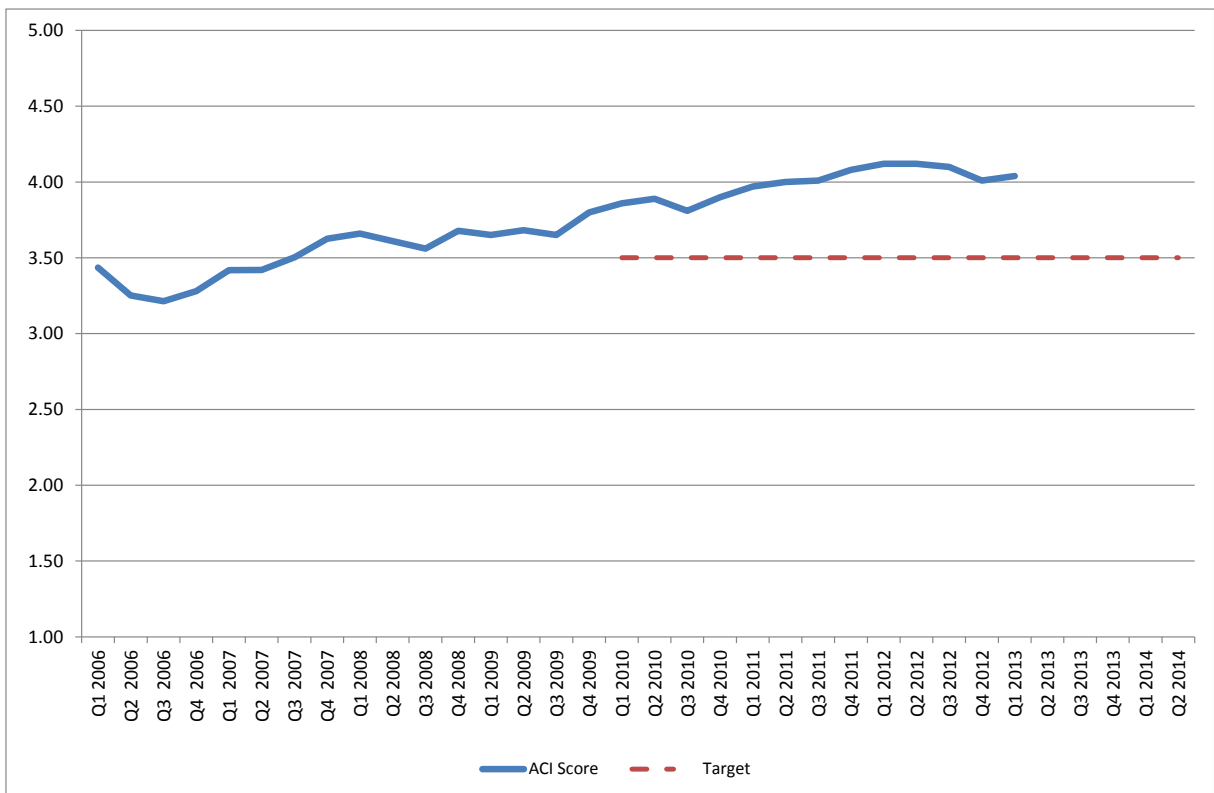**Chart A7**: ACI survey scores for courtesy & helpfulness of security staff

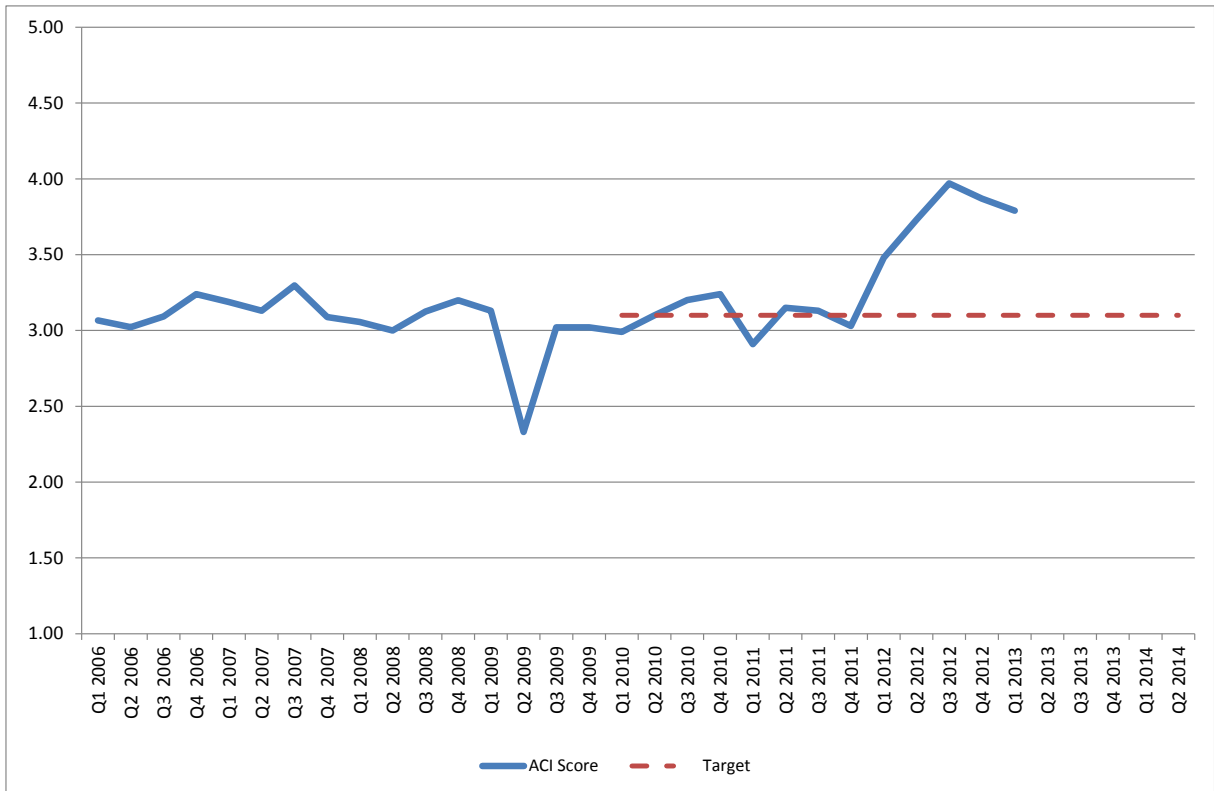**Chart A8**: ACI survey scores for overall satisfaction of all passengers

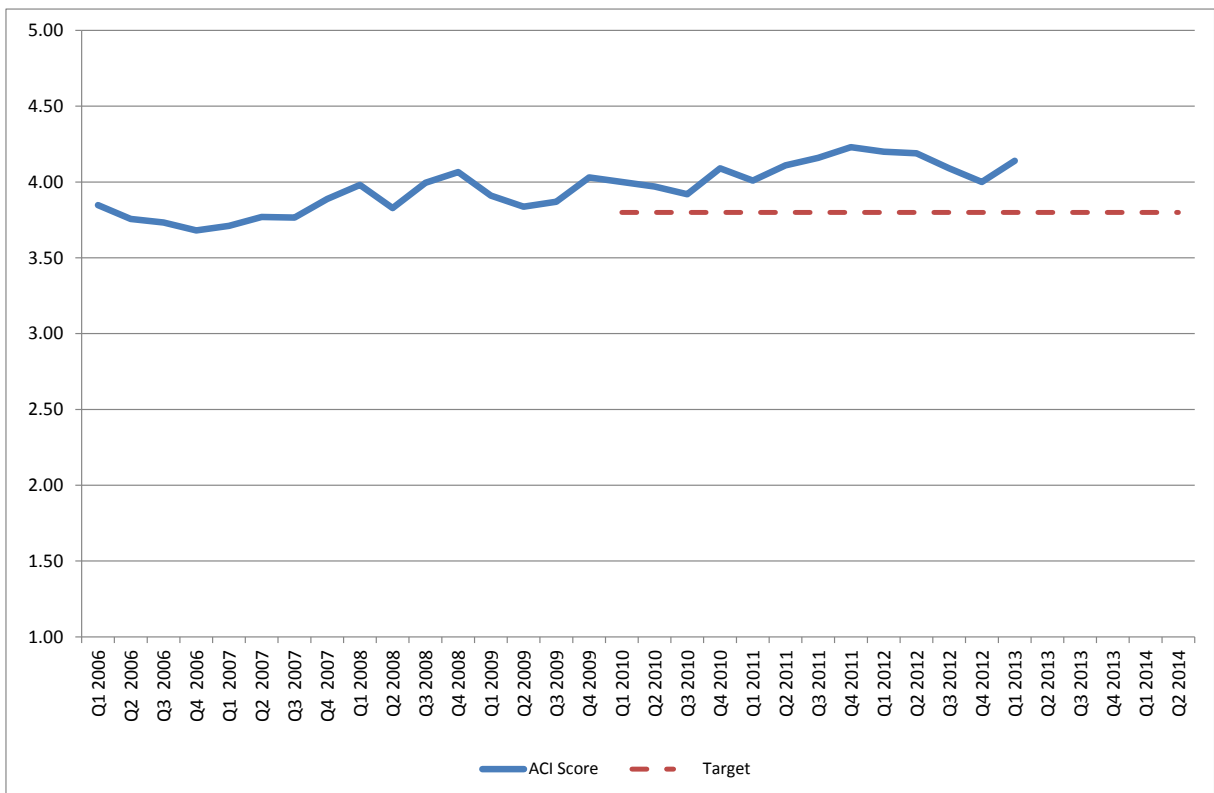**Chart A9**: ACI survey scores for internet access / Wi Fi

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