

**Quality of Service Monitoring
at Dublin Airport
April - June 2014**

7 August 2014

Commission for Aviation Regulation

3rd Floor, Alexandra House

Earlsfort Terrace

Dublin 2

Ireland

Tel: +353 1 6611700

Fax: +353 1 6611269

E-mail: info@aviationreg.ie

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 April to June (Q2) 2014.
- 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 2014, 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, baggage system availability and ACI surveys for Q2 2014.
- 1.5 Between April and June 2014 the DAA met the service quality targets for security queue search on all days. The DAA's ACI results show that it achieved the target scores for all categories in Q2 2014. Quality targets related to inbound and outbound baggage systems were achieved.

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 Effective 14 May 2014 DAA implemented a new system for measuring security queue times. The previous system captured queue times from mobile devices with Bluetooth enabled, the new system captures data from devices with either Bluetooth or Wifi enabled. The result is a much larger sample size. Both systems ran concurrently for a period of time and the Commission compared the two data streams. The Commission

is satisfied that the new system does not bias the measurement and has the potential to be a truer measure of the actual queue length.

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

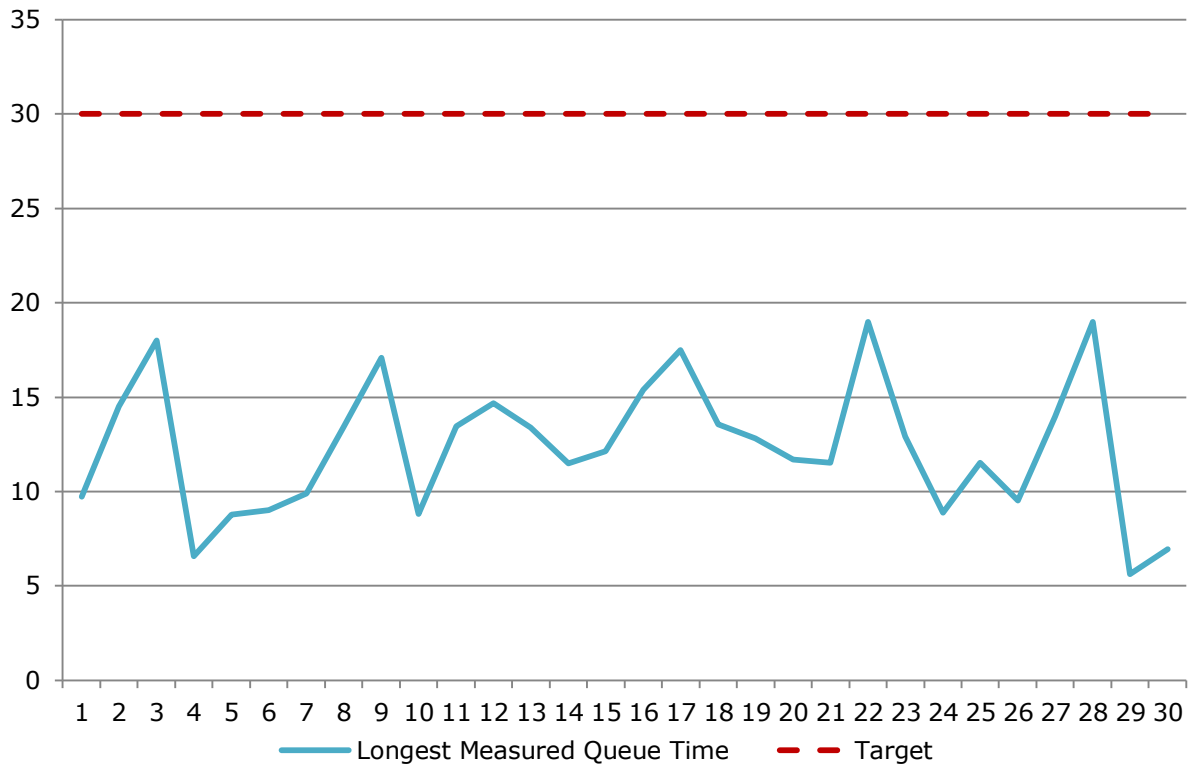


Chart S1: Longest measured security queue each day, April 2014 (minutes)

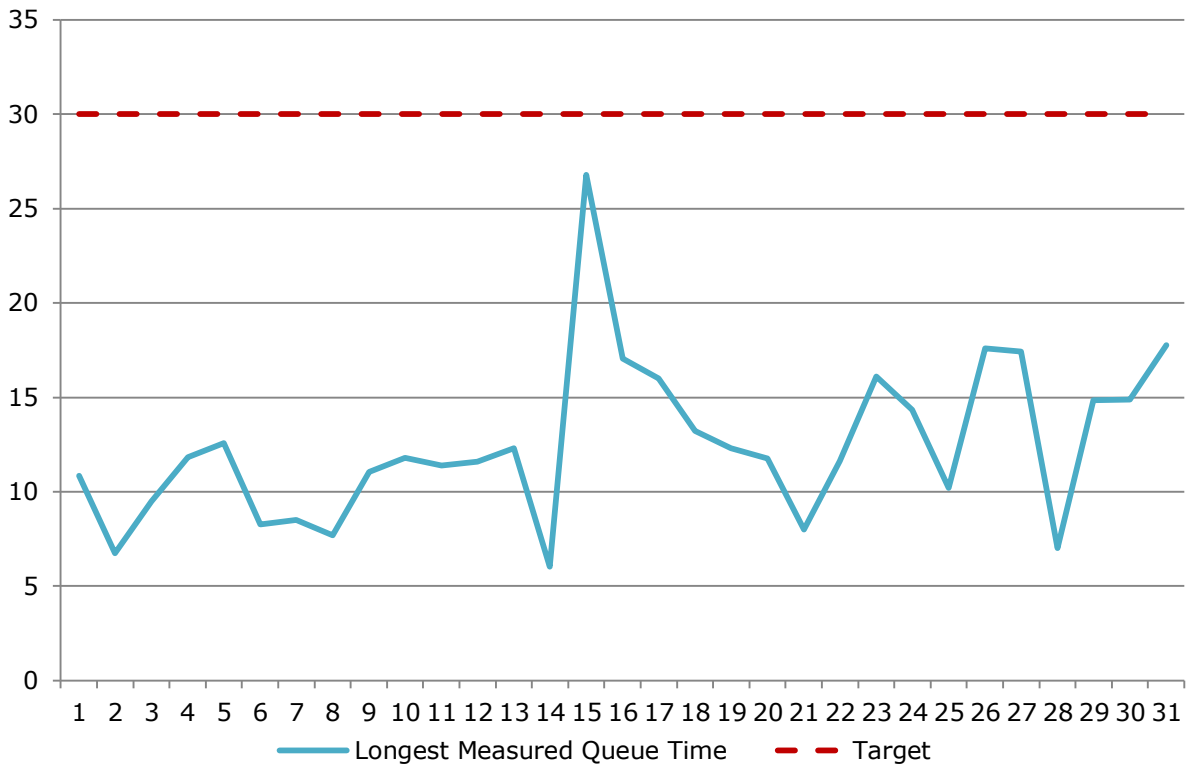


Chart S2: Longest measured security queue each day, May 2014 (minutes)

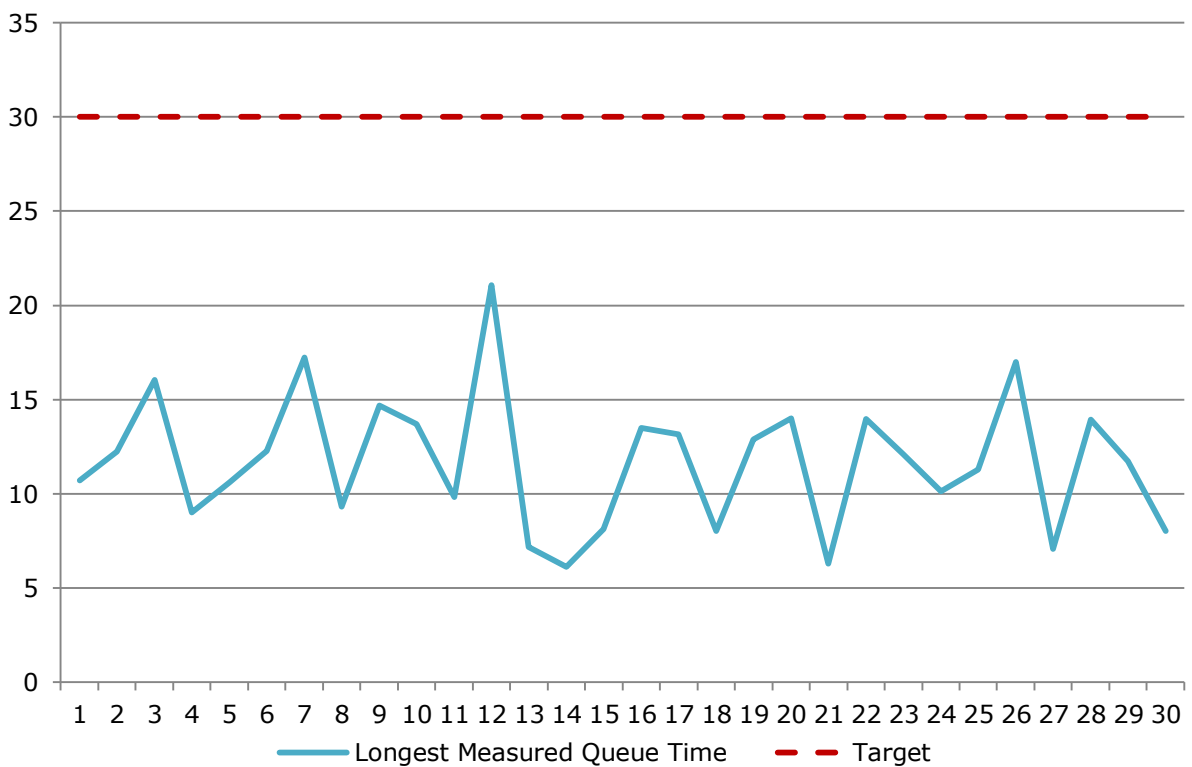


Chart S3: Longest measured security queue each day, June 2014 (minutes)

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 during Q2 2014. 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 Q2 2014. From April to June 2014 the inbound baggage belt was available in 99.83% 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 Q2 2014.
- 1.15 The following table presents the results from the ACI survey for Q2 2014 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	Q2 2014 result	Target
Ease of finding your way through airport	4.22	3.70
Flight information screens	4.25	3.80
Cleanliness of airport terminal	4.28	3.60
Cleanliness of washrooms / toilets	3.94	3.30
Comfort of waiting / gate areas	3.53	3.00
Courtesy and helpfulness of airport staff	4.27	3.80
Courtesy and helpfulness of security staff	4.03	3.80
Overall satisfaction (All Passengers)	4.14	3.50
Internet access/ Wi Fi	4.00	3.10
Feeling of being safe and secure	4.26	3.80

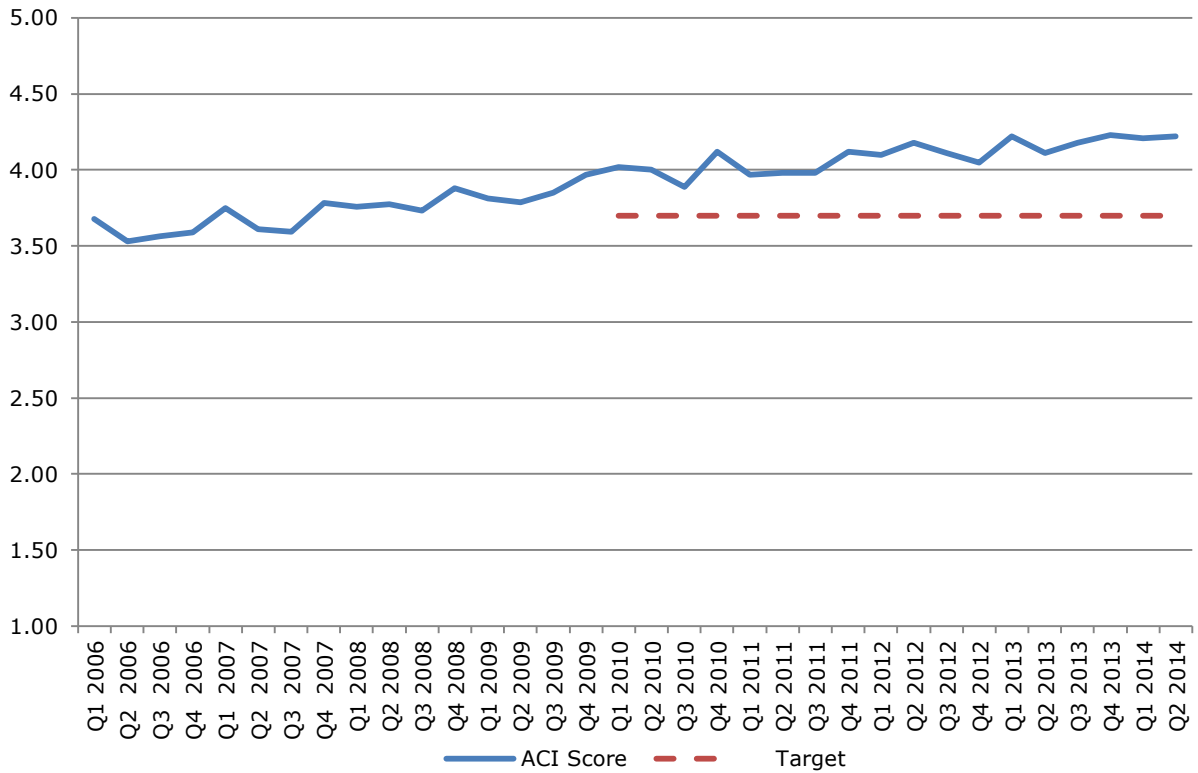


Chart A1: ACI survey scores for ease of way finding through Dublin airport

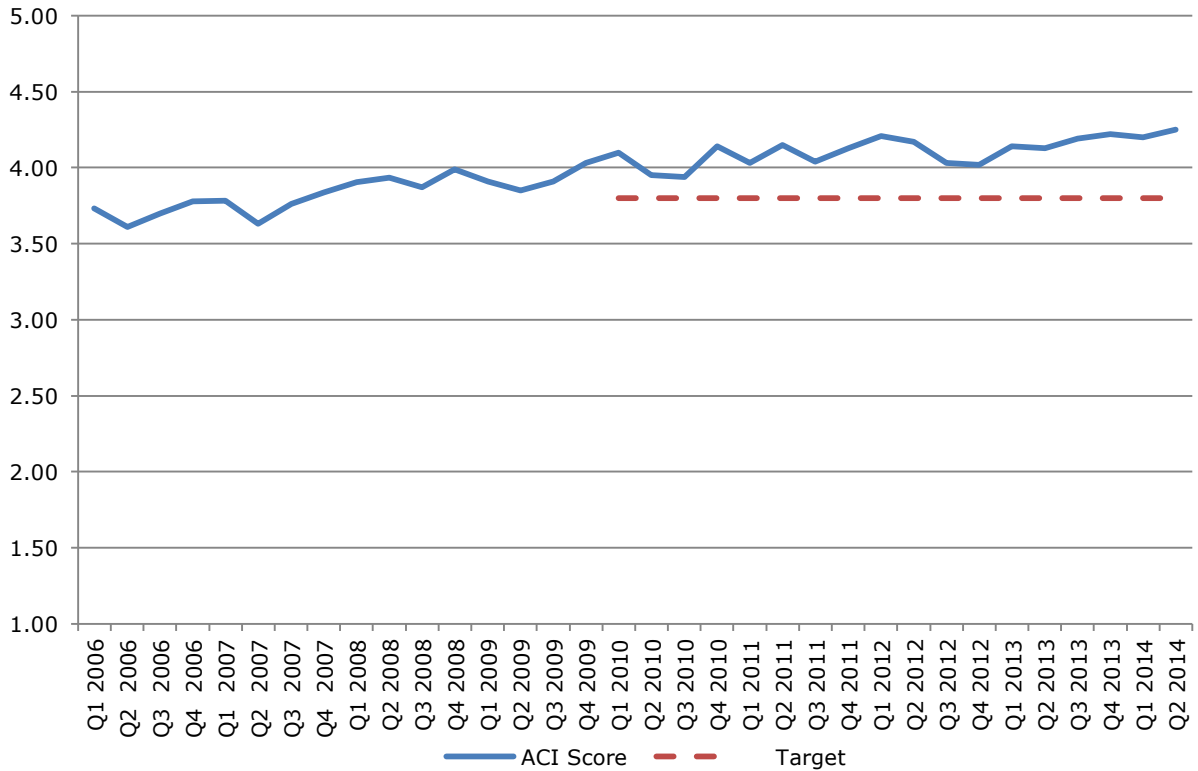


Chart A2: ACI survey scores for flight information screens at Dublin airport

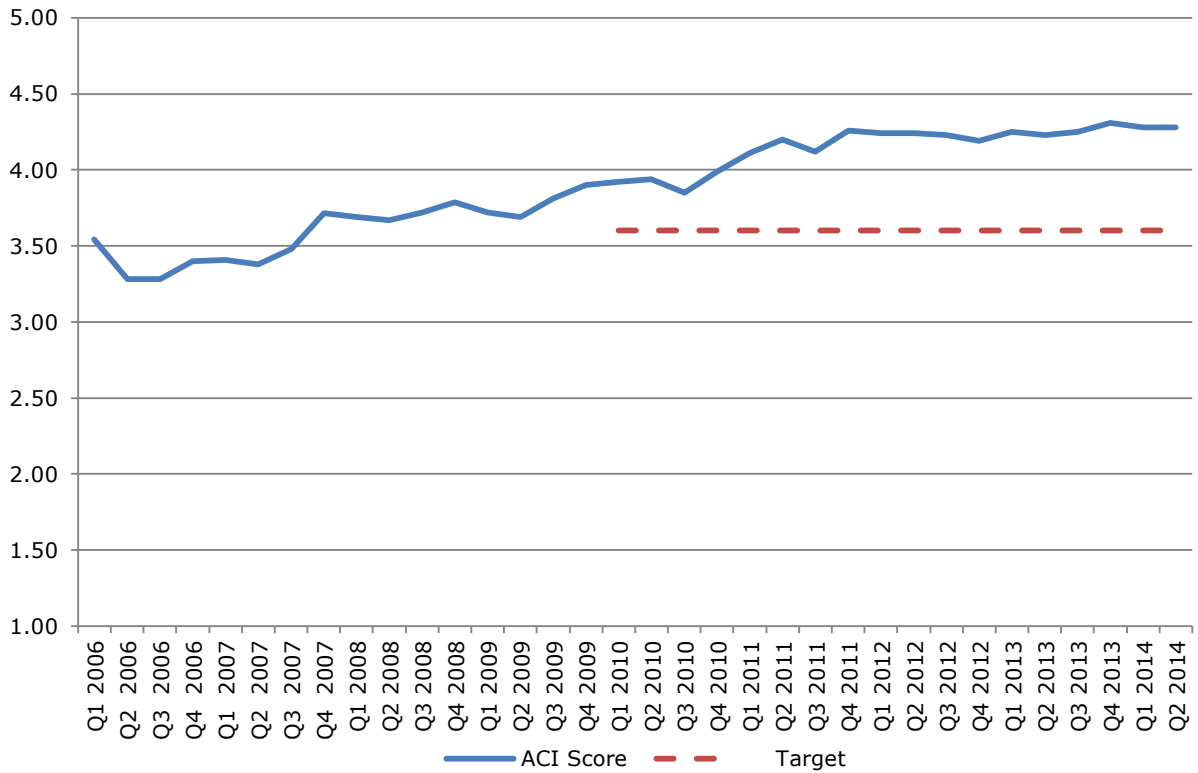


Chart A3: ACI survey scores for cleanliness of terminal at Dublin airport

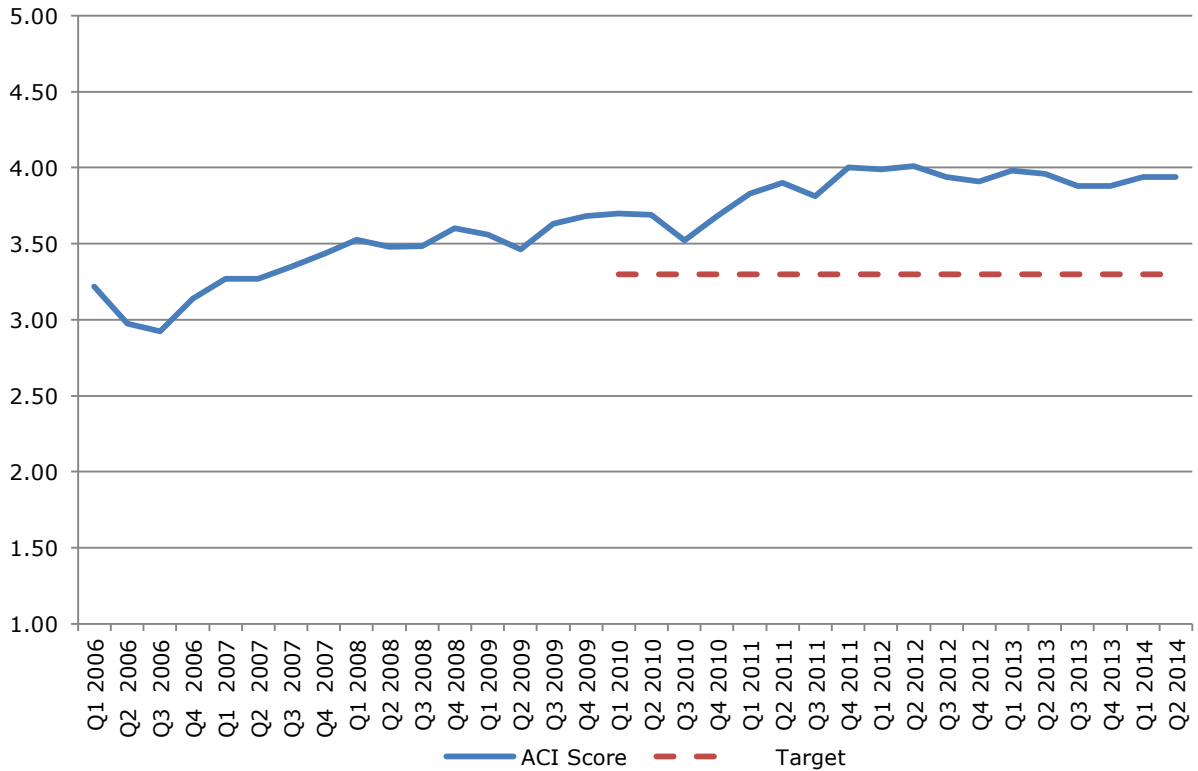


Chart A4: ACI survey scores for cleanliness of washrooms at Dublin airport

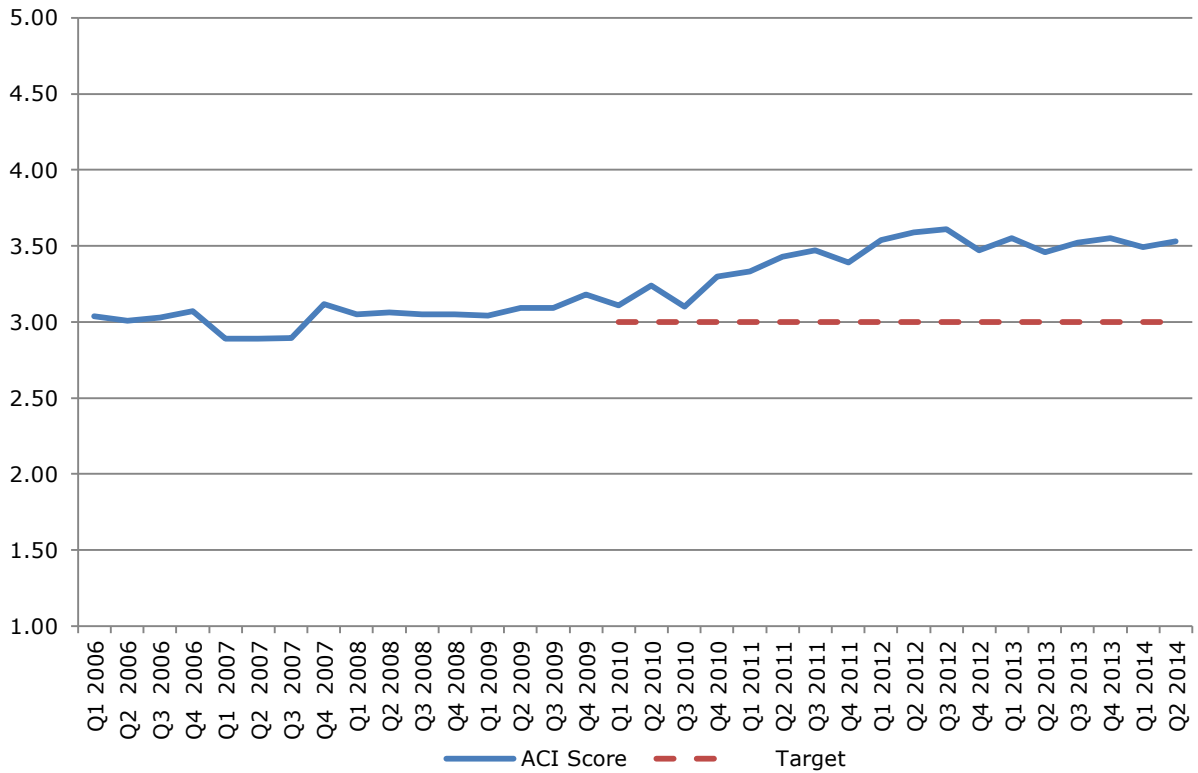


Chart A5: ACI survey scores for comfort of wait/gate areas at Dublin airport

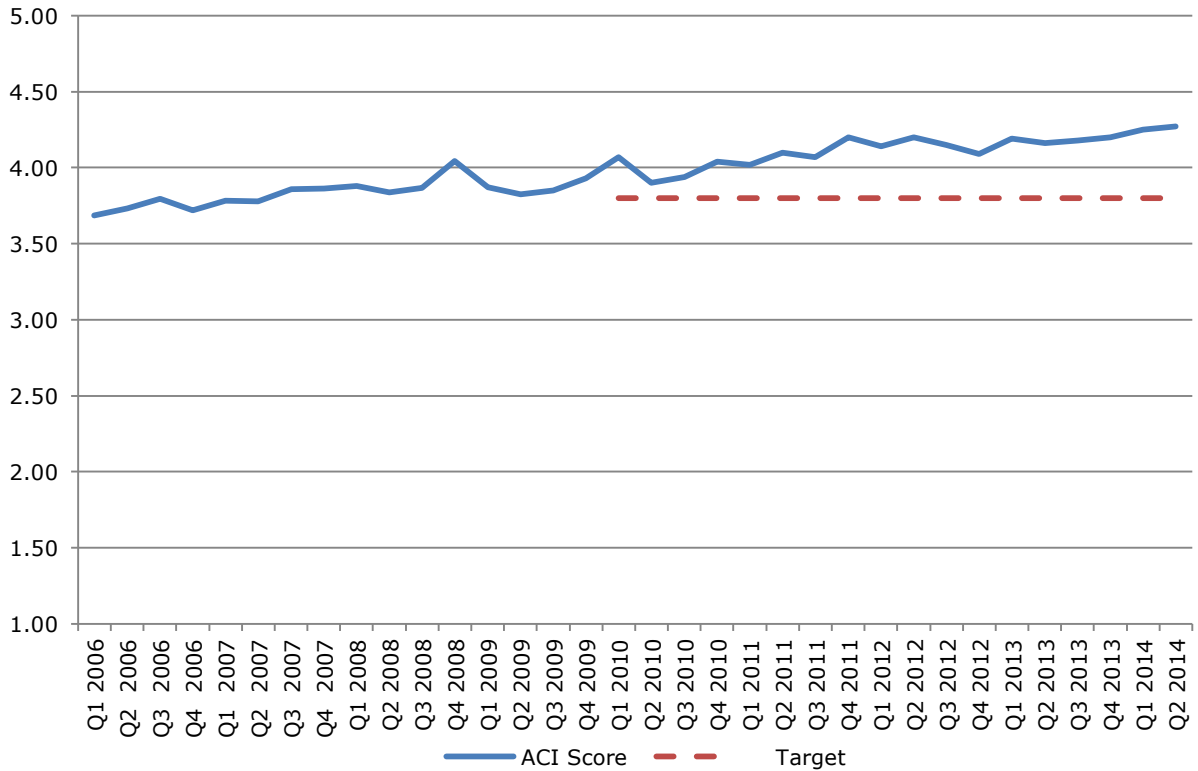


Chart A6: ACI survey scores for courtesy & helpfulness of non-security staff

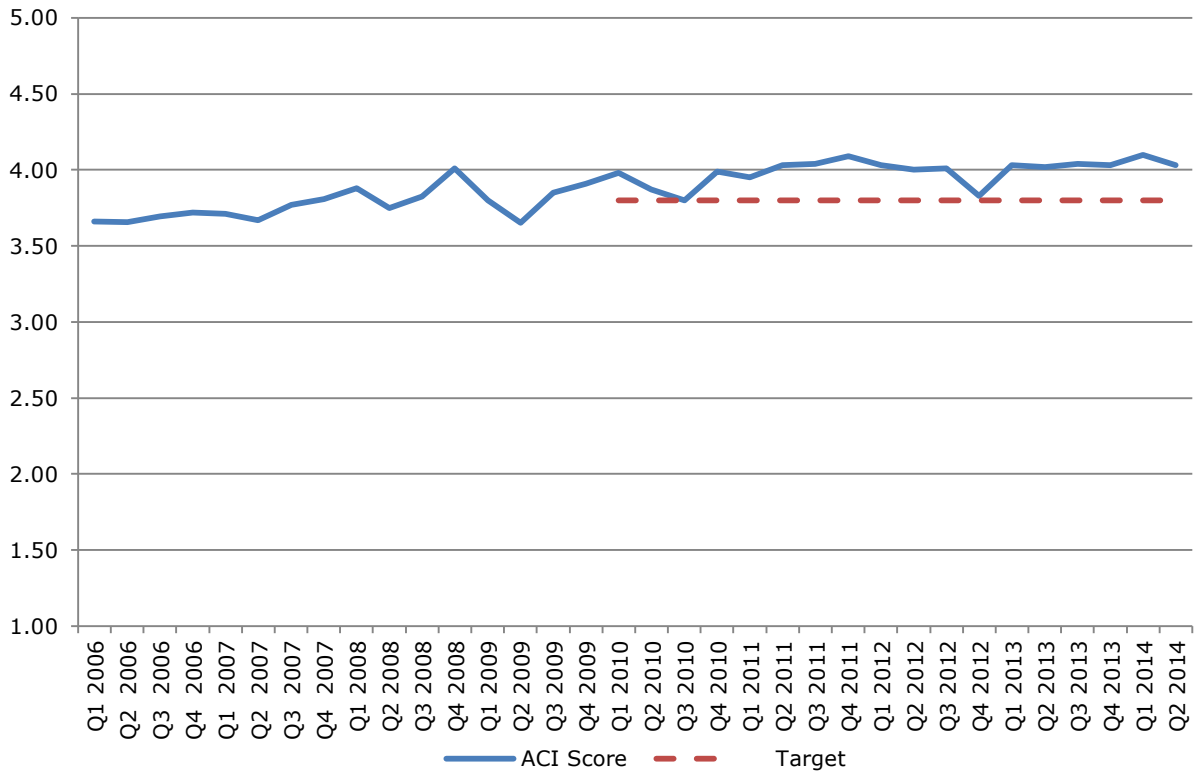


Chart A7: ACI survey scores for courtesy & helpfulness of security staff

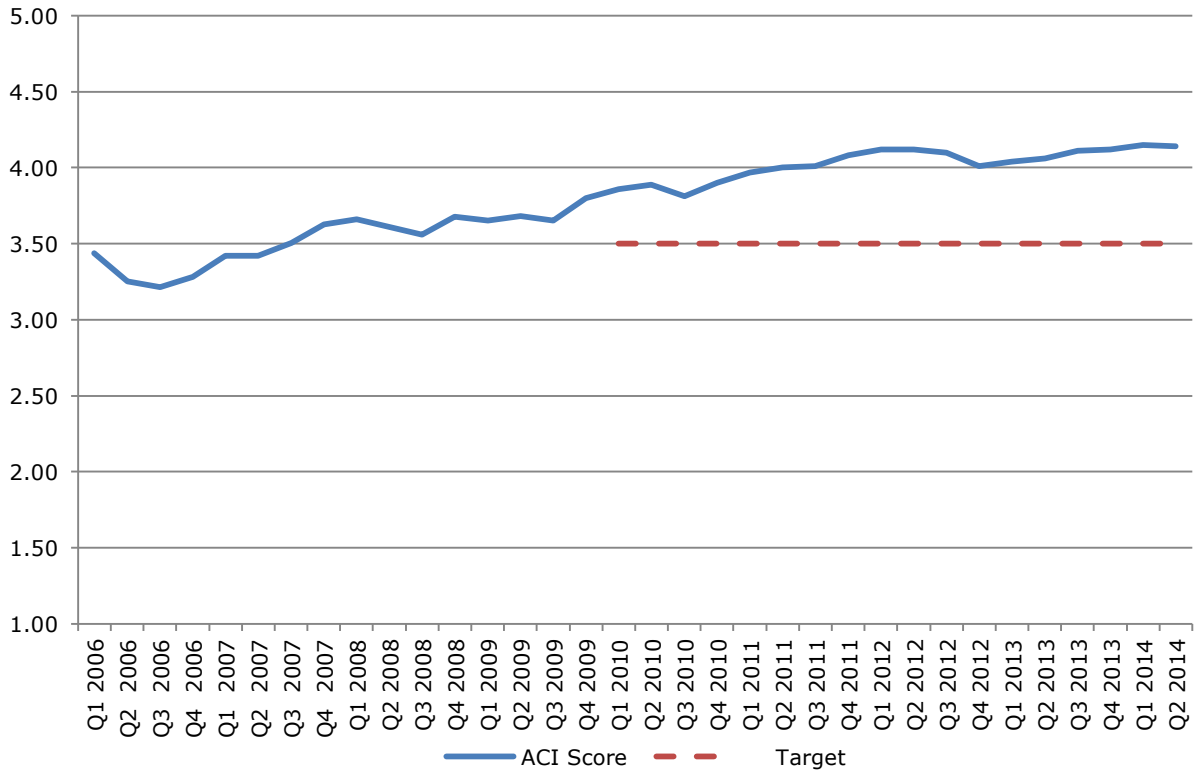


Chart A8: ACI survey scores for overall satisfaction of all passengers

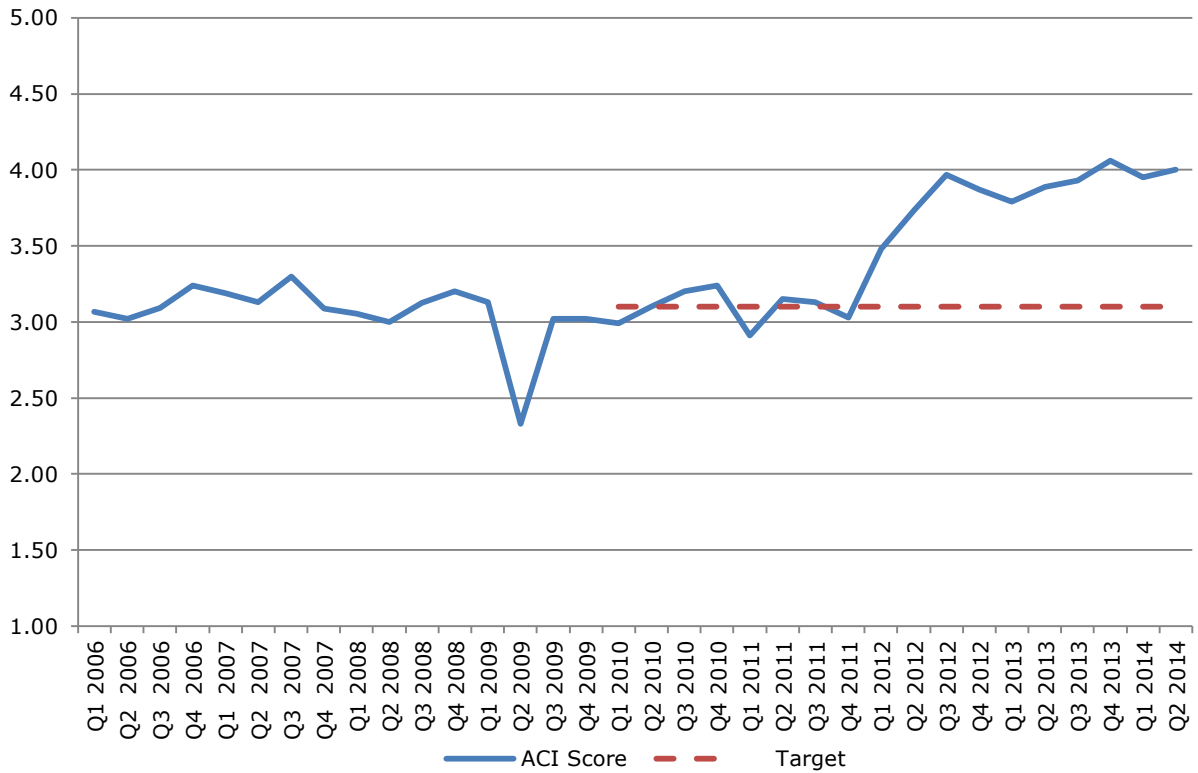


Chart A9: ACI survey scores for internet access / Wi Fi

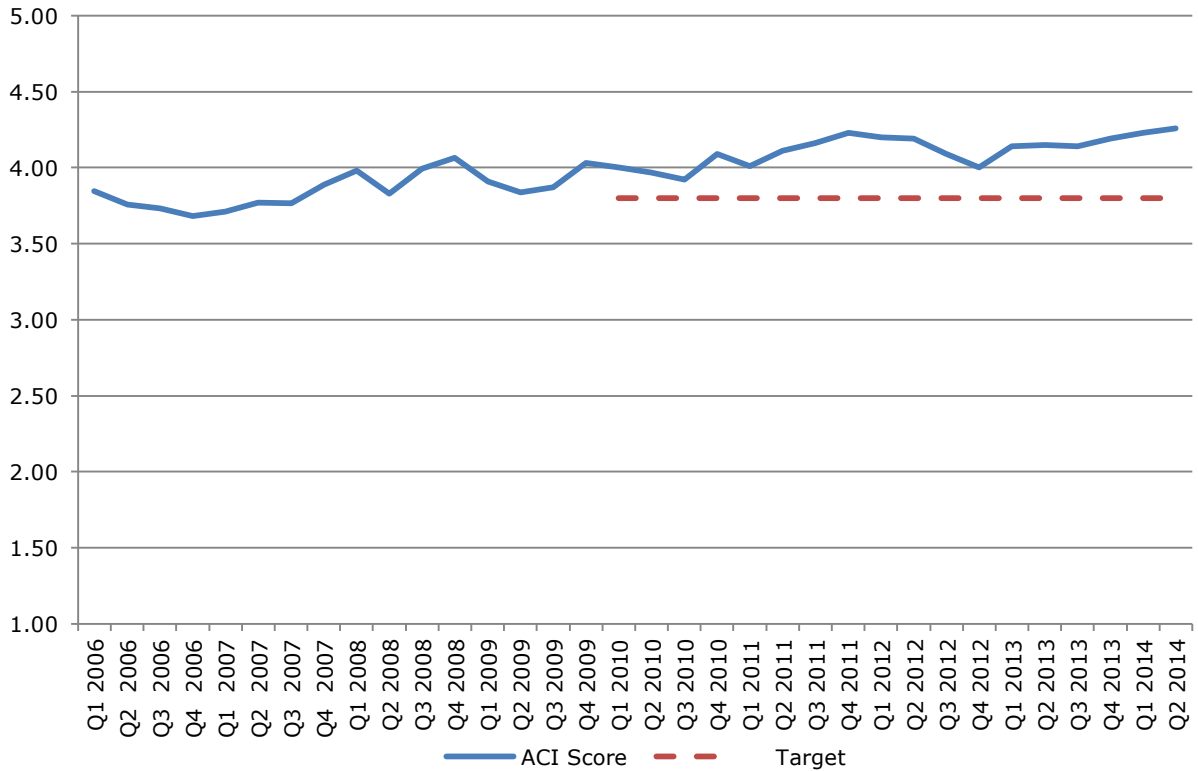


Chart A10: ACI survey scores for feeling of being safe and secure