

Quality of Service Compliance at Dublin Airport-Q4 2016, 23 January 2017

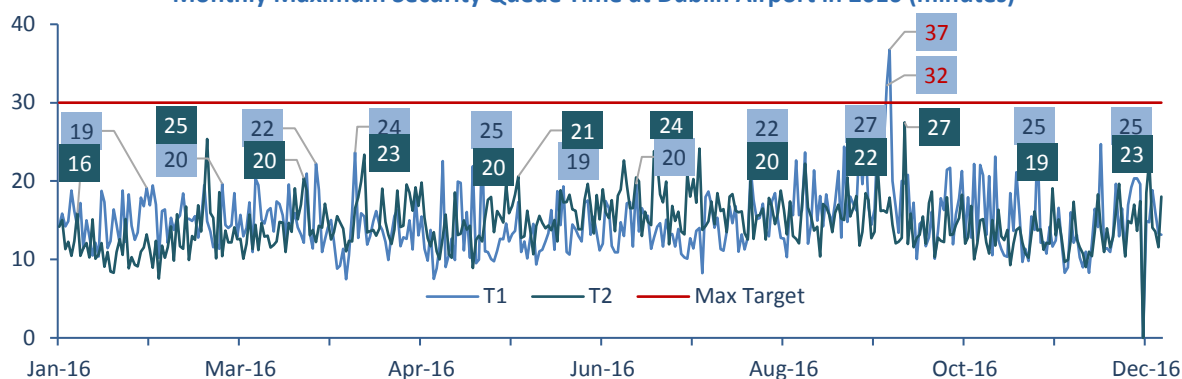
This report evaluates the compliance in Q4 2016 of the performance of Dublin Airport for twelve categories of quality of service in relation to the minimum standards set by the Commission in the 2014 Determination and the corresponding price cap revenue at risk for underperformance.

Dublin Airport did not meet all targets in Q4 2016, on 1 and 2 October the security queue in Terminal 1 exceeded 30 minutes (reaching 32 and 37 minutes, respectively). There will be a reduction in the 2016 price cap of 0.1% based on these results. There were no other breaches in 2016.

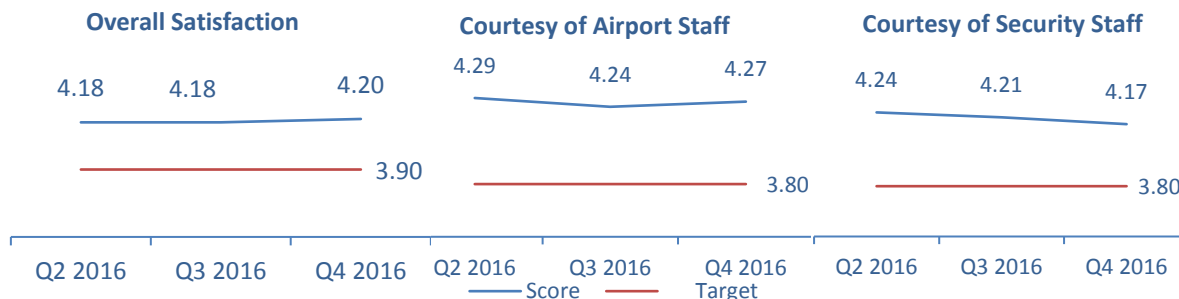
Q4 2106 Compliance of Quality of Service Performance at Dublin Airport

Measures Collected by Dublin Airport	Results Q4 2016	Results Q3 2016	Target	Revenue at Risk (%)	Price Cap Reduction
Security queue wait time Number of days passengers queue for more than 30 minutes at security.	2 days (T1) 1-Oct (32 min) 2-Oct (37 min)	0 days	0 days	1.5	0.1%

Monthly Maximum Security Queue Time at Dublin Airport in 2016 (minutes)



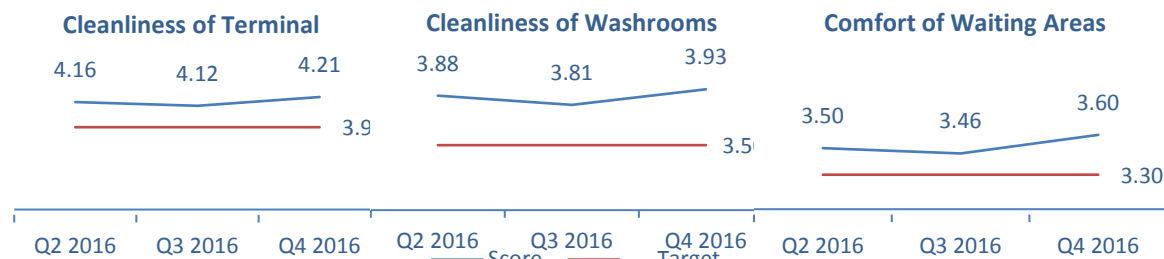
Out-bound baggage handling Percentage of time that the out-bound baggage handling system is unavailable for more than 30 minutes during hours of operation.	0%	0%	0%	0.75	-
In-bound baggage handling Percentage of time that the in-bound baggage handling system is available during hours of operation.	99.76%	99.6%	99%	0.25	-
Passenger ACI Survey Results	Results Q4 2016	Results Q3 2016	Target	Revenue at Risk (%)	Price Cap Reduction
Overall satisfaction	4.20	4.18	3.90 / 5	0.25	-
Courtesy, helpfulness of airport staff	4.27	4.24	3.80 / 5	0.10	-
Courtesy, helpfulness of security staff	4.17	4.21	3.80 / 5	0.15	-



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Passenger ACI Survey Results	Results Q4 2016	Results Q3 2016	Target	Revenue at Risk (%)	Price Cap Reduction
Cleanliness of airport terminal	4.21	4.12	3.90 / 5	0.25	-
Cleanliness of washrooms / toilets	3.93	3.81	3.50 / 5	0.25	-
Comfort of waiting / gate areas	3.60	3.46	3.30 / 5	0.25	-



Ease of way finding through airport	4.20	4.26	3.90 / 5	0.25	-
Flight information screens	4.27	4.28	3.90 / 5	0.25	-
Internet / Wi-Fi	4.08	3.99	3.10 / 5	0.25	-

