

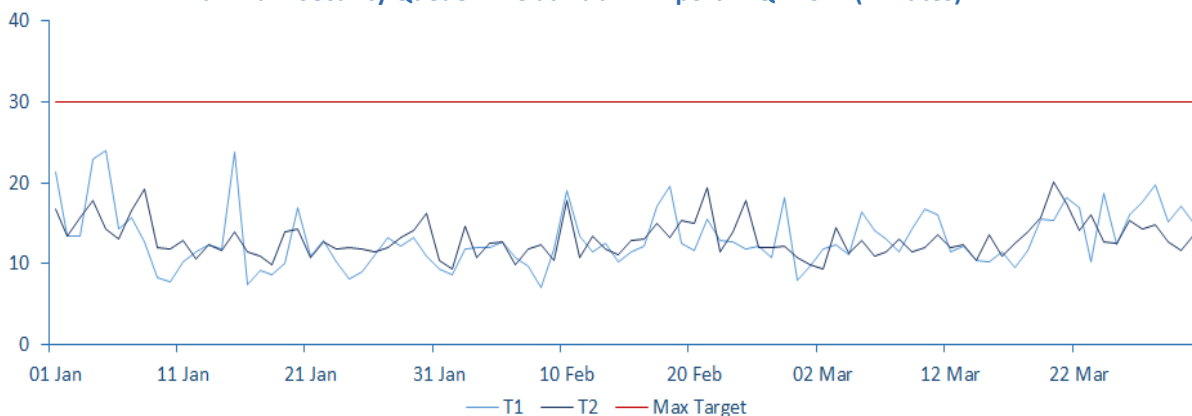
## Quality of Service Compliance at Dublin Airport - Q1 2017, 8 May 2017

This report evaluates the performance of Dublin Airport in relation to the minimum quality of service standards set by the Commission in the 2014 Determination. Dublin Airport met all targets in Q1 2017.

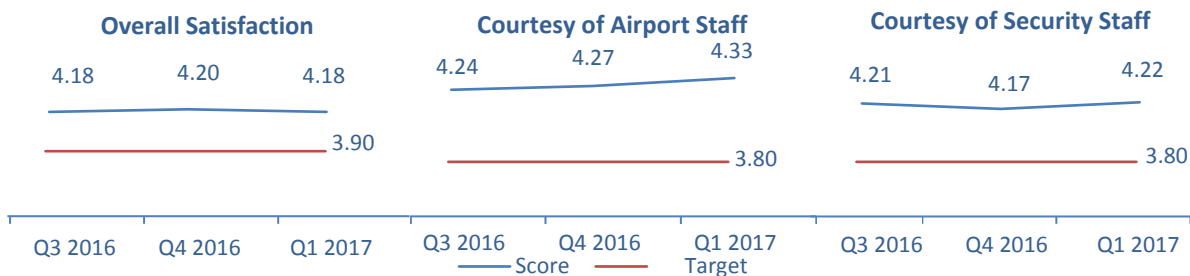
### Q1 2107 Compliance of Quality of Service Performance at Dublin Airport

| Measures Collected by Dublin Airport   | Results Q1 2017 | Results Q4 2016 | Target | Revenue at Risk (%) | Price Cap Reduction |
|--|-----------------|-----------------|--------|---------------------|---------------------|
| <b>Security queue wait time</b><br>Number of days passengers queue for more than 30 minutes at security. | 0 days          | 2 days (T1)     | 0 days | 1.5                 | -                   |

Maximum Security Queue Time at Dublin Airport in Q1 2017 (minutes)

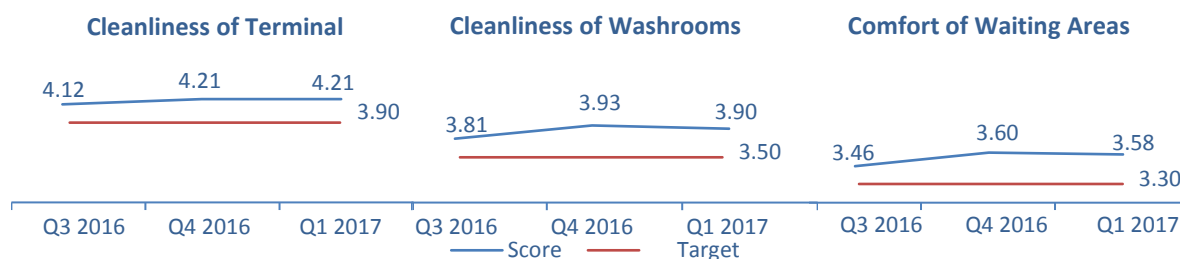


|   |                        |                        |               |                            |                            |
|---|------------------------|------------------------|---------------|----------------------------|----------------------------|
| <b>Out-bound baggage handling</b><br>Percentage 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                       | -                          |
| <b>In-bound baggage handling</b><br>Percentage of time that the in-bound baggage handling system is available during hours of operation.                              | 99.43%                 | 99.76%                 | 99%           | 0.25                       | -                          |
| <b>Passenger ACI Survey Results</b>   | <b>Results Q1 2017</b> | <b>Results Q4 2016</b> | <b>Target</b> | <b>Revenue at Risk (%)</b> | <b>Price Cap Reduction</b> |
| Overall satisfaction  | 4.18                   | 4.20                   | 3.90 / 5      | 0.25                       | -                          |
| Courtesy, helpfulness of airport staff  | 4.33                   | 4.27                   | 3.80 / 5      | 0.10                       | -                          |
| Courtesy, helpfulness of security staff   | 4.22                   | 4.17                   | 3.80 / 5      | 0.15                       | -                          |



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| Passenger ACI Survey Results       | Results Q1 2017 | Results Q4 2016 | Target   | Revenue at Risk (%) | Price Cap Reduction |
|------------------------------------|-----------------|-----------------|----------|---------------------|---------------------|
| Cleanliness of airport terminal    | <b>4.21</b>     | <b>4.21</b>     | 3.90 / 5 | 0.25                | -                   |
| Cleanliness of washrooms / toilets | <b>3.90</b>     | <b>3.93</b>     | 3.50 / 5 | 0.25                | -                   |
| Comfort of waiting / gate areas    | <b>3.58</b>     | <b>3.60</b>     | 3.30 / 5 | 0.25                | -                   |



|                                     |             |             |          |      |   |
|-------------------------------------|-------------|-------------|----------|------|---|
| Ease of way finding through airport | <b>4.29</b> | <b>4.20</b> | 3.90 / 5 | 0.25 | - |
| Flight information screens          | <b>4.30</b> | <b>4.27</b> | 3.90 / 5 | 0.25 | - |
| Internet / Wi-Fi                    | <b>4.17</b> | <b>4.08</b> | 3.10 / 5 | 0.25 | - |

