



Quality of Service Monitoring at Dublin Airport June – September 2010

5 November 2010

Commission for Aviation Regulation

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1. 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 June to September 2010.
- 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 3.5% in 2010, 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 monthly data for nine months, as well as the ACI results for the first two quarters of 2010. In July 2010, the Commission published a report that presented the results for the first five months of the year, as well as the first quarter ACI results.¹ This current document provides results for the subsequent four months for security search queues and baggage system availability, along with the second quarter ACI survey results.
- 1.5 Between June and September 2010, the DAA has delivered a quality of service that met the target levels for all of the measures specified in the Commission’s determination.

Measure of queue times at the security passenger search

- 1.6 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.
- 1.7 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 their boarding card to be checked at the entrance to the security screening area.
- 1.8 The DAA met the security queue target in the months June through to September: there were no queues reported that exceeded the target of

¹ “Quality of service monitoring at Dublin airport”, CN1/2010, 29 July 2010, www.aviationreg.ie/fileupload/2010-07-29_QoS_Results_Jan-May2010.pdf

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 four months June through to September.

Month	Minutes in queue					Total no of observations
	<5	5-10	10-20	20-30	>30	
June	3,805	466	123	1	0	4,395
July	3,681	695	184	1	0	4,561
August	3,803	613	182	3	0	4,601
September	3,168	798	418	23	0	4,408

Length of security queues measured at Dublin airport, June-Sept 2010

* The total number of observations is the sum of measurements taken at the two security areas operated in terminal one by the DAA during this period.

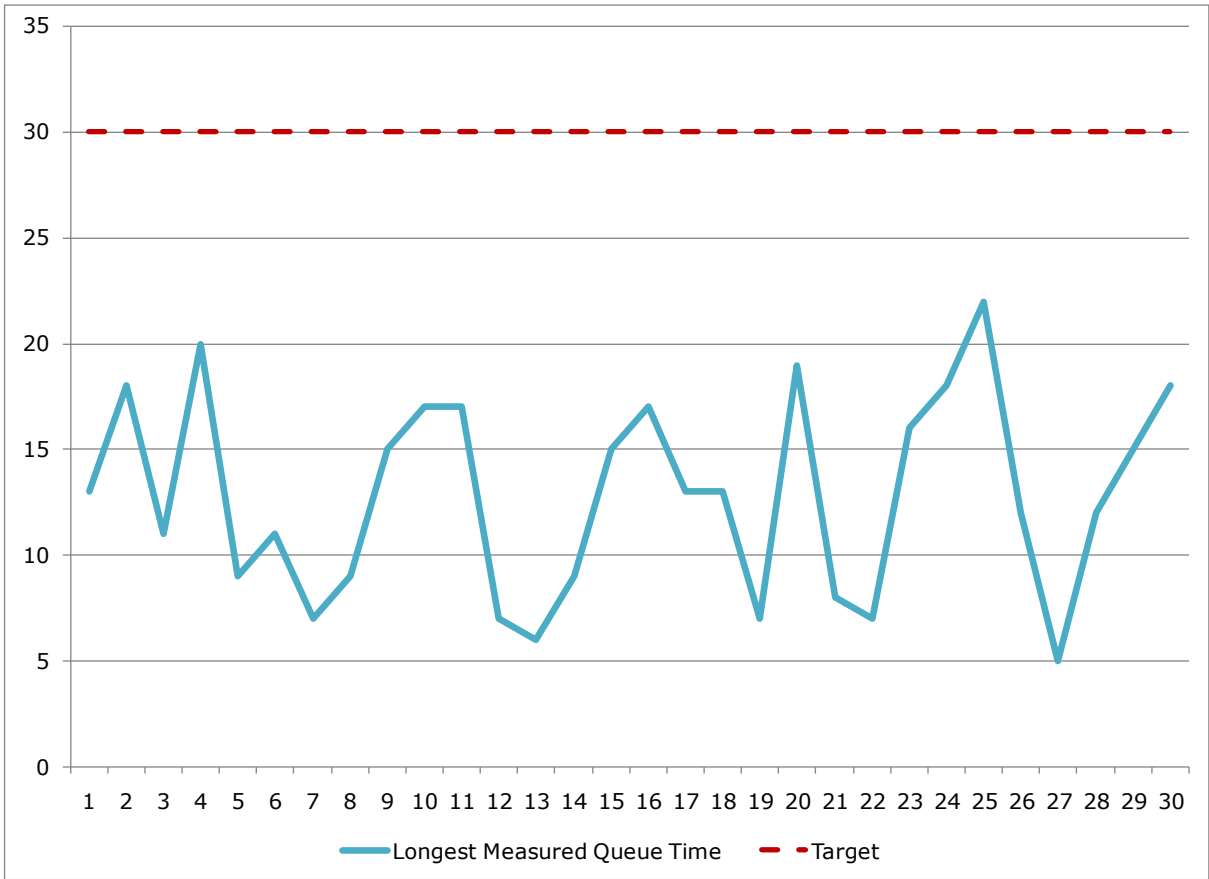


Chart S1: Longest measured security queue each day, June 2010 (minutes)

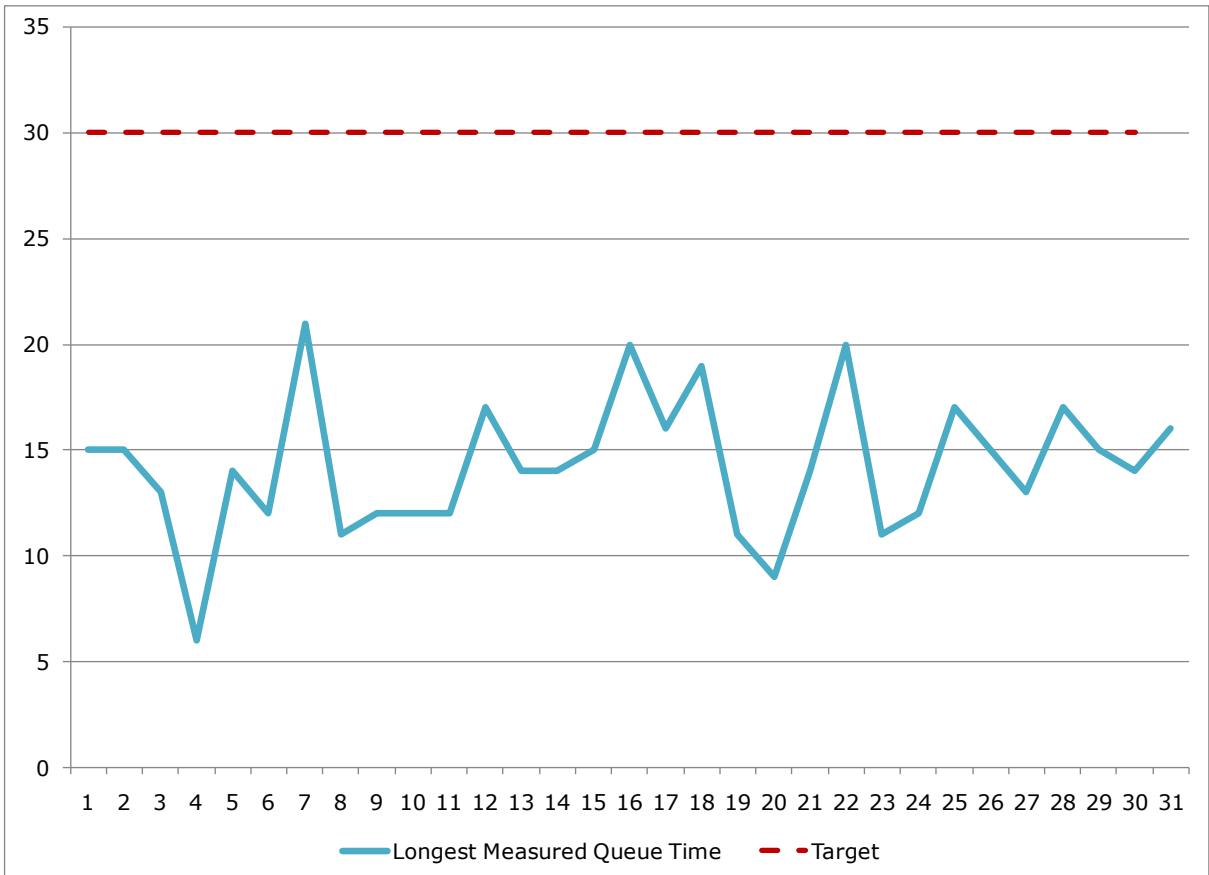


Chart S2: Longest measured security queue each day, July 2010 (minutes)

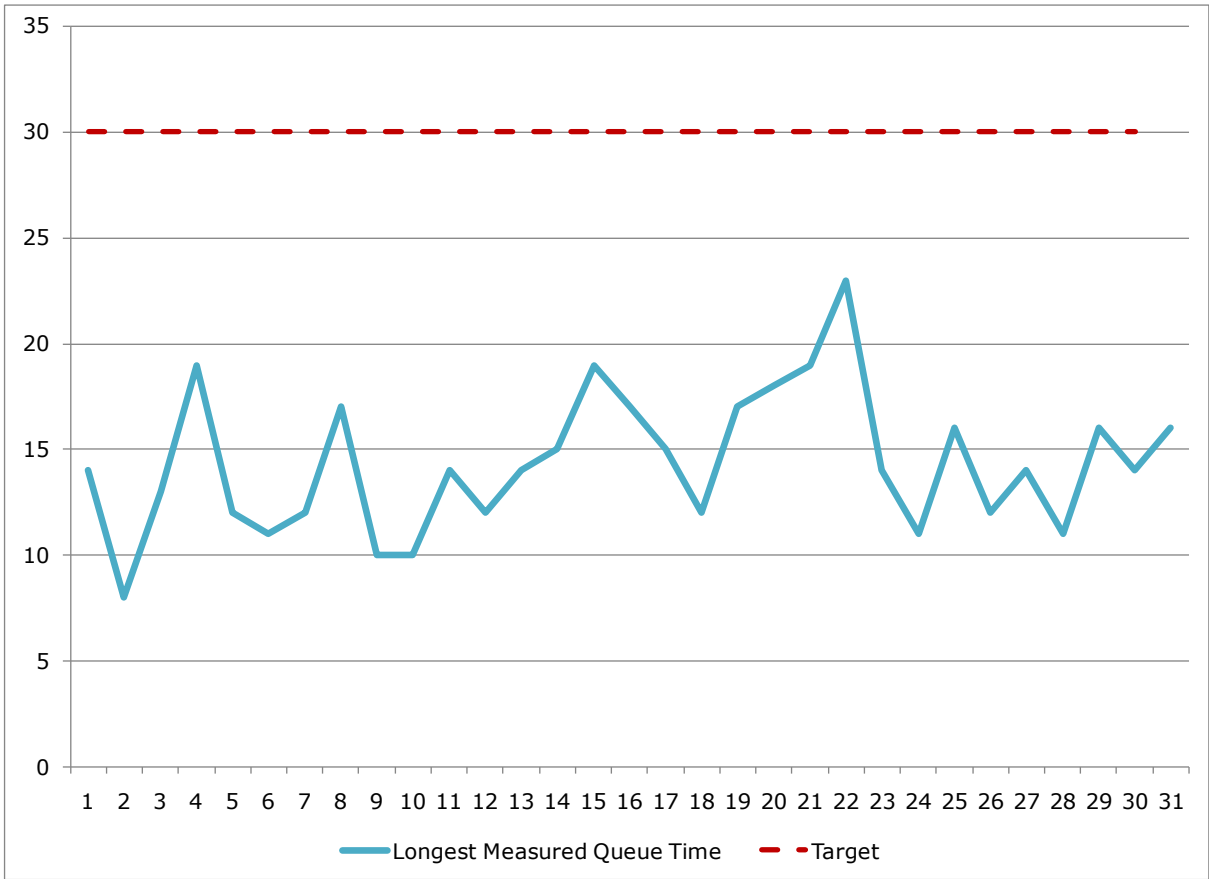


Chart S3: Longest measured security queue each day, August 2010 (minutes)

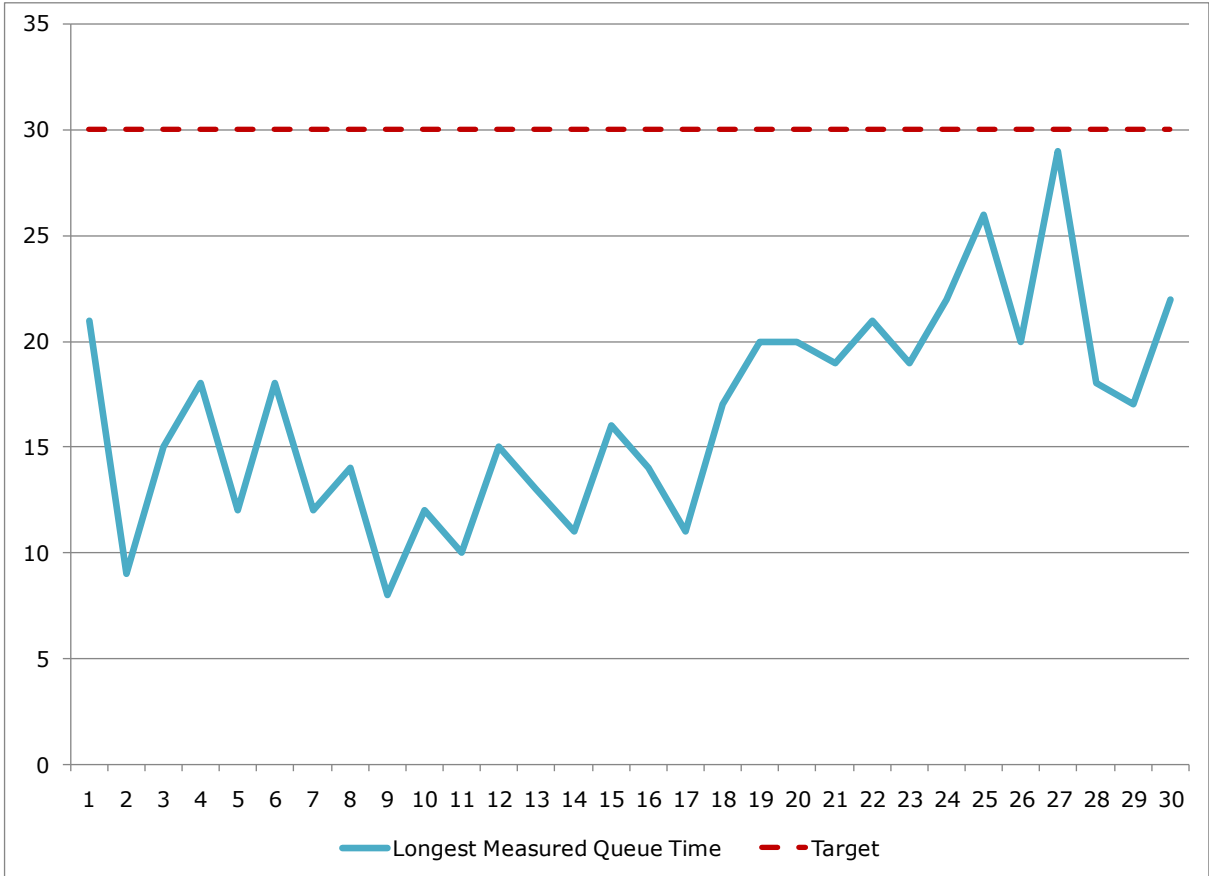


Chart S4: Longest measured security queue each day, September 2010 (mins)

Measure of time that the outbound baggage system is unavailable

- 1.9 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.
- 1.10 The DAA reports it has met the quality target on the outbound baggage belt up to end September 2010. There were 31 days in the period 1 June to 30 September 2010 when there were delays greater than 30 minutes: 1, 6, 15, 18-19, 26 and 29 June; 8-10, 15-18 and 22-23 July; 2, 8-9, 15-16, 21 and 28-29 August; and 1-2, 5, 15, 19, 22 and 24 September. On many of these occasions, the delay was due to planned maintenance or due to ground handlers causing the chutes to be full leading to "dieback". There were no instances reported of ground handlers requesting an alternative baggage belt and then not receiving access to one within 30 minutes.

Measure of time that the inbound system is available

- 1.11 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.
- 1.12 The DAA has met the quality target on the inbound baggage system for quarters 2 and 3 2010. From April to June 2010 the inbound baggage belt was available 99.78% of operational hours; from July to September 2010 it was available 99.87% of the time.

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

- 1.13 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 second quarter of 2010. The following table presents the results from the ACI survey for quarter 2 2010 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 2010 result	Target
Ease of finding your way through airport	4.00	3.7
Flight information screens	3.95	3.8
Cleanliness of airport terminal	3.94	3.6
Cleanliness of washrooms / toilets	3.69	3.3
Comfort of waiting / gate areas	3.24	3.0
Courtesy and helpfulness of airport staff	3.90	3.8
Courtesy and helpfulness of security staff	3.87	3.8
Overall satisfaction (All Passengers)	3.89	3.5
Phone / Internet / IT facilities	3.10	3.1
Feeling of being safe and secure	3.97	3.8

Results for Q2 2010 (April to June 2010) from the ACI Survey on departing passengers at Dublin Airport.

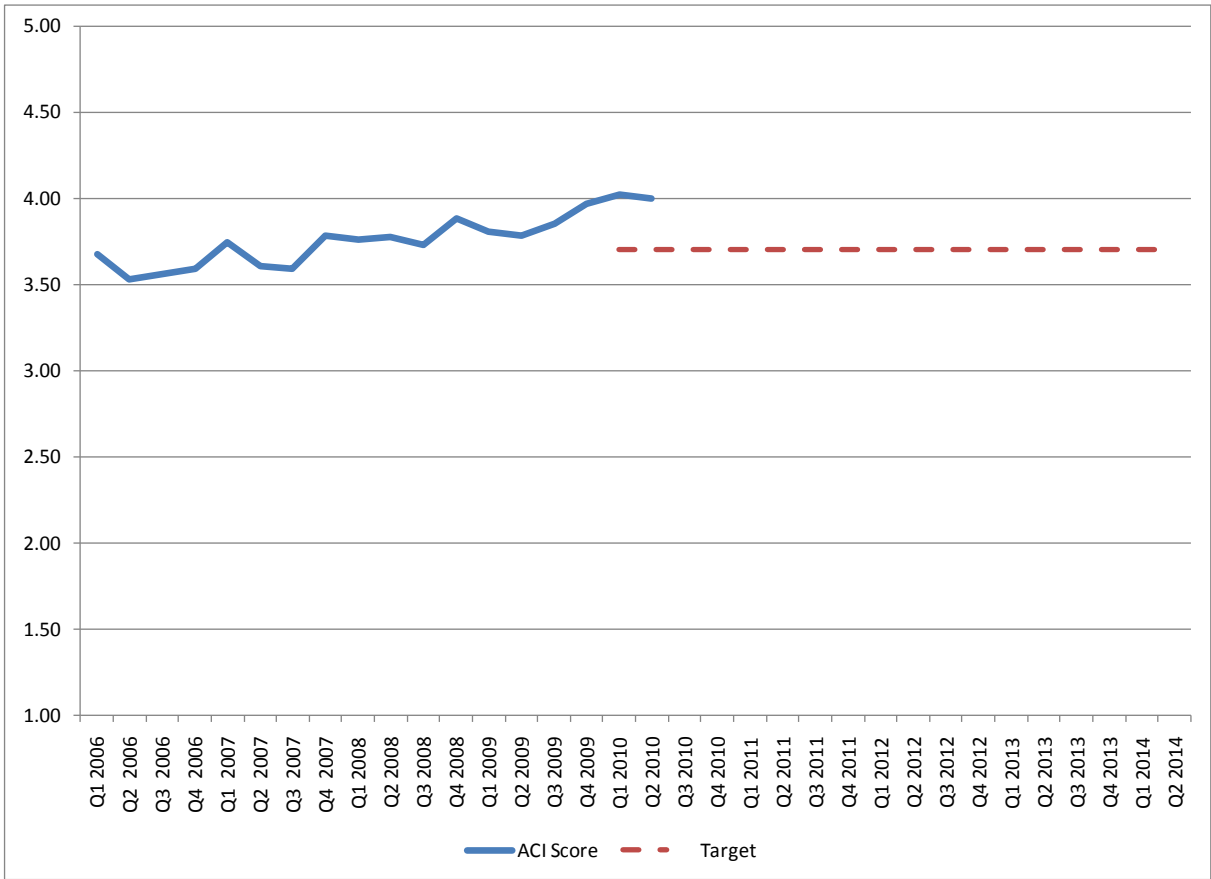


Chart A1: ACI survey scores for ease of wayfinding through Dublin airport

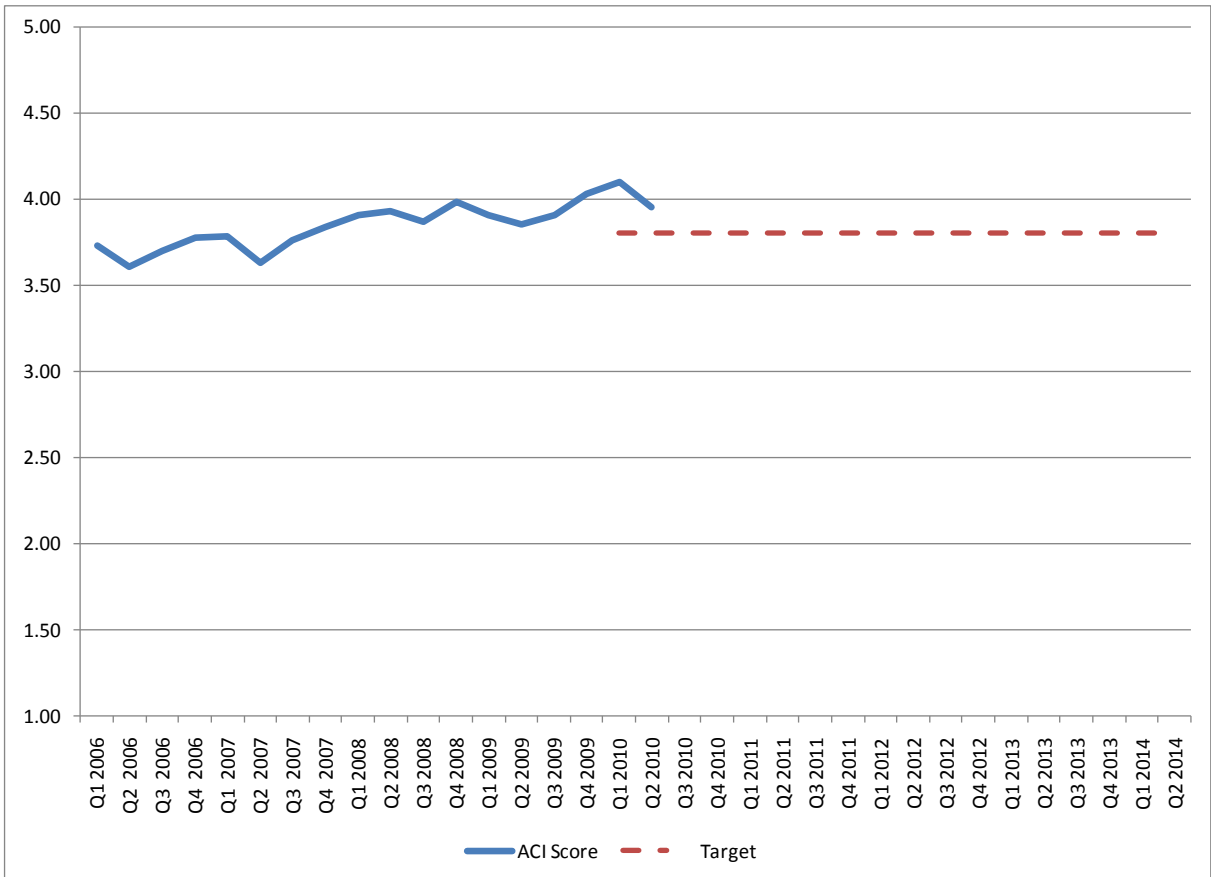


Chart A2: ACI survey scores for flight information screens at Dublin airport

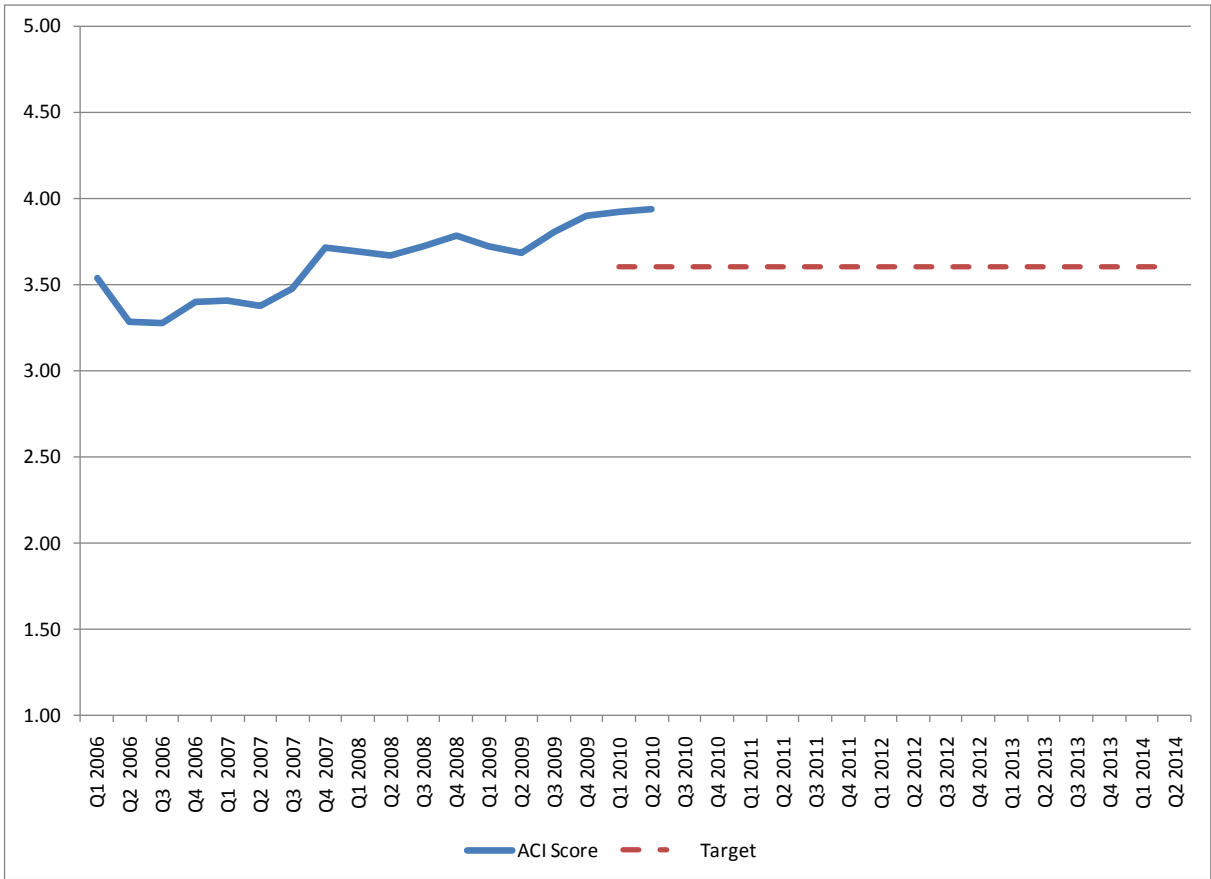


Chart A3: ACI survey scores for cleanliness of terminal at Dublin airport

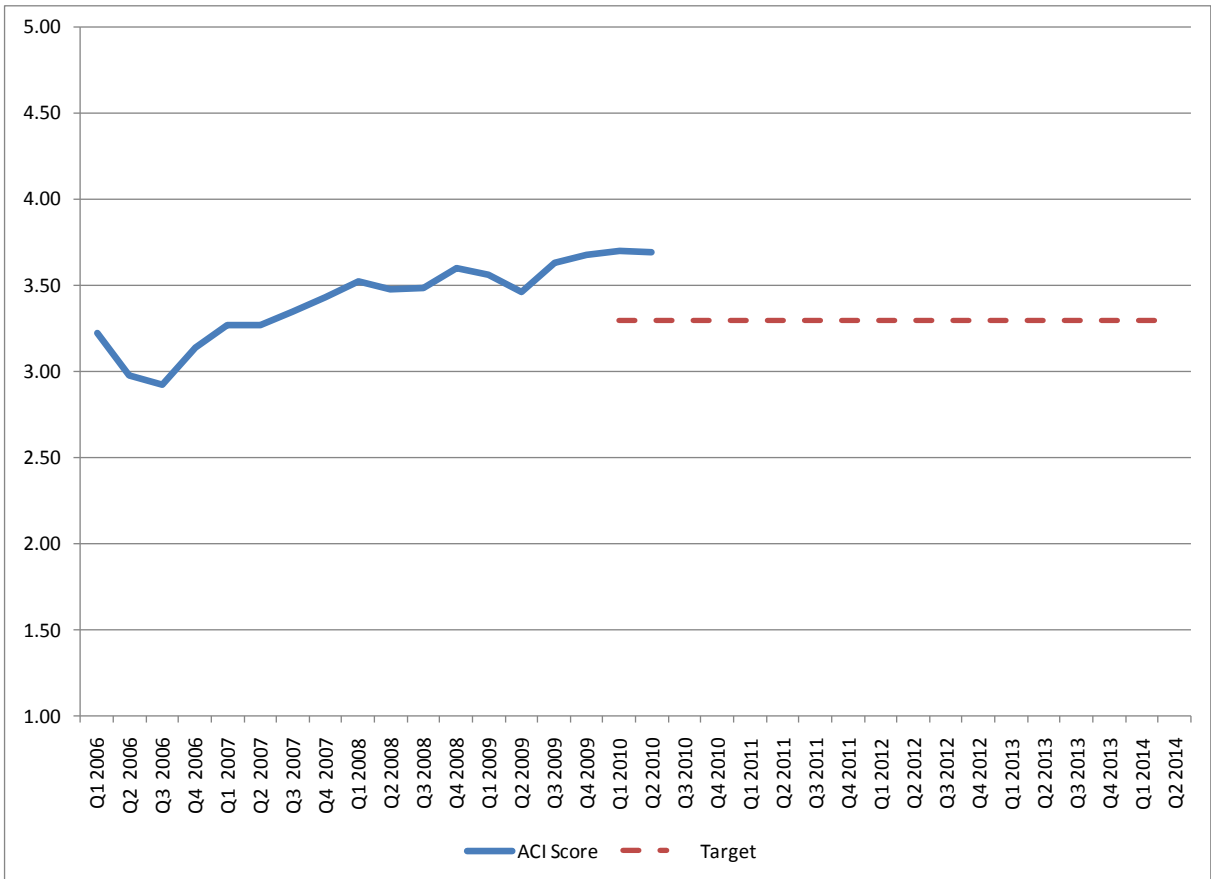


Chart A4: ACI survey scores for cleanliness of washrooms at Dublin airport

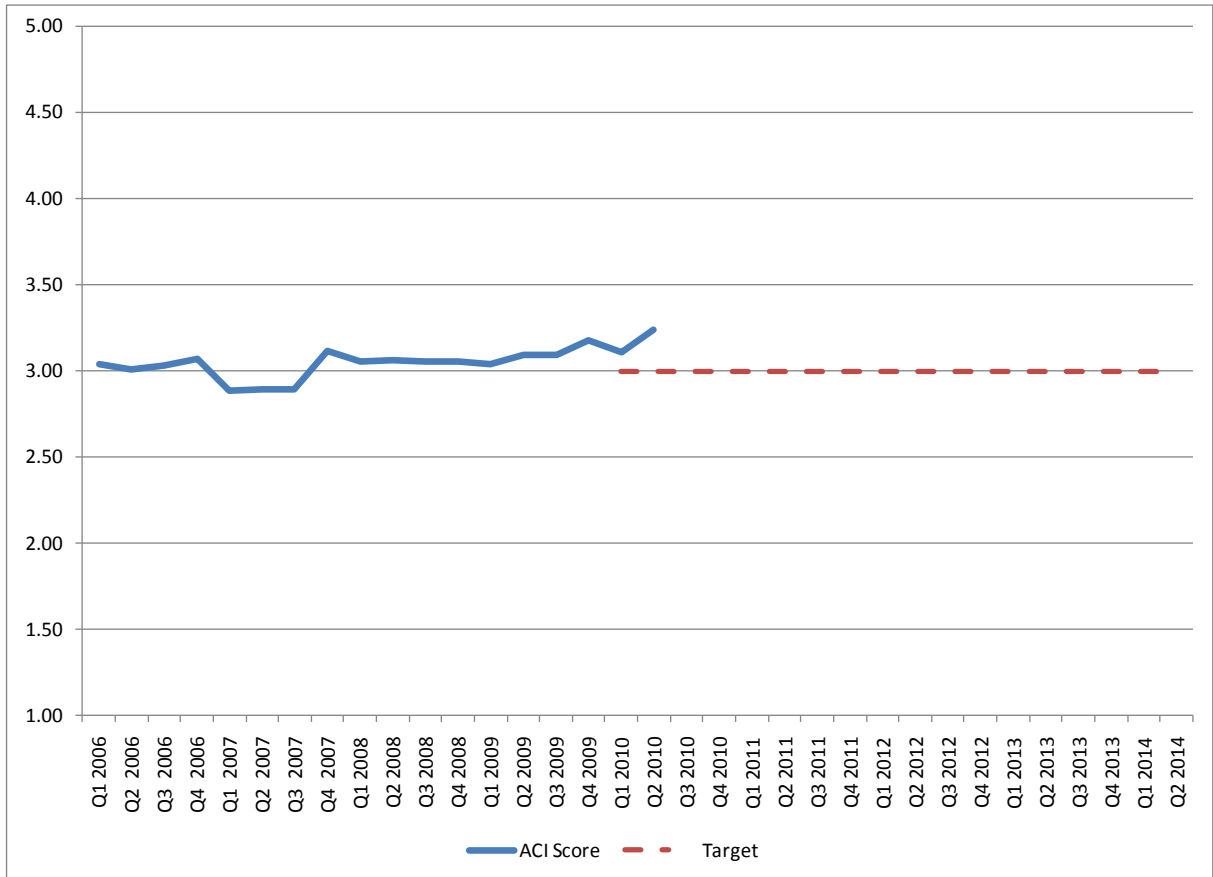


Chart A5: ACI survey scores for comfort of wait/gate areas at Dublin airport

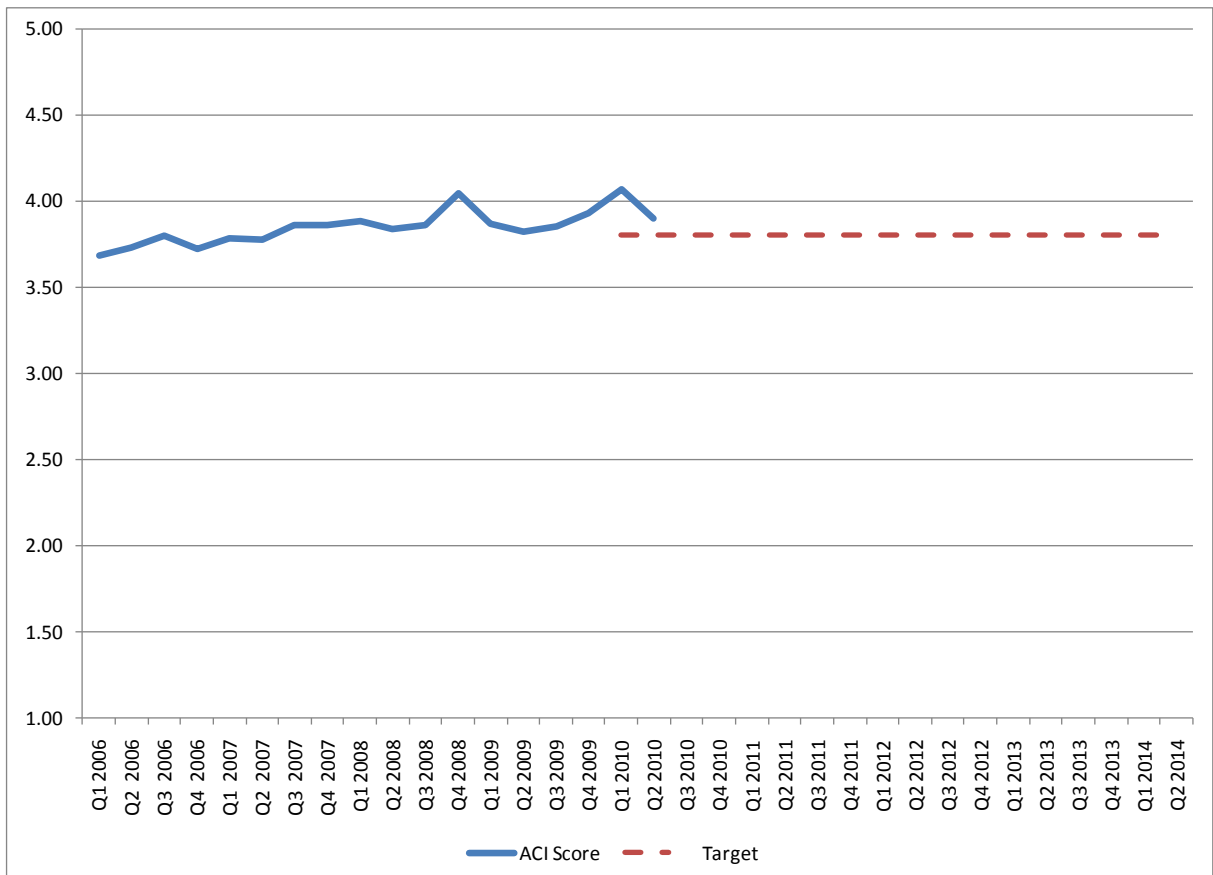


Chart A6: ACI survey scores for courtesy & helpfulness of non-security staff

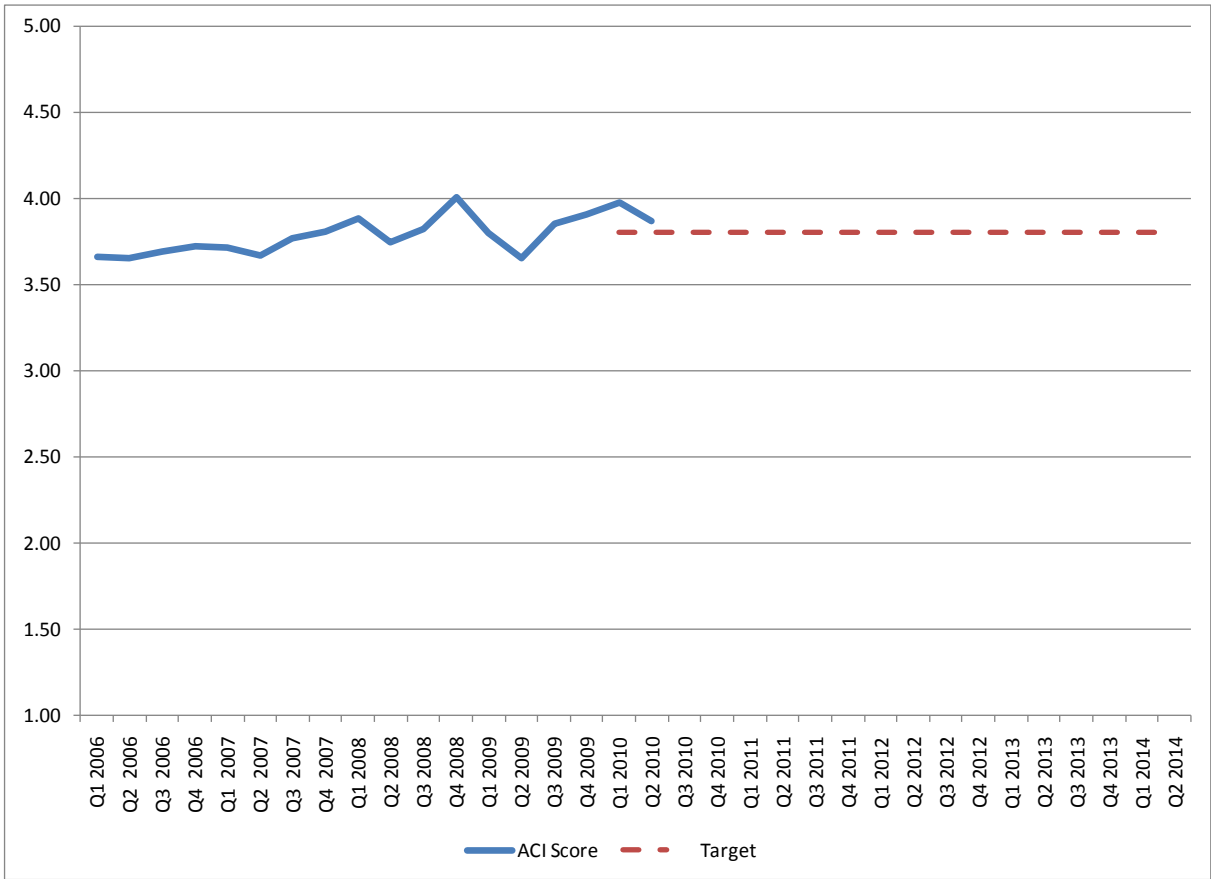


Chart A7: ACI survey scores for courtesy & helpfulness of security staff

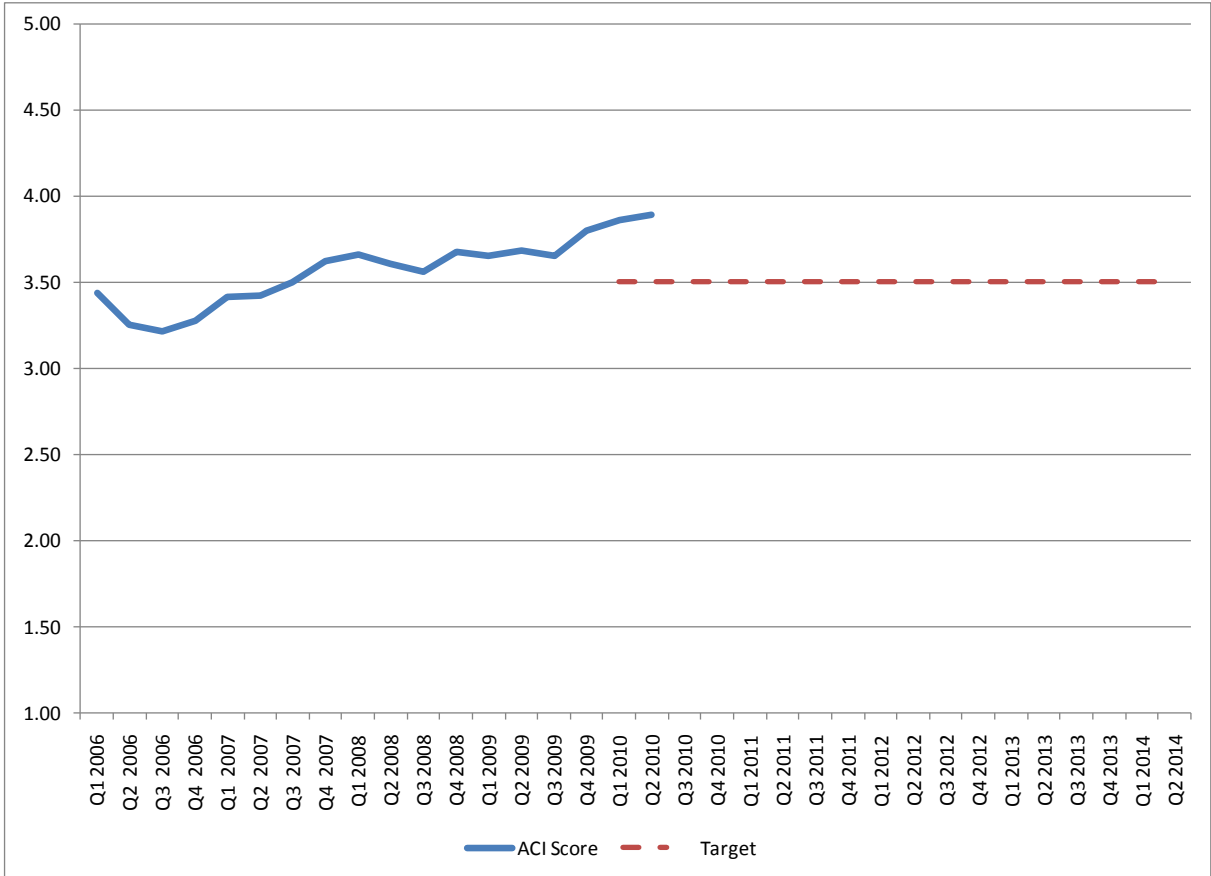


Chart A8: ACI survey scores for overall satisfaction of all passengers

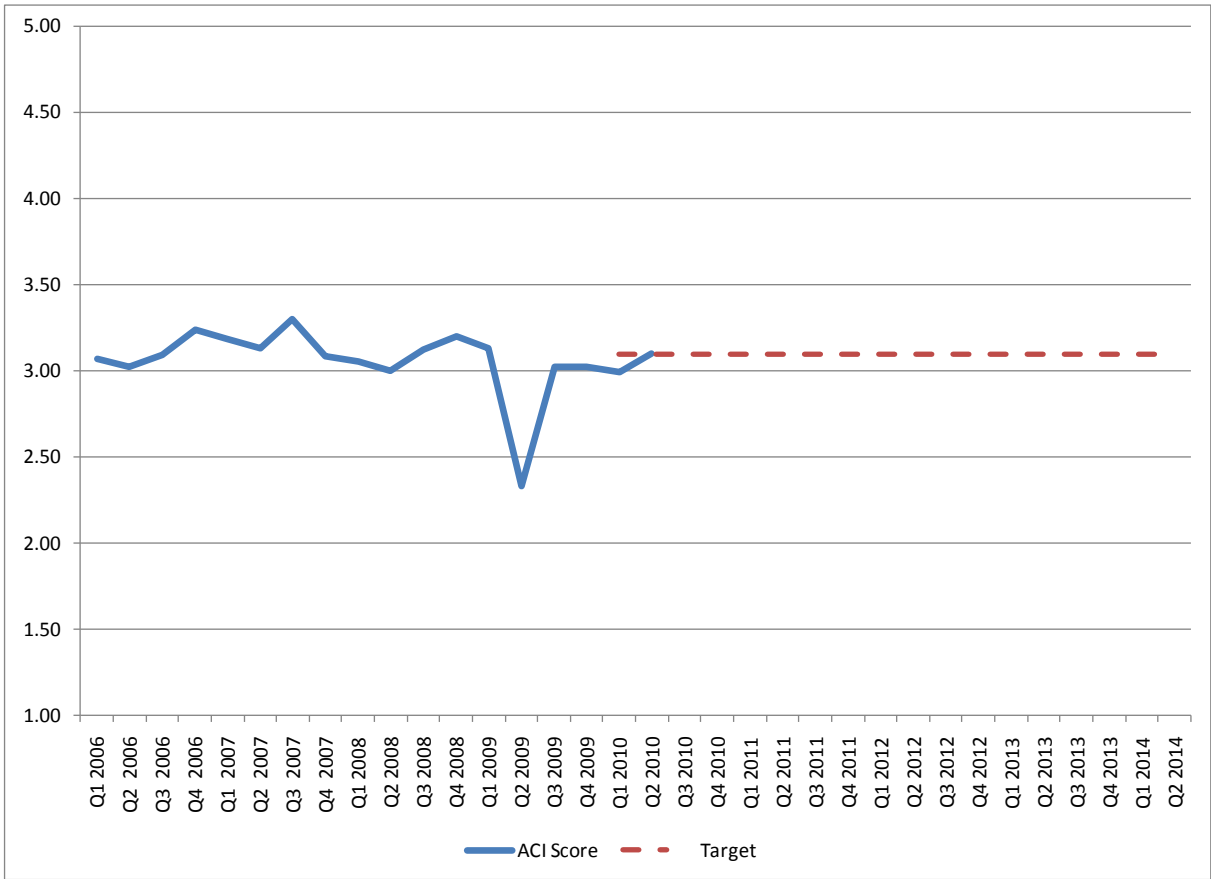


Chart A9: ACI survey scores for phone, internet and IT facilities

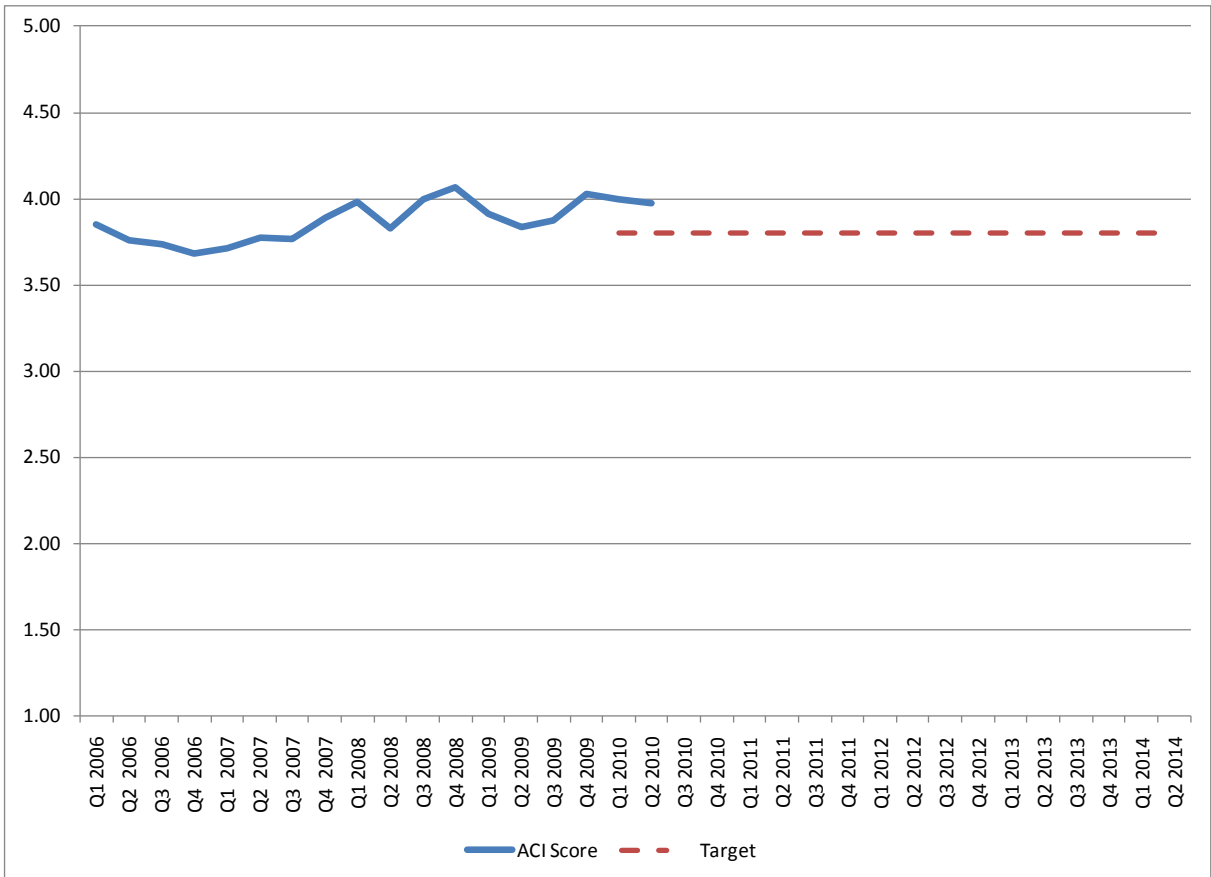


Chart A10: ACI survey scores for feeling of being safe and secure