

Q2 2018 Dublin Airport Quality of Service Monitoring, 9 August 2018

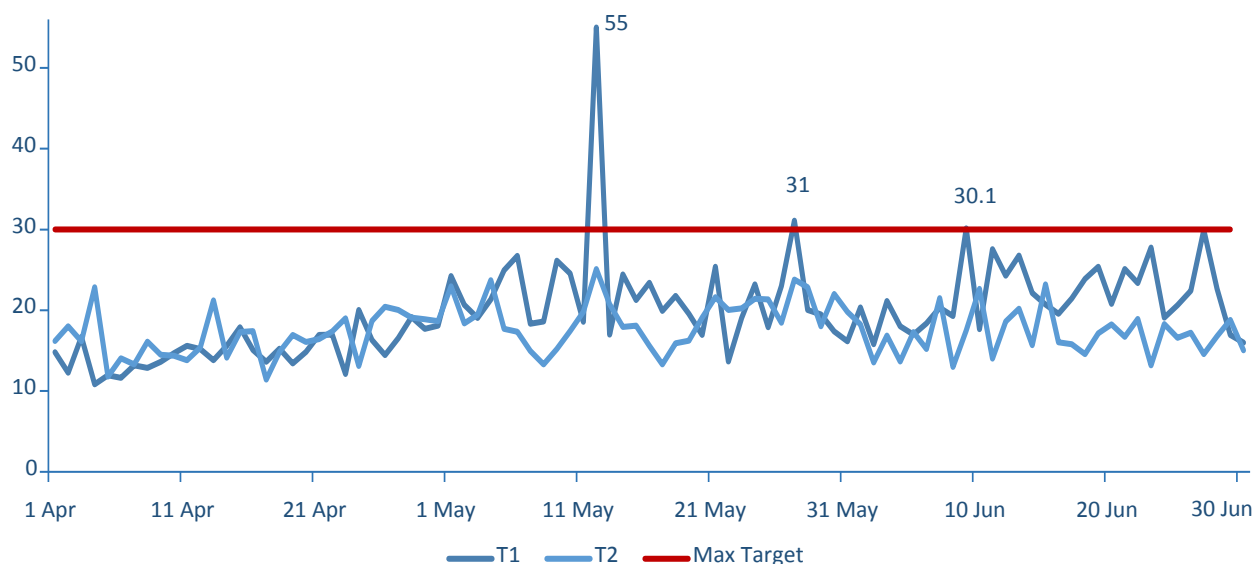
This report evaluates the performance of Dublin Airport in Q2 2018 in relation to the quality of service standards set by the Commission in the 2014 Determination.

A total of 12 targets are monitored, including security queue wait times, baggage handling facilities and passenger survey results.

There were 3 breaches in Q2 2018, on 12 May, 27 May and 9 June, the security queue in Terminal 1 exceeded 30 minutes. There will be a reduction in the 2018 price cap of 0.15% based on these results. All other targets were achieved.

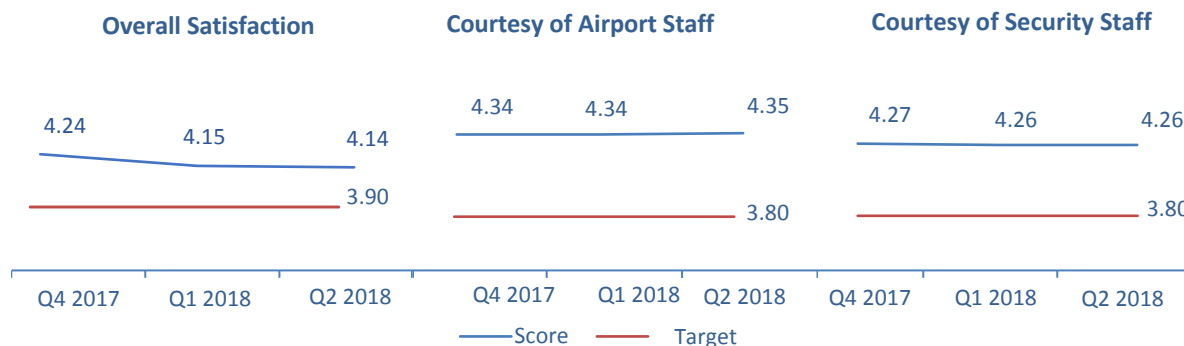
Measures Collected by Dublin Airport - during hours of operation-	Results Q2 2018	Results Q1 2018	Target	Revenue at Risk	Price Cap Reduction
Security queue wait time Number of days passengers queue for more than 30 minutes at security.	3 days	0 days	0 days	1.5%	0.15%

Maximum Security Queue Time at Dublin Airport in Q2 2018 (minutes)

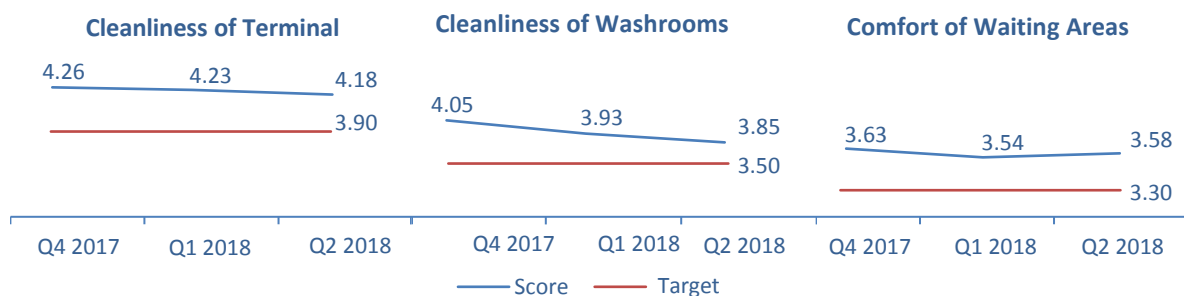


Measures Collected by Dublin Airport - during hours of operation-	Results Q2 2018	Results Q1 2018	Target	Revenue at Risk	Price Cap Reduction
Out-bound baggage handling Percentage of time that the out-bound baggage handling system is unavailable for more than 30 minutes.	0%	0%	0%	0.75%	-
In-bound baggage handling Percentage of time that the in-bound baggage handling system is available.	99.87%	99.83%	99%	0.25%	-

Passenger Survey at Dublin Airport - collected by ACI -	Results Q2 2018	Results Q1 2018	Target	Revenue at Risk	Price Cap Reduction
Overall satisfaction	4.14	4.15	3.90 / 5	0.25%	-
Courtesy, helpfulness of airport staff	4.35	4.34	3.80 / 5	0.10%	-
Courtesy, helpfulness of security staff	4.26	4.26	3.80 / 5	0.15%	-



Cleanliness of airport terminal	4.18	4.23	3.90 / 5	0.25%	-
Cleanliness of washrooms / toilets	3.85	3.93	3.50 / 5	0.25%	-
Comfort of waiting / gate areas	3.58	3.54	3.30 / 5	0.25%	-



Ease of way finding through airport	4.19	4.23	3.90 / 5	0.25%	-
Flight information screens	4.30	4.32	3.90 / 5	0.25%	-
Internet / Wi-Fi	3.94	4.08	3.10 / 5	0.25%	-

