Q3 2019 Dublin Airport Quality of Service Monitoring, 6 November 2019
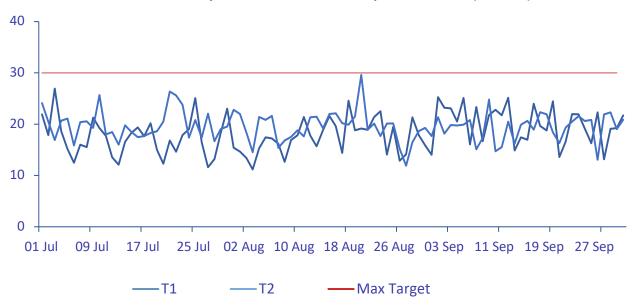
This report evaluates the performance of Dublin Airport in Q3 2019 in relation to the quality of service standards set by the Commission in the 2014 Determination.

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

Dublin Airport met all targets in Q3 2019.

Measures Collected by Dublin Airport - during hours of operation-	Results Q3 2019	Results Q2 2019	Target	Revenue at Risk	Price Cap Reduction
Security queue wait time Number of days passengers queue for more than 30 minutes at security.	**0 days**	0 days	0 days	1.5%	-

Maximum Security Queue Time at Dublin Airport in Q3 2019 (minutes)

Measures Collected by Dublin Airport - during hours of operation-	Results Q3 2019	Results Q2 2019	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.	**99.9%**	**99.9%**	99%	0.25%	-

Passenger Survey at Dublin Airport - collected by ACI -	Results Q3 2019	Results Q2 2019	Target	Revenue at Risk	Price Cap Reduction
Overall satisfaction	4.00	4.08	3.90 / 5	0.25%	-
Courtesy, helpfulness of airport staff	4.24	4.30	3.80 / 5	0.10%	-
Courtesy, helpfulness of security staff	4.15	4.15	3.80 / 5	0.15%	-

Overall Satisfaction

4.17 4.08 4.00
3.90

Q1 2019   Q2 2019   Q3 2019

Courtesy of Airport Staff

4.26 4.30 4.24
3.80

Q1 2019   Q2 2019   Q3 2019

——Score —— Target

Courtesy of Security Staff

4.18 4.15 4.15
3.80

Q1 2019   Q2 2019   Q3 2019

Cleanliness of airport terminal	4.05	4.13	3.90 / 5	0.25%	-
Cleanliness of washrooms / toilets	3.68	3.87	3.50 / 5	0.25%	-
Comfort of waiting / gate areas	3.45	3.52	3.30 / 5	0.25%	-

Cleanliness of Terminal

4.26 4.13 4.05
3.90

Q1 2019   Q2 2019   Q3 2019

Cleanliness of Washrooms

3.90 3.87 3.68
3.50

Q1 2019   Q2 2019   Q3 2019

——Score —— Target

Comfort of Waiting Areas

3.60 3.52 3.45
3.30

Q1 2019 Q2 2019   Q3 2019

Ease of way finding through airport	4.14	4.20	3.90 / 5	0.25%	-
Flight information screens	4.15	4.18	3.90 / 5	0.25%	-
Internet / Wi-Fi	3.91	4.03	3.10 / 5	0.25%	-

Ease of Way Finding

4.26 4.20 4.14
3.90

Q1 2019   Q2 2019   Q3 2019

Flight Information Screens

4.24 4.18 4.15
3.90

Q1 2019   Q2 2019   Q3 2019

——Score —— Target

Internet / Wi-Fi

4.03 4.03 3.91
3.10

Q1 2019   Q2 2019   Q3 2019