



**Quality of Service Monitoring
for Terminal Services at
Cork, Dublin and Shannon Airports**

July – September 2014

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Commission for Aviation Regulation

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1. IAA Quality of Service Monitoring Scheme

- 1.1 This document presents the results for the quality of service monitoring schemes for aviation terminal services at Dublin, Cork and Shannon airports for the period Q3 (July to September) 2014. It reports the results provided to the Commission by the Irish Aviation Authority (IAA).
- 1.2 The Final Determination (CP2/2011)¹ for aviation terminal service charges introduced a service-quality term to the price-cap formula. This term, which took effect in January 2012, links the price cap on aviation terminal service charges with the service quality provided by the IAA. It provides a financial incentive for the IAA to avoid delays due to staffing problems, including industrial action, and equipment failure.
- 1.3 The annual price cap is reduced by 0.33 per cent if, on a given day, there are one or more Air Traffic Flow Management (ATFM) delays in excess of 15 minutes at Cork, Dublin or Shannon airports reported in the Control Flow Management Unit (CFMU) data with the codes ATC Industrial Action", "ATC Equipment", "ATC Staffing" or "ATC Capacity"; or airlines have cancelled flights departing from any of these three airports on the basis of communications from the IAA indicating that problems with staffing or equipment failure will impair aviation terminal services at those airports.
- 1.4 The service quality term can reduce the price cap by a maximum of 10 per cent per annum. This would arise if a combination of staffing problems and equipment failure code delays and cancellations occur for 30 or more days in the year. The quality of service regime focusses on two factors within the IAA's control – problems with staffing and equipment – but the Commission included four ATFM delay codes to try to capture all delay reports that might relate to problems with staffing and equipment.

¹ Available under http://www.aviationreg.ie/_fileupload/2011%20ATSC%20Final%20determination.pdf

2. IAA Quality of Service results

- 2.1 The Commission has now received the ATFM delay data from the IAA for Q3 2014. During Q3 2014, there were no ATFM delays with the codes "ATC Industrial Action", "ATC Equipment", "ATC Staffing" or "ATC Capacity" in excess of 15 minutes.
- 2.2 We have received no communication from airlines indicating that there was a breach of the quality of service term.
- 2.3 We conclude that the IAA has met its service quality target for Q3 2014.