

**Quality of Service Monitoring  
Dublin Airport  
July - September 2015**

30 October 2015

Commission for Aviation Regulation  
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## 1. Dublin Airport Quality of Service Monitoring Scheme

- 1.1 The 2014 Determination on airport charges 2015-2019 (CP2/2104) contains a quality of service term in the price cap formula.<sup>1</sup> This results in a direct link between the price cap on airport charges at Dublin Airport and the quality of service delivered by the airport. The service quality term could result in a 4.5% reduction in the price cap.
- 1.2 The twelve service measures are detailed below with the respective data collector, the targets, percentage revenue at risk and the Q3 2015 scores.

### Quality of Service

Measure	Collected by	Target	% of Revenue at Risk	Q3 2015 Score
Days passengers queue for more than 30 minutes at security	Dublin Airport	0	1.5	1
Percentage of time out-bound baggage handling system unavailable for more than 30 minutes during hours of operation	Dublin Airport	0	0.75	0
Percentage of time in-bound baggage handling system available during hours of operation	Dublin Airport	99	0.25	99.79
Overall satisfaction	ACI	3.90/5	0.25	4.15
Ease of way finding through airport	ACI	3.90/5	0.25	4.29
Flight information screens	ACI	3.90/5	0.25	4.29
Cleanliness of airport terminal	ACI	3.90/5	0.25	4.19
Cleanliness of washrooms / toilets	ACI	3.50/5	0.25	3.88
Comfort of waiting / gate areas	ACI	3.30/5	0.25	3.54
Courtesy, helpfulness of airport staff	ACI	3.80/5	0.10	4.32
Courtesy, helpfulness of security staff	ACI	3.80/5	0.15	4.15
Internet / Wi-Fi	ACI	3.10/5	0.25	4.06

- 1.3 Dublin Airport did not meet all targets in Q3 2015, on 13 September the security queue in Terminal 1 exceeded 30 minutes. There will be a reduction in the 2015 price cap of 0.05% based on the Q3 2015 results. The rest of this document gives further details on the measures and the data.

## 2. Measure of queue times at the security passenger search

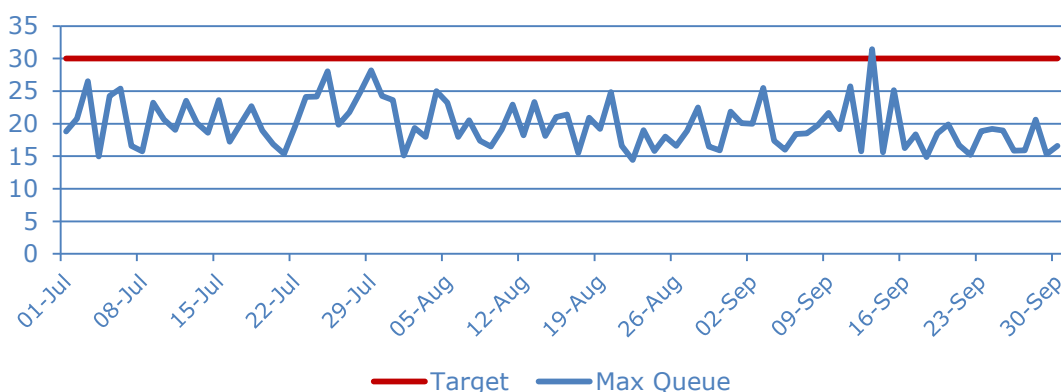
- 2.1 Dublin Airport must ensure that passengers in both terminals spend less than 30 minutes in the queue for security passenger search in order for the quality target to be met. If there are any days when the measure of the security queue time exceeds 30 minutes a financial penalty applies such that the price cap for that year is adjusted downwards.
- 2.2 The 2014 Determination redefined how the security queue is measured. The starting point is where the passenger joins the end of the queue

<sup>1</sup> [http://www.aviationreg.ie/\\_fileupload/2014final/2014%20Final%20Determination.pdf](http://www.aviationreg.ie/_fileupload/2014final/2014%20Final%20Determination.pdf)

(which may or may not be inside the security queue area). The end point is now where the passenger reaches the walk through metal detector.

- 2.3 The following chart plots the daily highs for queue length for the three months July to September 2015. The CAR maximum security queue limit of 30 minutes was exceeded on Sunday, 13 September in Terminal 1.

**Maximum security Queue at Dublin Airport in Minutes, Q3 2015**



### 3. Measure relating to the baggage system

- 3.1 Dublin Airport is responsible for collecting results for the availability of the baggage facilities at the airport.
- 3.2 The target for the measure of the outbound baggage system is to ensure that airlines or their ground handlers 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. Dublin Airport will have failed this measure of service quality if a baggage belt connected to a check-in area is unavailable for more than 30 minutes and the airport is unable to provide an affected airline or ground handler with access to an alternative baggage belt within 30 minutes of receiving notice that such access is required.
- 3.3 Dublin Airport reports that it has met the quality target on the outbound baggage belt during Q3 2015. There were no dates in the period when airlines or ground handlers requested access to an alternative belt.
- 3.4 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). This target is assessed quarterly.
- 3.5 Dublin Airport met the quality target on the inbound baggage system for Q3 2015. From July to September 2015 the inbound baggage belt was available in 99.79% of operational hours.

### 4. Passenger Survey Measures

- 4.1 Nine of the quality measures are based on surveys of passengers at Dublin Airport. These surveys are monitored by ACI (Airport Council

International). In Q3 2015 Dublin Airport scored higher than our target in all measures.

4.2 The charts below show how these measures have evolved since January 2006.

