Quality of Service Compliance at Dublin Airport-Q3 2016, 21 October 2016

The 2014 Determination on airport charges 2015-2019 (CP2/2014) defines the level of the price cap conditional on Dublin Airport meeting a minimum standard for a number of quality of service measures set by the Commission. A consistent failure of Dublin Airport to meet the quality of service targets could result in a 4.5% reduction in the price cap[1].

The quality of service targets that lead to a penalty in the price cap correspond to twelve quality of service categories, three of which are measured and reported by Dublin Airport and nine by the Airport Council International (ACI). The categories of quality of service collected and reported by Dublin Airport are the following:

- *Security queue wait time*: number of days passengers queue for more than 30 minutes at security.
- *Out-bound baggage handling*: percentage of time that the out-bound baggage handling system is unavailable for more than 30 minutes during hours of operation.
- *In-bound baggage handling*: percentage of time that the in-bound baggage handling system is available during hours of operation.

The categories of quality of service reported by the ACI Passenger Survey are *overall satisfaction, ease of way finding, flight information screens, cleanliness of airport terminal, cleanliness of toilets, comfort of waiting / gate areas, courtesy of airport staff, courtesy of security staff, and Internet / Wi-Fi.*

Table 1 summarises the minimum standards set by the Commission, the percentage of price cap revenue at risk and the performance results of Dublin Airport for the twelve categories of quality of service in Q3 2016. Dublin Airport met all targets in Q3 2016, and there will be no reduction in the 2016 price cap based on these results.
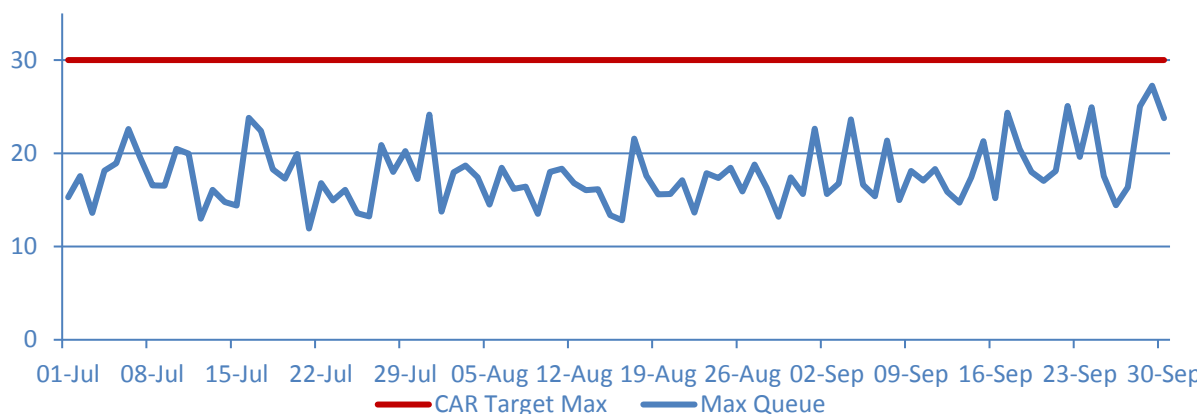
Table 1: Summary of Categories of Quality of Service at Dublin Airport

Measures Collected by Dublin Airport	Revenue at Risk (%)	Target	Results Q3-2016
Security queue wait time Number of days passengers queue for more than 30 minutes at security.	1.5	0 days	**0 days**
Out-bound baggage handling Percentage of time that the out-bound baggage handling system is unavailable for more than 30 minutes during hours of operation.	0.75	0%	**0%**
In-bound baggage handling Percentage of time that the in-bound baggage handling system is available during hours of operation.	0.25	99%	**99.6%**
Passenger ACI Survey Results			
Overall satisfaction	0.25	3.90 / 5	**4.18**
Courtesy, helpfulness of airport staff	0.10	3.80 / 5	**4.24**
Courtesy, helpfulness of security staff	0.15	3.80 / 5	**4.21**
Cleanliness of airport terminal	0.25	3.90 / 5	**4.12**
Cleanliness of washrooms / toilets	0.25	3.50 / 5	**3.81**
Comfort of waiting / gate areas	0.25	3.30 / 5	**3.46**
Ease of way finding through airport	0.25	3.90 / 5	**4.26**
Flight information screens	0.25	3.90 / 5	**4.28**
Internet / Wi-Fi	0.25	3.10 / 5	**3.99**

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[1] http://www.aviationreg.ie/_fileupload/2014final/2014%20Final%20Determination.pdf

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Maximum Security Queue at Dublin Airport in Minutes, Q3 2016

— CAR Target Max — Max Queue

ACI Passenger Survey Results and Standards, Q3 2016

Overall Satisfaction

Courtesy of Airport Staff

Courtesy of Security Staff

— Score — Target

Cleanliness of Airport Terminal

Cleanliness of Washrooms/Toilets

Comfort of Waiting/Gate Areas

Ease of Way finding

Flight Information Screens

Internet / Wi-Fi