

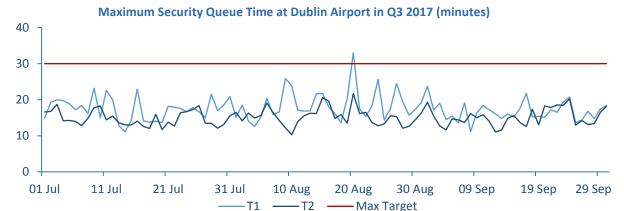
Q3 2017 Dublin Airport Quality of Service Monitoring, 6 November 2017

This report evaluates the performance in Q3 2017 of Dublin Airport in relation to the minimum quality of service (QoS) 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 was a breach in Q3 2017, on 20 August the security queue in Terminal 1 exceeded 30 minutes. There will be a reduction in the 2017 price cap of 0.05% based on these results. All other targets were achieved.

Q3 2017 QoS Performance at Dublin Airport

Measures Collected by Dublin Airport	Results Q3 2017	Results Q2 2017	Target	Revenue at Risk (%)	Price Cap Reduction
Security queue wait time Number of days passengers queue for more than 30 minutes at security.	1 day (T1) 20 Aug (33 min)	0 days	0 days	1.5	0.05%



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%	0%	0%	0.75	-	
In-bound baggage handling Percentage of time that the in-bound baggage handling system is available during hours of operation.	99.72%	99.83%	99%	0.25	-	
Passenger ACI Survey Results	Results Q3 2017	Results Q2 2017	Target	Revenue at Risk (%)	Price Cap Reduction	
Overall satisfaction	4.15	4.17	3.90 / 5	0.25	-	
Courtesy, helpfulness of airport staff	4.39	4.29	3.80 / 5	0.10	-	
Courtesy, helpfulness of security staff	4.27	4.17	3.80/5	0.15	-	
Overall Satisfaction	Courtesy of Airport Staff		Courtesy of Security Staff			
4.18 4.17 4.15	4.29	4.39	4.22	4.17	4.27	
3.90		3.80)		3.80	
Q1 2017 Q2 2017 Q3 2017 Q1	. 2017 Q2 2017	Q3 2017 Target	v Q1 20	17 Q2 201	7 Q3 2017	

Commission for Aviation Regulation, 3rd Floor, Alexandra House, Earlsfort Terrace, Dublin 2 D02 W773 Tel: +353 1 6611700 General Fax: +353 1 6611269 <u>www.aviationreg.ie</u> email: <u>info@aviationreg.ie</u>



Passenger ACI Survey Results	Results Q3 2017	Results Q2 2017	Target	Revenue at Risk (%)	Price Cap Reduction
Cleanliness of airport terminal	4.16	4.16	3.90 / 5	0.25	-
Cleanliness of washrooms / toilets	3.88	3.86	3.50 / 5	0.25	
Comfort of waiting / gate areas	3.53	3.55	3.30 / 5	0.25	-
Cleanliness of Terminal Cl 4.21 4.16 4.16	eanliness of Wa	shrooms	Com	fort of Waiti	ing Areas
3.90 3	.90 3.86	<u> </u>	3.58	3.55	3.53
	Q1 2017 Q2 201	- Target			7 Q3 2017
Ease of way finding through airport	4.26	4.22	3.90 / 5	0.25	-
Flight information screens	4.34	4.27	3.90 / 5	0.25	-
Internet / Wi-Fi	3.88	4.04	3.10/5	0.25	
, 0	light Information Screens Internet / V		Wi-Fi		
4. <u>29</u> 4.22 4.26 4.3 	30 4.27	4.34	4.17	4.0	43.88
· · · · ·	1				3.10
Q1 2017 Q2 2017 Q3 2017 C	01 2017 Q2 201	7 Q3 2017 Target	Q1 201	.7 Q2 2017	Q3 2017