

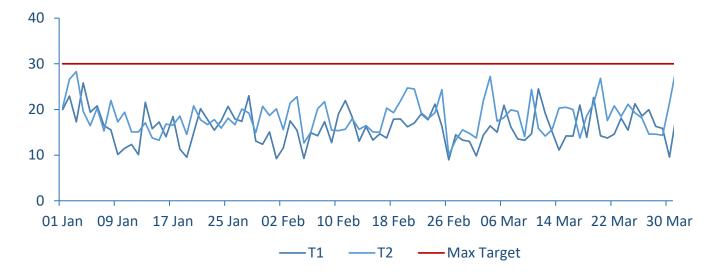
This report evaluates the performance of Dublin Airport in Q1 2019 in relation to the quality of service standards set by the Commission in the 2014 Determination.

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 Q1 2019.

Measures Collected by Dublin Airport	Results	Results	Target	Revenue	Price Cap
- during hours of operation-	Q1 2019	Q4 2018		at Risk	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 Q1 2019 (minutes)



Measures Collected by Dublin Airport - during hours of operation-	Results Q1 2019	Results Q4 2018	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 Q1 2019	Results Q4 2018	Target	Revenue at Risk	Price Cap Reduction
Overall satisfaction	4.17	4.09	3.90 / 5	0.25%	-
Courtesy, helpfulness of airport staff	4.26	4.31	3.80 / 5	0.10%	-
Courtesy, helpfulness of security staff	4.18	4.16	3.80 / 5	0.15%	-
Overall Satisfaction	Courtesy of Air	port Staff	Со	urtesy of Sec	curity Staff
4.3	33 4.31	4.	26		
4.12 4.09 4.17			4.21	4.16	4.18
3.90		3.8	30 —		3.80
Q3 2018 Q4 2018 Q1 2019	Q3 2018 Q4 2	2018 Q 201 – Target	9 Q3 201	8 Q4 2018	Q1 2019
Cleanliness of airport terminal	4.26	4.13	3.90 / 5	0.25%	-
Cleanliness of washrooms / toilets	3.90	3.90	3.50/5	0.25%	-
· · · · · · · · · · · · · · · · · · ·	2.00	2.50	3.30/5	0.25%	-
	3.60 eanliness of Was	3.59 shrooms		fort of Waiti	ng Areas
Cleanliness of Terminal Cle	eanliness of Was	shrooms 3.9	Com 0 3.60		ng Areas <u>3.</u> 60
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Cleanliness of Terminal Cleanlinest 4.16 4.13 4.26	eanliness of Was	shrooms 3.9 3.5 21 201	Com	fort of Waitin 3.59	<u>3.</u> 60 3.30
Cleanliness of Terminal Clean 4.16 4.13 4.26 3.90 3.90 Q3 2018 Q4 2018 Q1 2019 Q3 Ease of way finding through airport Flight information screens	eanliness of Was 0 3.90 3 2018 Q4 201 Score	shrooms 3.9 3.5 01 201 - Target	Com 3.60 9 Q3 201 3.90 / 5 3.90 / 5	fort of Waitin 3.59 8 Q4 2018	<u>3.</u> 60 <u>3.30</u>
Cleanliness of Terminal Clean 4.16 4.13 4.26 3.90 3.90 Q3 2018 Q4 2018 Q1 2019 Q3 Ease of way finding through airport Flight information screens	eanliness of Was 0 3.90 3 2018 Q4 201 Score	shrooms 3.9 3.5 1.8 Q1 201 - Target 4.21	Com 0 3. <u>60</u> .9 Q3 201 3.90 / 5	fort of Waitin 3.59 8 Q4 2018 0.25%	<u>3.</u> 60 <u>3.30</u>
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Cleanliness of Terminal Cleanliness 4.16 4.13 4.26	eanliness of Was 3.90 32018 Q4 201 Score 4.26 4.24 4.03 ght Information	shrooms 3.9 3.5 8 Q1 201 - Target 4.21 4.27 4.01 Screens	Com 3.60 9 Q3 201 3.90 / 5 3.90 / 5	fort of Waitin 3.59 8 Q4 2018 0.25% 0.25% 0.25%	<u>3.60</u> <u>3.30</u> Q1 2019 - - -
Cleanliness of Terminal Cleanliness of Terminal 4.16 4.13 4.26 3.90 3.90 Q3 2018 Q4 2018 Q1 2019 Q3 2018 Q4 2018 Q1 2019 Q3 Ease of way finding through airport Flight information screens Internet / Wi-Fi Ease of Way Finding Flight 4.25 4.21 4.26 4.28	eanliness of Was 3.90 32018 Q4 201 Score 4.26 4.24 4.03 ght Information	shrooms 3.9 3.5 .8 Q1 201 - Target 4.21 4.27 4.01 Screens 4.24	Com 3.60 9 Q3 201 3.90 / 5 3.90 / 5 3.10 / 5	fort of Waitin 3.59 8 Q4 2018 0.25% 0.25% 0.25% Internet / V	<u>3.</u> 60 3.30 Q1 2019 - - - Ni-Fi

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