



Quality of Service Monitoring at Dublin Airport January – March 2011

10 May 2011

Commission for Aviation Regulation

3rd Floor, Alexandra House

Earlsfort Terrace

Dublin 2

Ireland

Tel: +353 1 6611700

Fax: +353 1 6611269

E-mail: info@aviationreg.ie

1. Quality of Service Monitoring Scheme

- 1.1 This document presents the results for the quality of service monitoring scheme at Dublin Airport for the period January to March 2011.
- 1.2 In the Final Determination on airport charges 2010–2014 (CP4/2009) the Commission introduced a service quality term to the price-cap formula. This created a direct link between the price cap on airport charges at Dublin Airport and the quality of service delivered by the DAA. The service quality term can reduce the price cap by 4.5% in 2011, should the DAA not meet all quality targets.
- 1.3 There are thirteen service measures in the monitoring scheme. The Commission receives the results of these measures on a regular basis: data on the length of the security search queue and the availability of the inbound and outbound baggage systems are received from the DAA a few weeks after the end of a month; the other ten measures come from the results of a passenger survey carried out by Airports Council International (ACI) and are provided as soon as they become available after the end of every quarter.
- 1.4 The Commission has now received monthly data of the measures of the queue time in the security queue, the availability of the outbound and inbound baggage systems plus the results from the ACI passenger survey for the first quarter of 2011. This document also provides results from the ACI passenger survey for the last two quarters of 2010 as both are included in the 2011 price cap formula as described in CP4/2009. The DAA met all the quality targets related to measures based on the ACI survey for the third and fourth quarters in 2010.
- 1.5 Between January and March 2011, the DAA has met twelve of the thirteen target levels for all of the measures specified in the Commission's determination. The DAA did not meet the target level of passengers' satisfaction for 'communications/telecommunications/e-facilities' category of the ACI survey.

Measure of queue times at the security passenger search

- 1.6 The DAA must ensure that passengers 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 at some stage in the day, a financial penalty applies such that the price cap for that year is adjusted downwards.
- 1.7 The measure of the time spent by passengers in the security queue starts from the point at which a passenger joins the end of the queue (which may or may not be inside the queue area). The time spent by the passenger in the queue is measured until the queue end position which is where the passenger hands over their boarding card to be checked at the entrance to the security screening area.
- 1.8 The DAA met the security queue target from January through to March: there were no queues reported that exceeded the target of 30 minutes.

The table below summarises the number of quarter-hourly measurements for which passengers had to queue for less than 5 minutes, between 5 and 10 minutes, between 10 and 20 minutes, between 20 and 30 minutes and for more than 30 minutes. The subsequent charts plot the daily highs for queue length for the three months January to March.

Month	Minutes in queue					Total number of observations
	<5	5-10	10-20	20-30	>30	
January	5,879	178	28	0	0	6,085
February	5,395	151	49	0	0	5,595
March	5,411	246	58	5	0	5,720

Table 1: Length of security queues measured at Dublin airport, January – March 2011

* The total number of observations is the sum of measurements taken at the security areas operated in terminal one and terminal 2 (T2) by the DAA during this period.

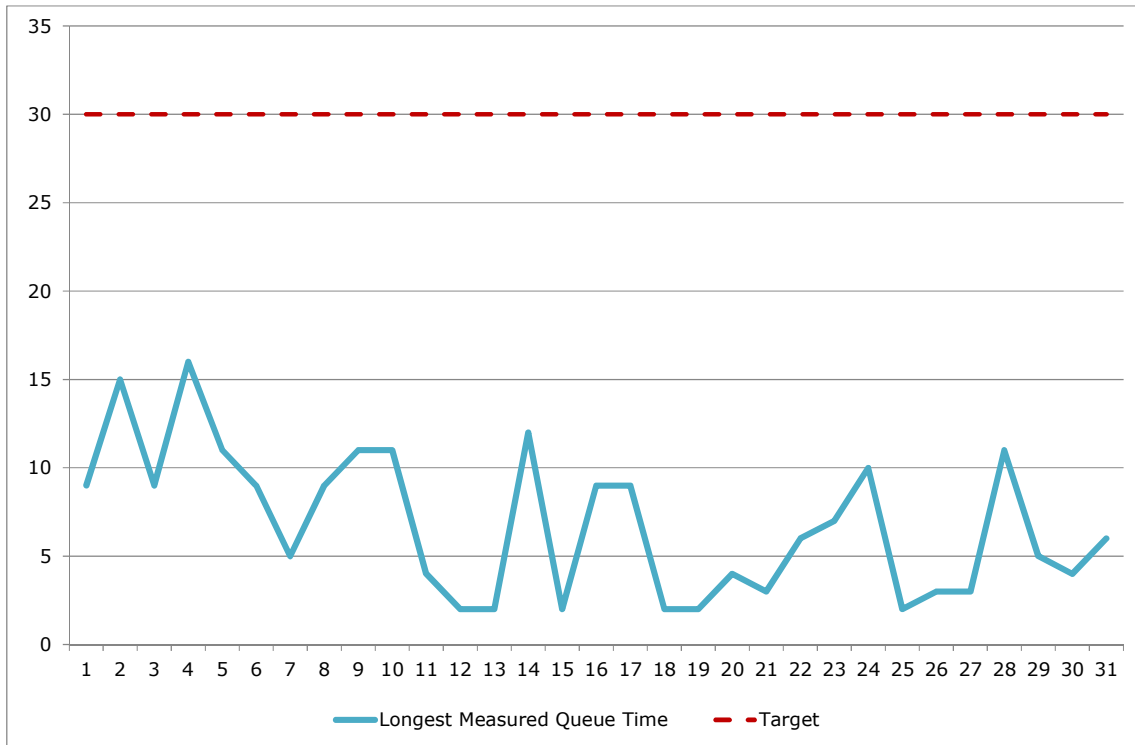


Chart S1: Longest measured security queue each day, January 2011 (minutes)

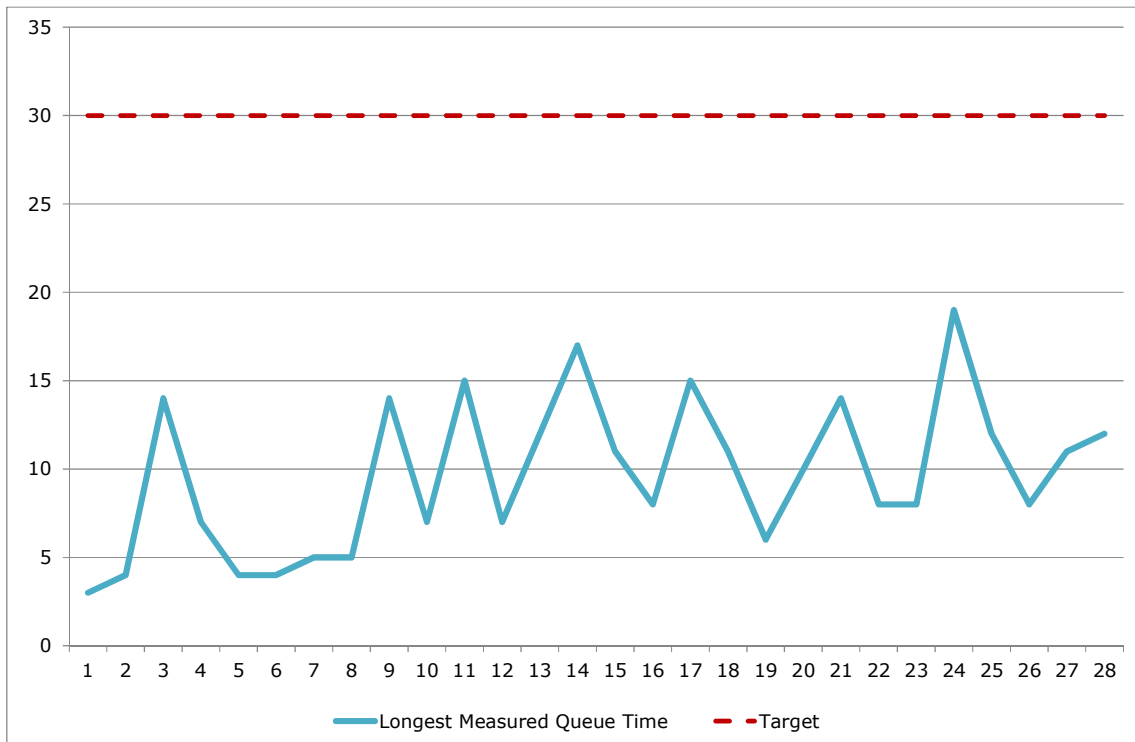


Chart S2: Longest measured security queue each day, February 2011 (minutes)

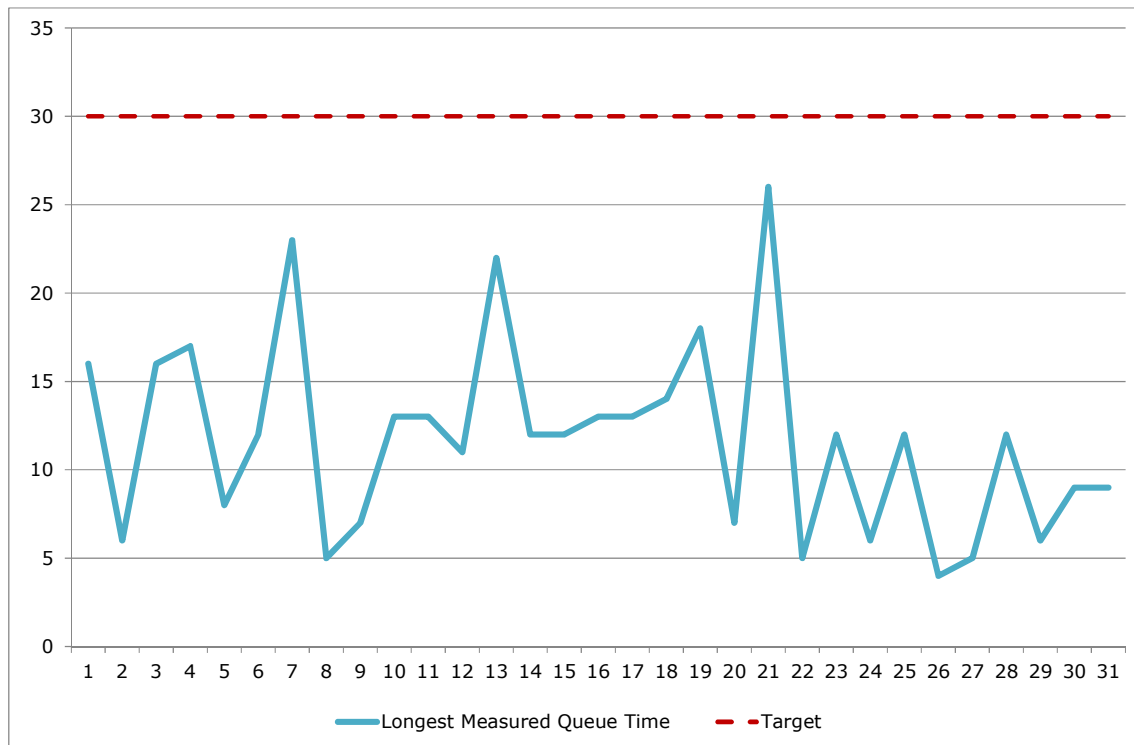


Chart S3: Longest measured security queue each day, March 2011 (minutes)

Measure of time that the outbound baggage system is unavailable

1.9 The DAA is responsible for collecting results for the availability of the outbound baggage facilities at Dublin Airport. The target for the measure of the outbound baggage system is to ensure that airlines or their groundhandlers 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. The DAA will have failed this measure of service quality if a baggage belt connecting to a check-in area is unavailable for more than 30 minutes and the DAA is unable to provide an affected airline or groundhandler with access to an alternative baggage belt within 30 minutes of receiving notice that such access is required.

1.10 The DAA reports it has met the quality target on the outbound baggage belt up to end March 2011. There was 1 day in the period 1 January to 31 March 2011 when there was a delay greater than 30 minutes: 15February. The check-in was not in use by an airline at the time and it had no impact on airport operations. The DAA carried out various planned and preventative maintenance during January, February and March at Dublin Airport.

Measure of time that the inbound system is available

1.11 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). The quality target is defined in terms of quarters.

- 1.12 The DAA has met the quality target on the inbound baggage system for quarter 1 2011. From January to March 2011 the inbound baggage belt was available 99.91% of the time.

Measures of quality based on the results of the ACI passenger survey

- 1.13 The DAA met the quality targets on all ten of the measures of quality that are based on the results of the ACI passenger survey in the third and fourth quarters of 2010 but did not meet one out of ten targets of the quality measures based on the results of the ACI survey in the first quarter 2011. The price cap for 2011 will be reduced by 0.0625% as a result of the DAA scoring below the quality target for the measure of 'communications/telecommunications/e-facilities'.
- 1.14 The following table presents the results from the ACI survey for quarters 3 and 4 2010 plus quarter 1 2011 and the targets set in the Final Determination. Subsequent charts show how these series have evolved since 1 January 2006.

Service quality measure from ACI survey	Q3 2010 result	Q4 2010 result	Q1 2011 result	Target
Ease of finding your way through airport	3.90	4.12	3.97	3.70
Flight information screens	3.90	4.14	4.03	3.80
Cleanliness of airport terminal	3.90	3.99	4.11	3.60
Cleanliness of washrooms / toilets	3.50	3.68	3.83	3.30
Comfort of waiting / gate areas	3.10	3.3	3.33	3.00
Courtesy and helpfulness of airport staff	3.90	4.04	4.02	3.80
Courtesy and helpfulness of security staff	3.80	3.99	3.95	3.80
Overall satisfaction (All Passengers)	3.80	3.9	3.97	3.50
Phone / Internet / IT facilities	3.20	3.24	2.91	3.10
Feeling of being safe and secure	3.92	4.09	4.01	3.80

Table 2: ACI Survey Results.

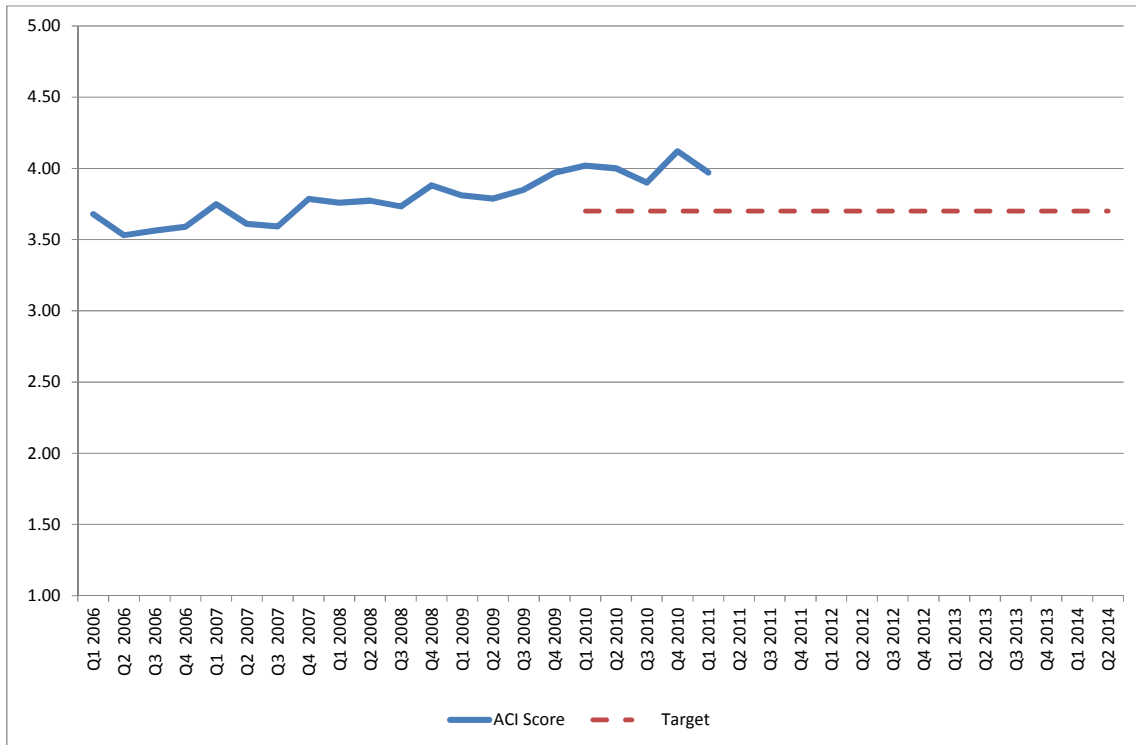


Chart A1: ACI survey scores for ease of way finding through Dublin airport

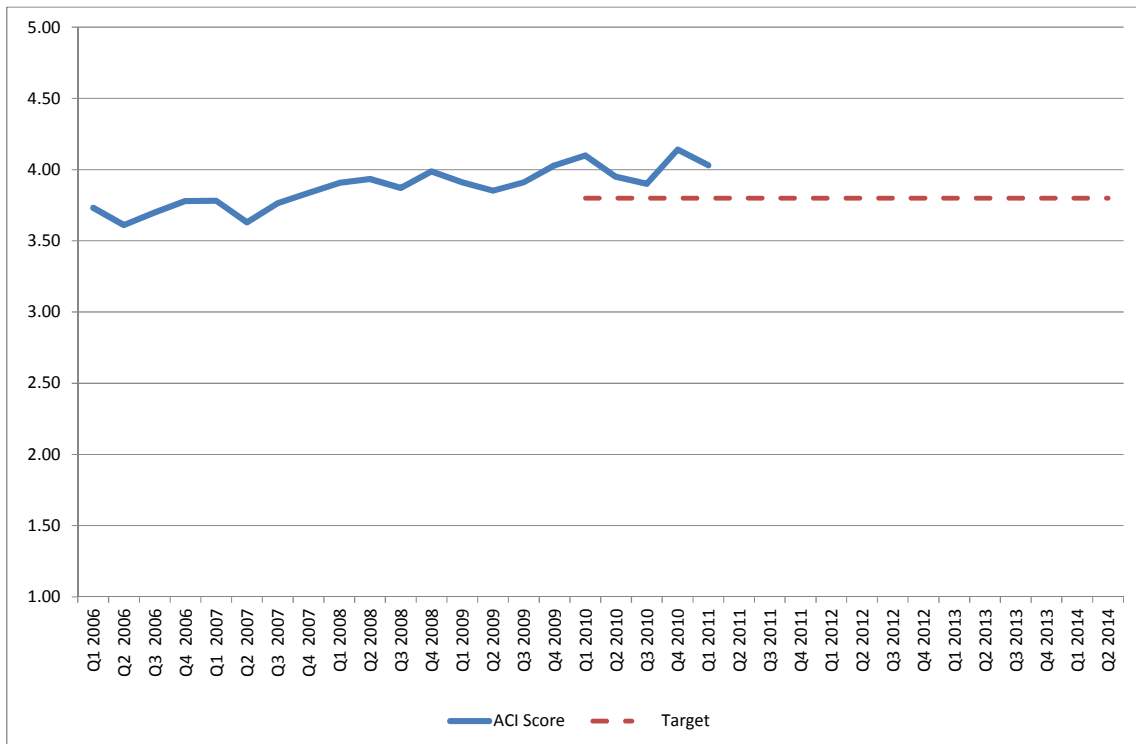


Chart A2: ACI survey scores for flight information screens at Dublin airport

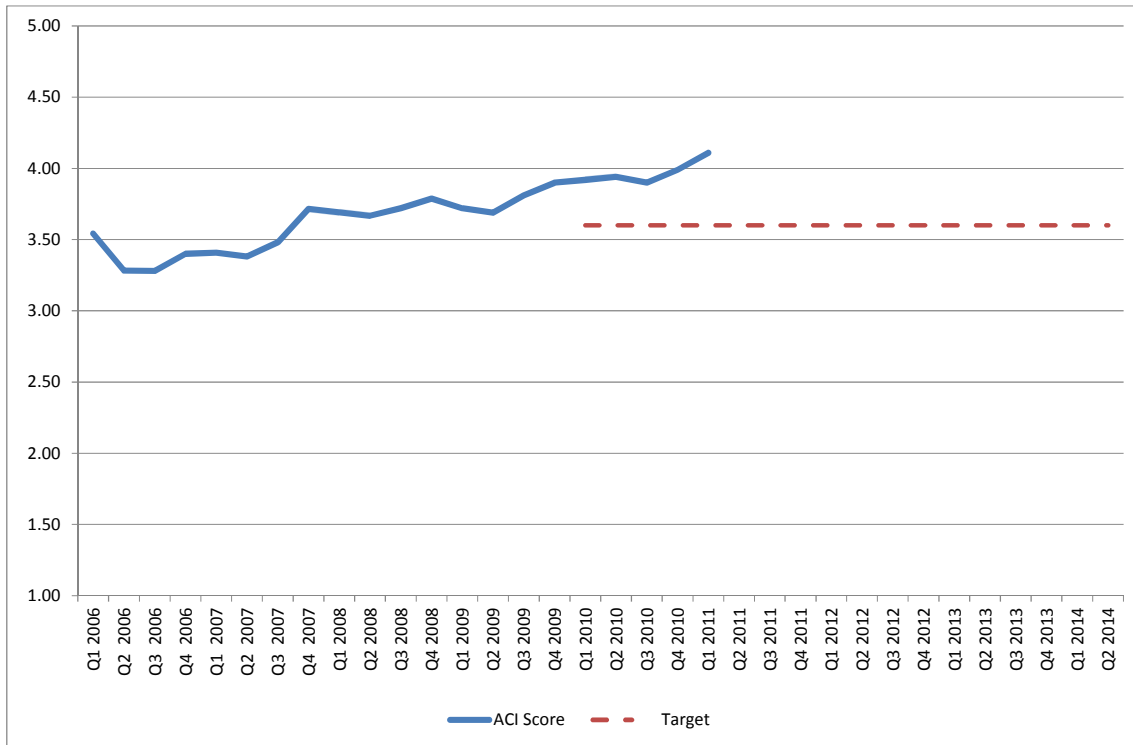


Chart A3: ACI survey scores for cleanliness of terminal at Dublin airport

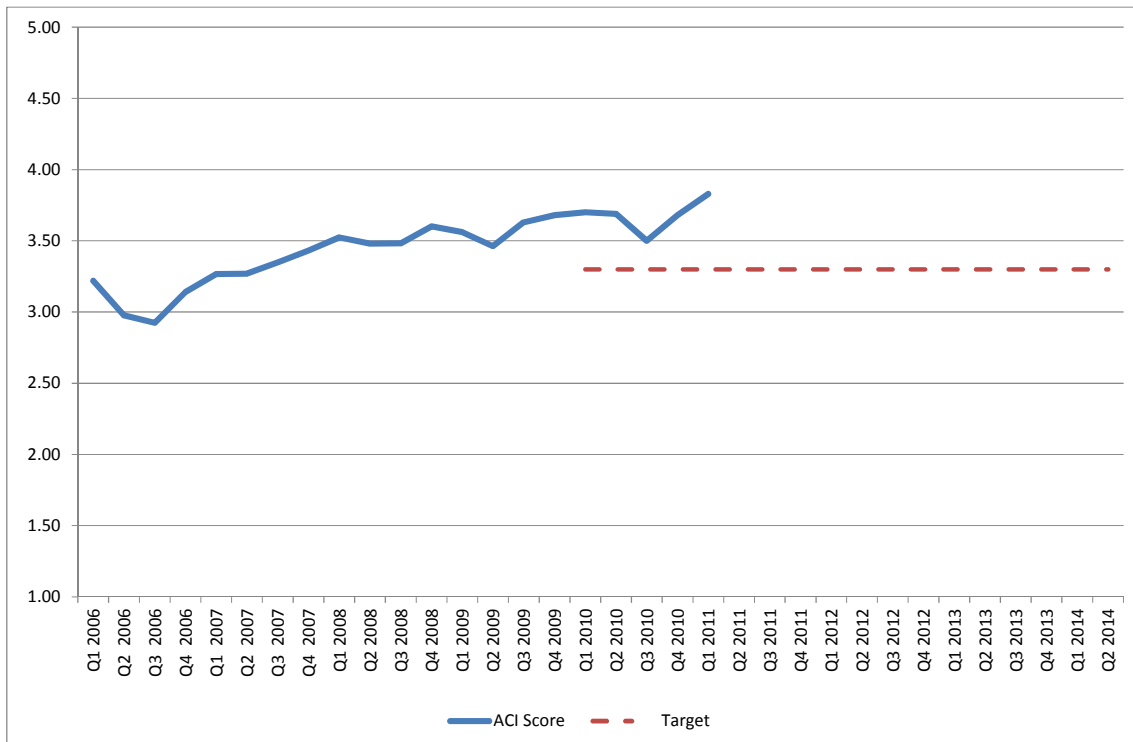


Chart A4: ACI survey scores for cleanliness of washrooms at Dublin airport

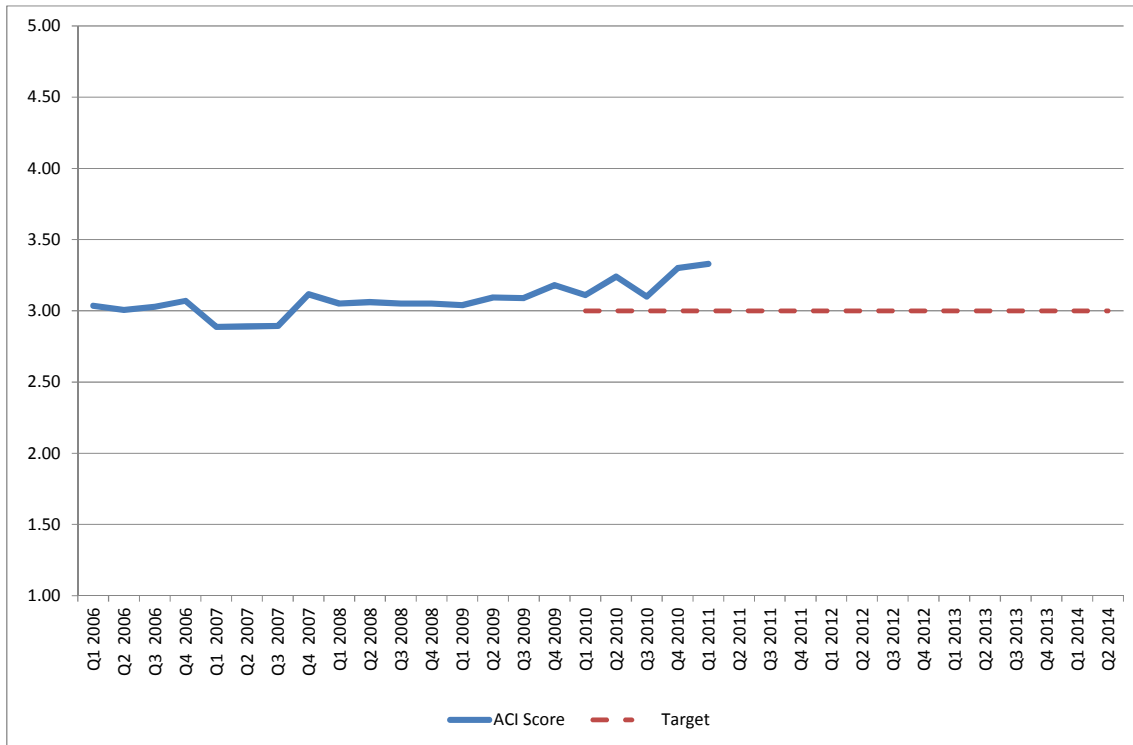


Chart A5: ACI survey scores for comfort of wait/gate areas at Dublin airport

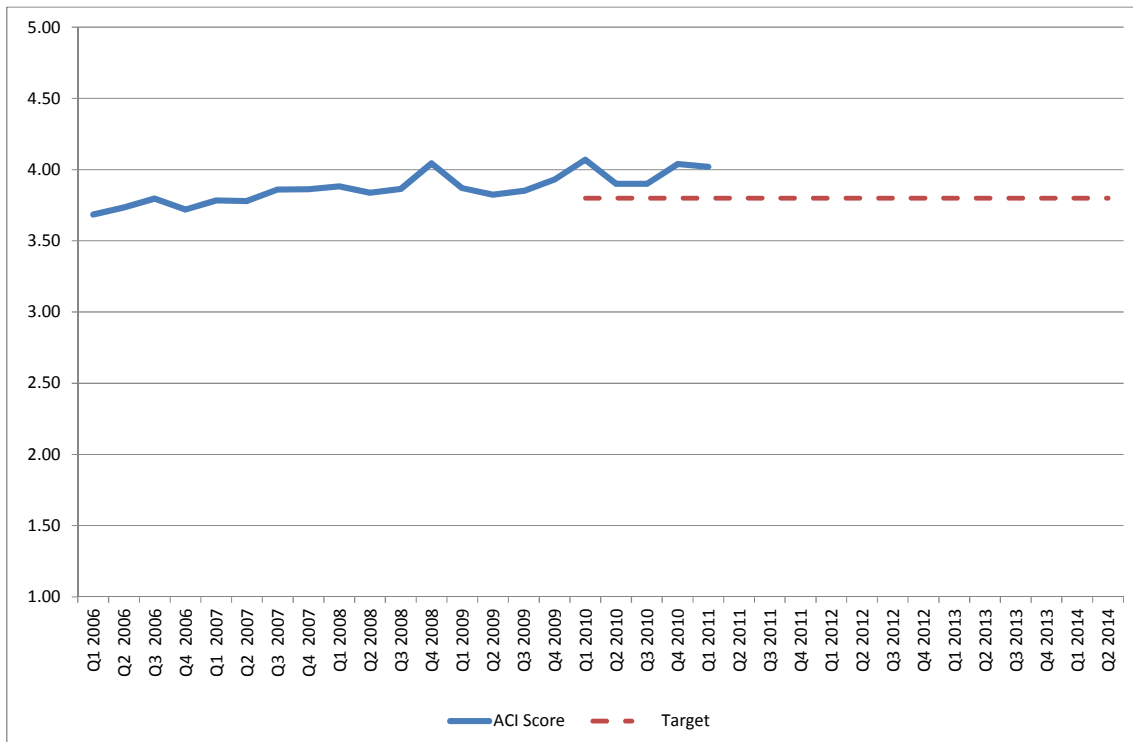


Chart A6: ACI survey scores for courtesy & helpfulness of non-security staff

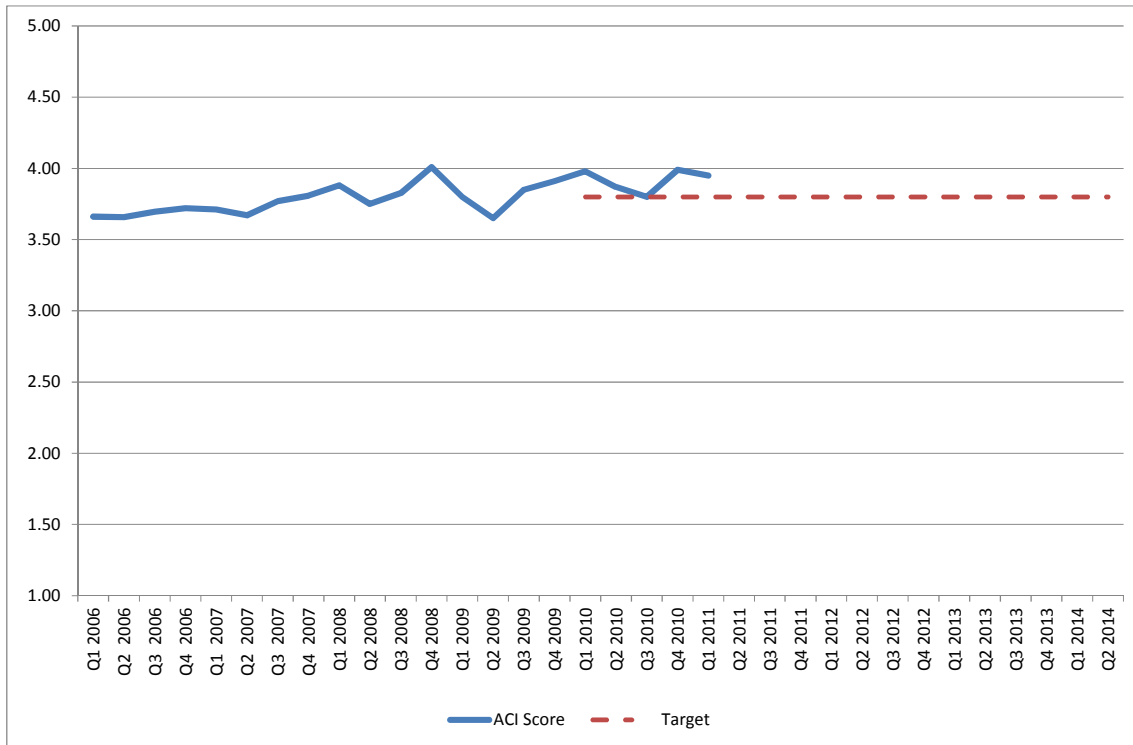


Chart A7: ACI survey scores for courtesy & helpfulness of security staff

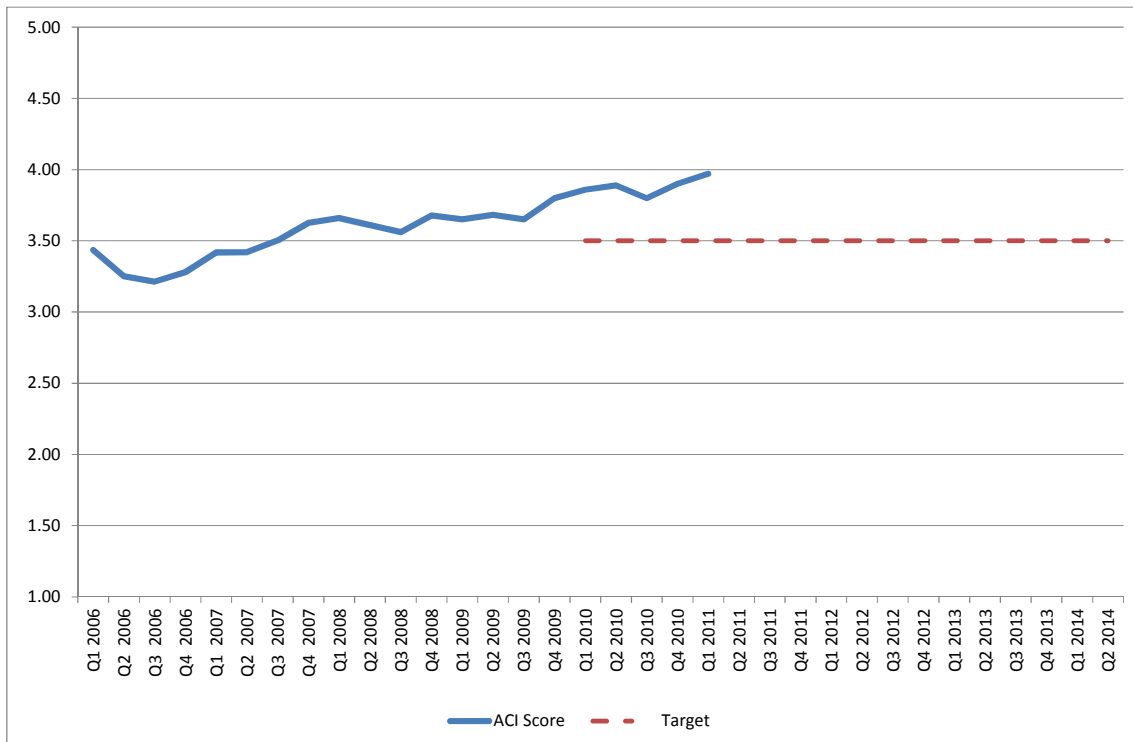


Chart A8: ACI survey scores for overall satisfaction of all passengers

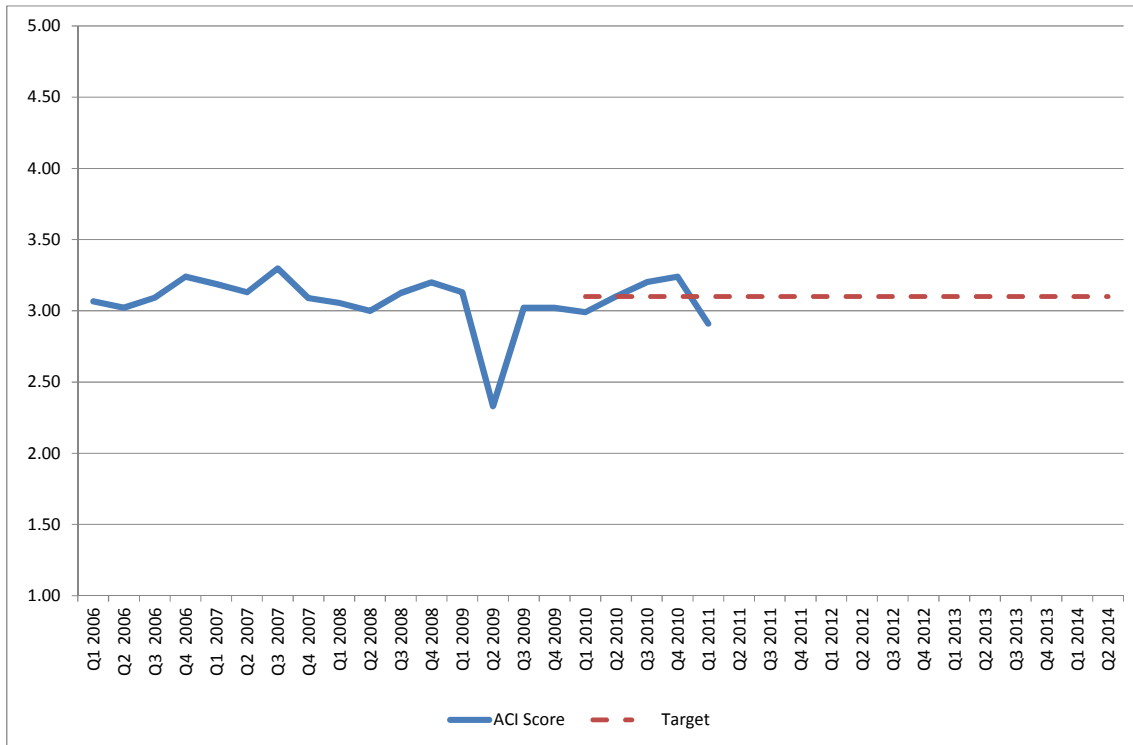


Chart A9: ACI survey scores for phone, internet and IT facilities

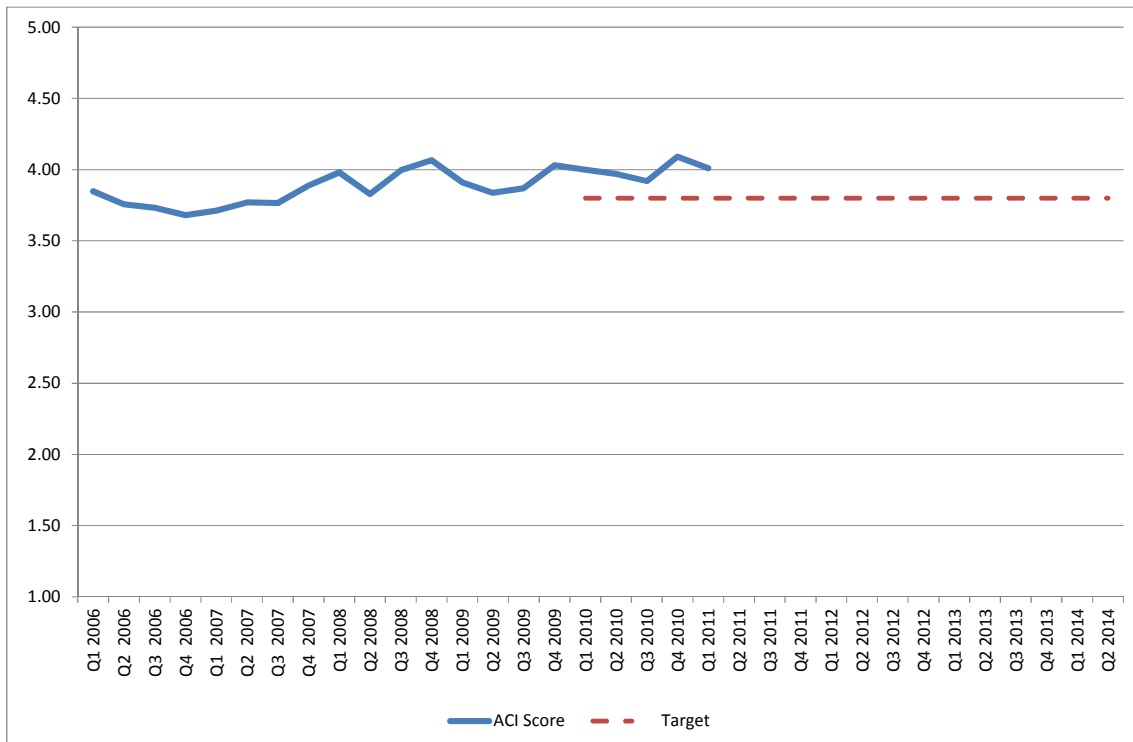


Chart A10: ACI survey scores for feeling of being safe and secure