



Quality of Service Monitoring for Terminal Services at Cork, Dublin and Shannon Airports

July - September 2012

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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. IAA Quality of Service Monitoring Scheme

- 1.1 This document presents the results for the quality of service monitoring schemes for aviation terminal services at Dublin, Cork and Shannon airports for the period July to September 2012. It reports the results provided to the Commission by the IAA.
- 1.2 The Final Determination (CP2/2011)¹ for aviation terminal service charges introduced a quality term to the price-cap formula. This quality term, which took effect in January 2012, links the price cap on aviation terminal service charges with the service quality provided by the IAA. This provides a financial incentive for the IAA to avoid delays due to staffing problems, including industrial action, and equipment failure.
- 1.3 The annual price cap is reduced by 0.33 per cent if, on a given day, there are one or more Air Traffic Flow Management (ATFM) delays in excess of 15 minutes at Cork, Dublin or Shannon airports reported in the Control Flow Management Unit (CFMU) data with the codes ATC Industrial Action", "ATC Equipment", "ATC Staffing" or "ATC Capacity"; or airlines have cancelled flights departing from any of these three airports on the basis of communications from the IAA indicating that problems with staffing or equipment failure will impair aviation terminal services at those airports.
- 1.4 The service quality term can reduce the price cap by a maximum of 10 per cent per annum. This would arise if a combination of staffing problems and equipment failure codes delays and cancellations occur for 30 or more days in the year. The quality of service regime focusses on two factors within the IAA's control – problems with staffing and equipment – but the Commission included four ATFM delay codes to try to capture all delay reports that might relate to problems with staffing and equipment.

¹ Available under http://www.aviationreg.ie/_fileupload/2011%20ATSC%20Final%20determination.pdf

2. IAA Quality of Service results

- 2.1 The Commission has now received the ATFM delay data from the IAA for the third quarter of 2012. During the third quarter of 2012, there were no ATFM delays with the codes "ATC Industrial Action", "ATC Equipment", "ATC Staffing" or "ATC Capacity" in excess of 15 minutes.
- 2.2 We have received no communication from airlines indicating that there was a breach of the quality of service term.
- 2.3 To date, we conclude that the IAA has met its service quality target in that period.