



**Quality of Service Monitoring
at Dublin Airport
October – December 2011**

2 February 2012

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 October to December 2011. These results are the last data required to calculate the 2011 price cap controlling for the quality of service provided at Dublin airport: this report includes a section stating the final 2011 price cap.
- 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 the results for security search queues and baggage system availability for the fourth quarter of 2011.
- 1.5 The DAA has delivered a quality of service during the last three months that met the target levels for these measures.
- 1.6 Looking at all the service-quality results of relevance for the 2011 price cap, the DAA met all but one of its targets. The final 2011 price cap is consequently €10.42 per passenger.

Measure of queue times at the security passenger search

- 1.7 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.
- 1.8 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.
- 1.9 The DAA met the security queue target in the months October through to December: 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 October through to December.

Month	Minutes in queue					Total no of observations
	<5	5-10	10-20	20-30	>30	
October	4552	95	5	0	0	4653
November	4292	46	8	1	0	4347
December	4307	63	5	0	0	4375

Table 1: Length of security queues measured at Dublin airport, Oct-Dec 2011

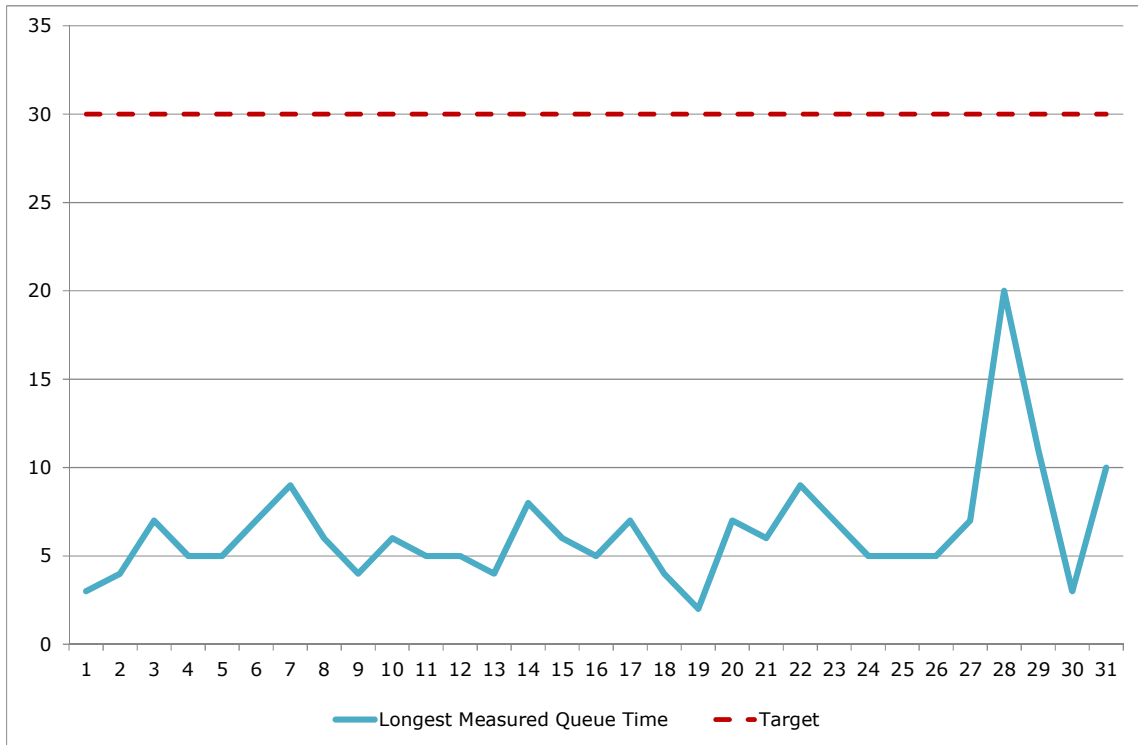


Chart S1: Longest measured security queue each day, October 2011 (minutes)

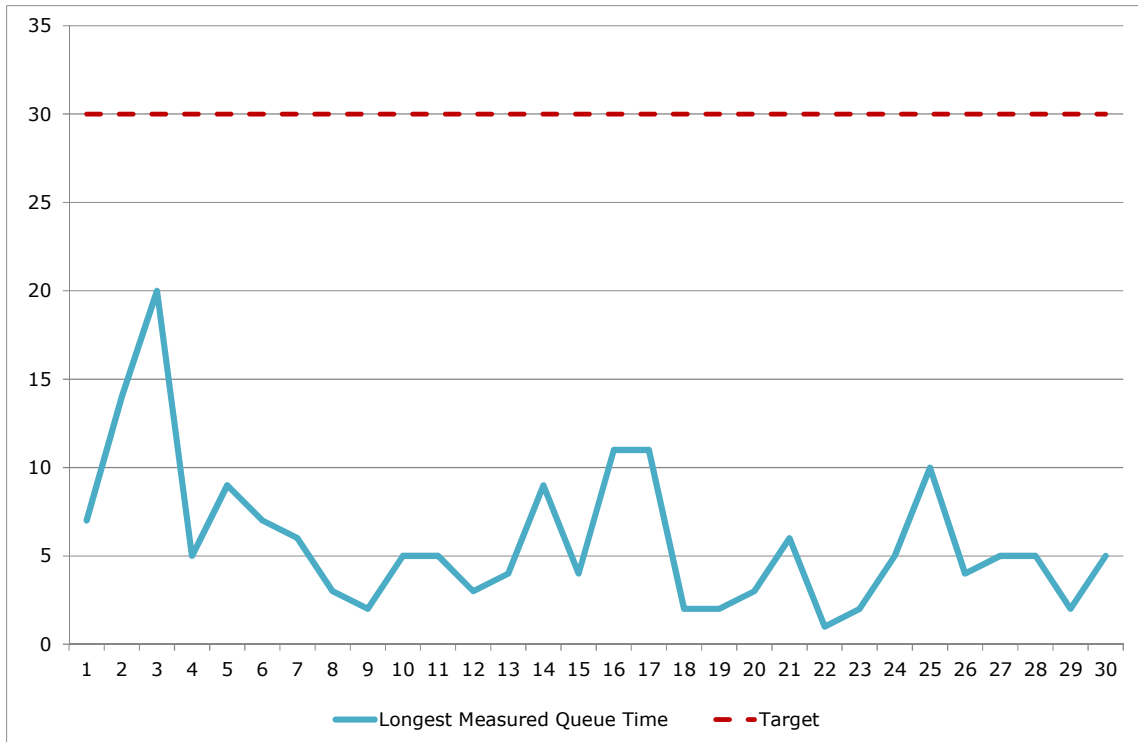


Chart S2: Longest measured security queue each day, November 2011 (minutes)

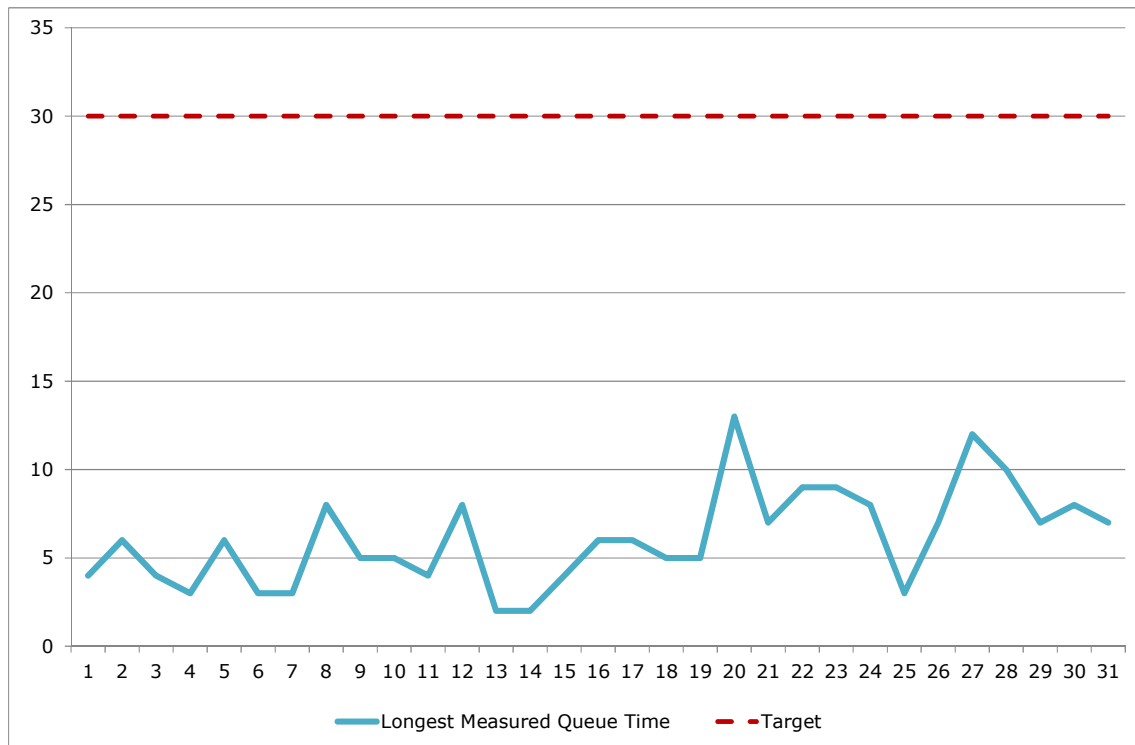


Chart S3: Longest measured security queue each day, December 2011 (minutes)

Measure of time that the outbound baggage system is unavailable

1.10 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.

1.11 The DAA reports it has met the quality target on the outbound baggage belt up to end December 2011. There were no dates in the period when airlines or ground handlers requested access to an alternative baggage belts. The DAA reported that on some days, there were periods when individual belts were out of operation for more than 30 minutes for maintenance. For Terminal 1, there was planned maintenance work on 3 October. In Terminal 2 the affected days were: 3, 4, 8-12 October; 1, 8, 9, 11, 12, 15-19, 27, 30 November; and 3, 4, 8-10, 12, 17, 18, 23, 28 December.

Measure of time that the inbound system is available

1.12 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.

- 1.13 The DAA has met the quality target on the inbound baggage system for the fourth quarter 2011. From October to December 2011 the inbound baggage belt was available 99.92% of the time.

2. 2011 Price Cap

- 2.1 The Commission now has all the quality of service results required to calculate the 2011 price cap, as described in CP2/2010.¹
- 2.2 The only target that the DAA did not meet was in the first quarter of 2011, when the ACI passenger survey result for passenger satisfaction in the communications/ telecommunications/ e-facilities category was less than 3.1.
- 2.3 Combining this information with the other information required to calculate the final 2011 price cap generates a per passenger cap on airport charges in 2011 of €10.42 per passenger.

¹ CP 2/2010 available under http://www.aviationreg.ie/2010_Airport_Charges/Default.122.html