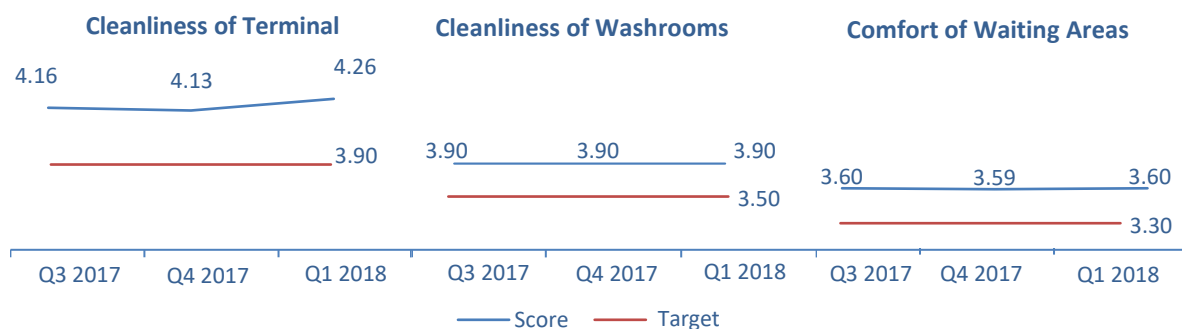


Passenger Survey at Dublin Airport - collected by ACI -	Results Q1 2019	Results Q4 2018	Target	Revenue at Risk	Price Cap Reduction
Overall satisfaction	4.17	4.09	3.90 / 5	0.25%	-
Courtesy, helpfulness of airport staff	4.26	4.31	3.80 / 5	0.10%	-
Courtesy, helpfulness of security staff	4.18	4.16	3.80 / 5	0.15%	-



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%	-
Comfort of waiting / gate areas	3.60	3.59	3.30 / 5	0.25%	-



Ease of way finding through airport	4.26	4.21	3.90 / 5	0.25%	-
Flight information screens	4.24	4.27	3.90 / 5	0.25%	-
Internet / Wi-Fi	4.03	4.01	3.10 / 5	0.25%	-

