

Quality of Service Compliance at Dublin Airport - Q1 2017, [05] May 2017

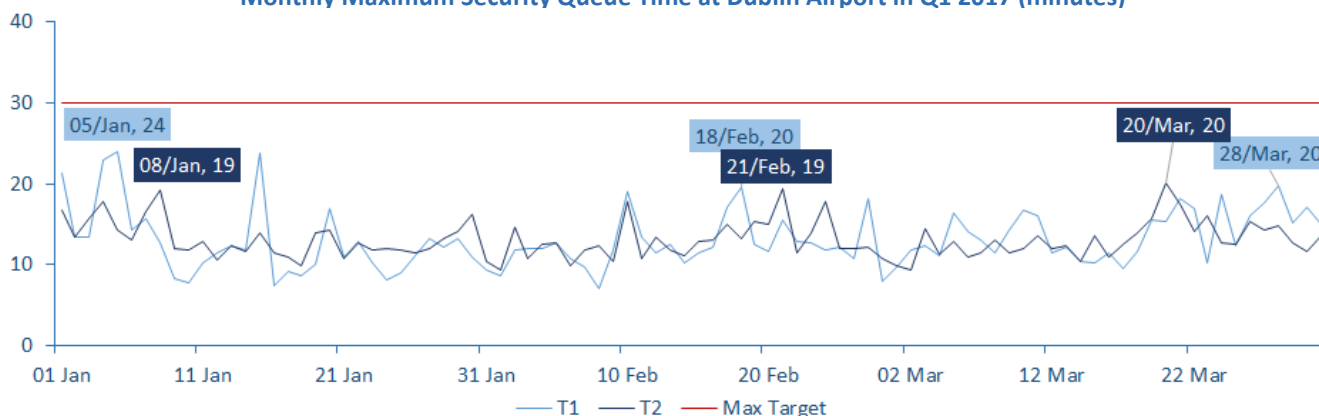
This report evaluates the compliance in Q1 2017 of the performance of Dublin Airport for twelve categories of quality of service in relation to the minimum standards set by the Commission in the 2014 Determination and the corresponding price cap revenue at risk for underperformance.

Dublin Airport did meet all targets in Q1 2017.

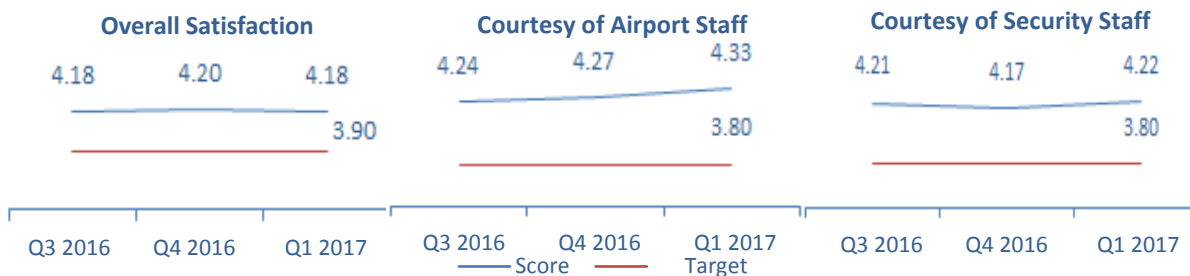
Q1 2017 Compliance of Quality of Service Performance at Dublin Airport

Measures Collected by Dublin Airport	Results Q1 2017	Results Q4 2016	Target	Revenue at Risk (%)	Price Cap Reduction
Security queue wait time Number of days passengers queue for more than 30 minutes at security.	0 days	2 days (T1)	0 days	1.5	-

Monthly Maximum Security Queue Time at Dublin Airport in Q1 2017 (minutes)

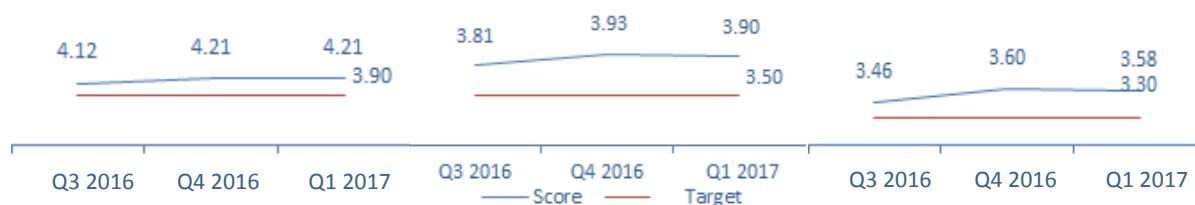


Out-bound baggage handling Percentage of time that the out-bound baggage handling system is unavailable for more than 30 minutes during hours of operation.	0%	0%	0%	0.75	-
In-bound baggage handling Percentage of time that the in-bound baggage handling system is available during hours of operation.	99.43%	99.76%	99%	0.25	-
Passenger ACI Survey Results	Results Q1 2017	Results Q4 2016	Target	Revenue at Risk (%)	Price Cap Reduction
Overall satisfaction	4.18	4.20	3.90 / 5	0.25	-
Courtesy, helpfulness of airport staff	4.33	4.27	3.80 / 5	0.10	-
Courtesy, helpfulness of security staff	4.22	4.17	3.80 / 5	0.15	-



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Passenger ACI Survey Results	Results Q1 2017	Results Q4 2016	Target	Revenue at Risk (%)	Price Cap Reduction
Cleanliness of airport terminal	4.21	4.21	3.90 / 5	0.25	-
Cleanliness of washrooms / toilets	3.90	3.93	3.50 / 5	0.25	-
Comfort of waiting / gate areas	3.58	3.60	3.30 / 5	0.25	-



Ease of way finding through airport	4.29	4.20	3.90 / 5	0.25	-
Flight information screens	4.30	4.27	3.90 / 5	0.25	-
Internet / Wi-Fi	4.17	4.08	3.10 / 5	0.25	-

