



Airport Accessibility Compliance Report 2023

DUBLIN AIRPORT







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1. Executive Summary

The IAA is the single civil aviation regulator for Ireland. We are responsible for the regulation of safety, security and consumer interests. The Irish Aviation Authority (IAA) is the National Enforcement Body in Ireland for *Regulation (EC) No. 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air* (hereafter referred to as ‘the Regulation’). The IAA investigates complaints and conducts inspections of airports situated in Ireland in order to ensure compliance with the Regulation. The purpose of the Regulation is to enable persons with reduced mobility (PRM) and persons with disabilities to have equal opportunities for air travel comparable to those of persons without reduced mobility or a disability. In line with the IAA’s responsibilities as the National Enforcement Body for the Regulation, the IAA conducted an inspection of Dublin Airport to ensure compliance with the obligations set out therein.

The information gathered during the pre-inspection data gathering exercise relates to numbers of Persons with Reduced Mobility (PRMs) in the airport,¹ as well as training information and the type and quantity of mobility equipment. As Figure 1 indicates, the total PRM numbers in Dublin Airport in 2023 were 1.18% of the total passenger numbers. Dublin Airport is a large international airport which is operated by the daa Group. The airport, in line with the Regulation, has contracted a company to provide PRM services. As provided for under Article 8(3), the airport management body levies a specific charge on the airlines on a non-discriminatory basis to fund the assistance services. Prior to the physical inspection, Dublin Airport provided information to the IAA via an online survey. In summary, Dublin Airport has met its obligations set out in the Regulation but there are some issues that need to be addressed and the IAA has outlined these findings to the airport. These include publication of the Quality Standards on the website; organising a PRM services podium to be placed at a gate where several PRM passengers have had communication issues; standardisation of signage within the airport; and a plan to improve the call point system. Some recommendations (based on IAA’s findings) have been implemented at the time of publication of the report, others are larger ongoing projects. Accordingly, the IAA intends to monitor the airport’s progress in this regard.

Airport	Total Passenger	Total PRM	PRM % of Total Pax
Dublin	33,262,941	391,719	1.18%
Cork	2,798,024	26,619	0.95%
Shannon	1,897,599	22,045	1.16%
Ireland West	813,266	12,602	1.55%
Kerry	414,571	3,322	0.80%
Donegal	19,230	382	1.99%

Figure 1: All Passenger and PRM numbers from all Irish Airports²

¹ This report will use the acronym ‘PRM’ to refer to both persons with reduced mobility and persons with disabilities in line with industry practises.

² Passenger numbers refer to commercial passengers only. The passenger numbers are all available from the Central Statistics Office. Donegal Airport passenger number is from the airport, not the CSO. Further information can be downloaded from the CSO here:

https://ws.cso.ie/public/api.restful/PxStat.Data.Cube_API.ReadDataset/TAM08/XLSX/2007/en. The PRM numbers are provided by the airports.



2. Overview

2.1. Definition of Person with Reduced Mobility and Disabled Person

The definition of ‘disabled person’ or ‘person with reduced mobility’ is taken directly from (EC) 1107/2006 Article 2(a):

“Any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers.”

It is important to note that there is no distinction between short-term/long-term or, as used in the above definition, “permanent/temporary” for the purposes of having reduced mobility or a disability. There has also been an international movement to recognise those with hidden disabilities and how these passengers can experience barriers to air travel. Persons with disabilities (hidden or otherwise) or with reduced mobility can request the assistance set out in the Regulation without having to disclose their disability or reason for reduced mobility.

2.2. Purpose of the Report

The purpose of this report is to provide a comprehensive overview of the accessibility of Dublin Airport within the scope of IAA’s enforcement remit of Regulation (EC) 1107/2006. The report addresses Dublin Airport’s compliance with the obligations prescribed in the Regulation and determines, from the physical inspection, complaints submitted to the IAA, and the pre-inspection questionnaire whether the airport has met its obligations. The report’s sections will briefly summarise the relevant Article and the airport’s compliance, as well as the IAA’s commentary from the inspection. The IAA has issued findings and recommendations with timeframes for the implementation of any necessary changes to comply with the Regulation. The report will also highlight positive innovations undertaken by the airport and upgrades since the previous inspection. Finally, the report will provide a summary table of findings and General Comments.

2.3. Airport Inspection

The airport inspection follows the format provided for in Annex I of Regulation (EC) 1107/2006. Annex I outlines the “assistance under the responsibility of the managing bodies of airports.”, the inspection starts at the outside boundary where it is expected a passenger would enter the airport, i.e. from the car park or from the ‘drop off zone’ at the front doors. The inspection encompasses the PRM experience, up to the point of embarking on the aircraft.

2.4. Inspection Methodology

2.4.1. Notice of Inspection

The IAA will issue a Notice of Inspection to the airport which will include a proposal for times and dates for the inspection. The Notice of Inspection also briefly outlines the role of the IAA as the National Enforcement Body charged with ensuring compliance with Regulation (EC) 1107/2006.

2.4.2. Preliminary Questionnaire

The Notice of Inspection includes a preliminary questionnaire to be completed in advance of the inspection. The airports have 20 business days to submit a response to the questionnaire.

2.4.3. Post Inspection and Report Publication

After the physical inspection has been conducted, the IAA creates a report outlining the IAA's findings and airport's compliance with the Regulation. The IAA liaises with the airport regarding the deadlines for implementation of the recommendations made. These timeframes are outlined in the published report.

3. Inspection Findings (2023)

On the 14 September 2023, the Irish Aviation Authority conducted an inspection of Dublin Airport to assess the airport's compliance with Regulation (EC) 1107/2006. The following sections analyse the airport's compliance with each article of the Regulation. Each section will outline the article, the obligations deriving from the Regulation, and the IAA's findings.

3.1. Article 5: Designation of Points of Arrival and Departure

“The managing body of an airport shall, taking account of local conditions, designate points of arrival and departure within the airport boundary or at a point under the direct control of the managing body, both inside and outside terminal buildings, at which disabled persons or persons with reduced mobility can, with ease, announce their arrival at the airport and request assistance.”³

The points of arrival and departure shall (as per the Regulation) be clearly signed and shall offer “basic information about the airport, in accessible formats.” The ability for a PRM to announce their arrival upon entering the airport boundary is an important and sometimes critical beginning to their air travel. Announcing one's arrival and receiving timely assistance ensures the passenger has a stress-free journey and is not delayed for their flight. Accordingly, this article addresses two significant aspects of the airport's compliance: call points and signage.

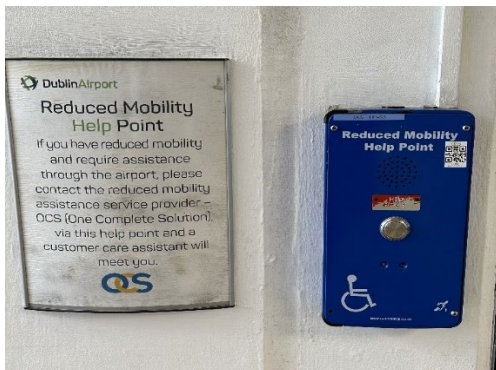


Figure 2: Call point located across from Terminal 1 adjacent to T1 Short Term Car Park

³ Regulation (EC) 1107/2006 Article 5(1).



Figure 3: Signage for PRMs in black, white, and grey



Figure 4: Sign indicating Hidden Disabilities in white and dark grey

The inspection began in the building directly opposite Terminal 1 in Dublin Airport, The Atrium. This building is the first point of entry for passengers arriving on a bus or from the Short Term Car Park. As detailed on Appendix A of this report, the 2022 findings indicated that upgrades were needed to the call points, especially the passenger point of arrival from the car parks and bus drop-off at Terminal 1. At the time of the 2023 inspection (September 2023), the call point system had not undergone an upgrade and the IAA inspection team encountered the same findings as the 2022 inspection in relation to location, volume, and signage of the call point. Based on the IAA's findings, the airport initiated a plan to upgrade the call point system, which began in Spring of 2024. This plan is currently ongoing, and updates are being provided to the IAA regarding same.

The main call point in The Atrium is not clearly signposted and the sound quality was poor upon testing. Accordingly, clear signage is needed to alert all passengers to this call point. Otherwise, passengers cannot contact assistance until they have entered the main Terminal 1 building and attend on the PRM assistance desk. Indeed, this is a several minute walk from the bus stop or car park. There is one further call point in this area at the entrance to the car park, which was not working at the time of the inspection (this was addressed by Dublin Airport on the day).

There is no call point in Terminal 2 Arrivals Hall. Additionally, there is no signage in the arrivals hall which advises PRMs where the PRM services desk is should they require assistance. The airport advised that a call point in the arrivals hall in T2 caused a significant increase in non-PRM related queries which resulted in OCS staff being unable to answer PRMs. Therefore, the call point in Terminal 2 Arrivals was removed. However, the IAA inspection team found that it is prudent to advise passengers of the location of services even in the arrivals area. This due to the fact that the passenger is still in an active part of their journey through the airport. The IAA recommended that at



minimum a sign should be placed in the arrival hall area, advising PRMs of where they could get assistance (if required) in the airport for getting to public transport, pick up location, or a car park.

In general, the current call points in the main airport building are functional but are not all PRM friendly in terms of sound quality and placement (i.e., located in busy walkways). However, those located in The Atrium (building located opposite Terminal 1) and beside the short-term car park are the most problematic. The IAA was advised by the airport that a general IT update of the call points was in its preliminary stage.

The airport also confirmed that a pick-up service for PRMs can be arranged from the Express Red Car Park (long term) which is situated approximately 10 minutes-drive from the main airport campus. This service is provided by the contracted service provider, OCS. Passengers can call OCS prior to arrival at the car park and a dedicated PRM van will provide transfer to the main airport campus. This is in line with Dublin Airport's own Quality Standards.⁴

The IAA and Dublin Airport discussed the accessibility to Gate 335 in Terminal 1. Access to the gate is only provided by down escalators, stairs and one lift. Therefore, if the lift were to be made inaccessible, there is a risk that PRMs may not be able to access their gate and could lead to missed flights. Gate 335 in Dublin Airport has also been at issue in two complaints submitted to the IAA. An OCS dedicated podium was due to be installed in this area prior to the inspection. However, it was not installed by the time of the 2023 inspection. All passengers are transferred to the South Gates from this area and thus it can be a very busy area of the airport. At present, there is no OCS call point in this location and there is an old desk in the area that is currently being monitored by OCS staff. Dublin Airport confirmed at the time of the inspection that this desk is constantly staffed with an OCS agent.

3.1.1. Article 5 Findings

Call Points

The Regulation obliges the airport to ensure that *“the points of arrival and departure... shall be clearly signed and shall offer basic information about the airport, in accessible formats.”* The airport must have clear signage and points from which a passenger can request assistance. While Dublin Airport's call points are mostly functional, this area remains in need of significant improvement to be fully compliant with the Regulation. Dublin Airport has commenced a call point upgrade project, and the IAA is confident that the project to modernise the system which is currently underway can address the issues. This must include consideration of the placement of the call points and proper signage alerting passengers to the call point. All call points should be answered in a timely manner and should be at an adequate volume.

The airport is providing regular updates to the IAA regarding this project. Additionally, the airport has liaised with the IAA to gather contacts with representatives from disability organisations to include them in the project.

⁴ Dublin Airport publish their Quality Standards in relation to Regulation (EC) 1107/2006 online [here](#).

PRM Assistance Signage

Signage for PRM services inside and outside the airport building is also in need of updating and consistency to facilitate passengers in wayfinding. This obligation is established in Article 5 of the Regulation. Signage outside Terminal 1 for PRMs is to the right side of the main Terminal 1 building and not on the front of the building where a passenger would reasonably look to for direction.

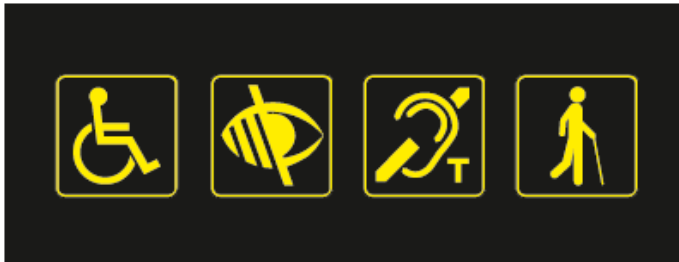


Figure 5: Disability Symbols in Black & Yellow

Dublin Airport confirmed the signage in Figure 5 was implemented by the airport’s operations team after requesting input from Vision Ireland (formerly the NCBI). The IAA recommends a sign standardisation throughout the airport. The IAA is liaising with the airport regarding this project which is part of a larger passenger experience initiative. The airport has confirmed that this project has been started across the business.

Terminal 2 Arrivals Hall - Signage

There is no call point in Terminal 2 Arrivals Hall. Additionally, there is no signage in the arrivals hall which advises PRMs where the assistance services desk is. The IAA advised that a sign should be placed in the arrival’s hall area, advising PRMs of where they could get assistance if required.

Monitored Podium at GATE 335

Since the inspection, the airport has completed the recommendation of a installing a monitored podium at Gate 335 in Dublin Airport.

3.2. Article 6: Transmission of Information

Article 6(2): “When an air carrier or its agents or a tour operator receives a notification of the need for assistance at least 48 hours before the published departure time for the flight, it shall transmit the information concerned at least 36 hours before the published departure time for the flight [to the managing bodies of the airports of departure, arrival and transit.]”

This article, in 6(4), also states that *“as soon as possible after the departure of the flight, an operating air carrier shall inform the managing body of the airport of destination, if situated in the territory of a Member State to which the Treaty applies, of the number of disabled persons and persons with reduced mobility on that flight requiring assistance specified in Annex I and of the nature of that assistance.”*



The primary source of assistance notifications is through the airline where the notification is then submitted through the SITA airline-airport communication system. While there is no specific obligation for the airport in Article 6, it is worth noting the time limits on notification. The airline can receive an assistance request up to 48 hours prior to departure (for it to be considered pre-notified); however, this request does not need to be forwarded to the airport until 36-hours prior to departure. This may result in difficulties ensuring adequate staff are scheduled to provide assistance to passengers. Accordingly, this Article requires airport managing bodies to manage staffing and use alternative methods to predict PRM numbers in any given day.

In order to address this issue, OCS in Dublin Airport now use an application called PRM Assist (see: prmassist.com) which allows passengers to request PRM assistance in addition to requesting assistance via telephone and email directly with OCS. The IAA understands that this application was launched in 2022 by a private company.

3.3. Article 7: Right to Assistance at the Airport

Article 7(1) “When a disabled person or person with reduced mobility arrives at an airport for travel by air, the managing body of the airport shall be responsible for ensuring the provision of the assistance specified in Annex I in such a way that the person is able to take the flight for which he or she holds a reservation, provided that the notification of the person’s particular needs for such assistance has been made to the air carrier or its agent or the tour operator concerned at least 48 hours before the published time of departure of the flight.”

Dublin Airport has advised the Irish Aviation Authority that all Service Level Agreements (SLA)s are being met as of September 2023 (including during the 2023 summer period). See the 2023-2026 SLAs in Appendix B of this report.

3.4. Article 8: Responsibility for Assistance

“The managing body of an airport shall be responsible for ensuring the provision of the assistance specified in Annex I without additional charge to disabled persons and persons with reduced mobility.”⁵

This obligation lies with the airport managing body, but a contract can be established with one or more parties for the supply of assistance services.

Article 8(3) states that:

“...the managing body of an airport may, on a non-discriminatory basis, levy a specific charge on airport users for the purpose of funding this assistance.”⁶

OCS currently provides PRM assistance at Dublin Airport under contract.

⁵ Regulation (EC) 1107/2006 Article 8(1).

⁶ Regulation (EC) 1107/2006 Article 8(3).



3.5. Article 9: Quality Standards

“The managing body shall set Quality Standards for the assistance specified in Annex I, unless the airport’s annual traffic is less than 150 000 commercial passenger movements.”⁷

While Dublin Airport engages with a third party for the provision of assistance, the airport is still obliged to publish Quality Standards as per the Regulation. Accordingly, the airport management body is responsible for monitoring the service provider to ensure that the service levels in the Quality Standards are upheld. The Quality Standards document should, at a minimum, reflect the current SLAs as decided by the IAA’s in Decision on an Interim Review of the 2019 Determination in relation to 2023-2026 Paper 7/2022 published on 23 December 2022 and are the standards at which the service provider is held to (Appendix B).

At the time of the 2023 inspection, the standards of service outlined in the Dublin Airport’s Quality Standards document were those provided for in the ECAC Code of Good Conduct in Ground Handling of Persons with Reduced Mobility.

The ECAC Code of Good Conduct in Ground Handling for Persons with Reduced Mobility 2003 standards are as follows:

FOR PRE-BOOKED DEPARTING CUSTOMERS

Upon arrival at the airport, once they have made themselves known:

- 80% of customers should wait no longer than 10 minutes for assistance
- 90% should wait for no longer than 20 minutes
- 100% should wait for no longer than 30 minutes

FOR NON PRE-BOOKED DEPARTING CUSTOMERS

Upon arrival at the airport, once they have made themselves known:

- 80% of customers should wait no longer than 25 minutes
- 90% should wait no longer than 35 minutes
- 100% should wait no longer than 45 minutes

The standards imposed on OCS by Dublin Airport is currently higher than the ECAC standards set out above. During the inspection, the IAA noted this to the airport and recommended that the standards be updated to reflect those set by Dublin Airport. See the Appendix B: Service Level Agreements (SLAs) for more information.

3.5.1. Article 9 Findings

The IAA proposes that a revised Quality Standards are drafted and published without delay. The airport should consider their internal service requirements and standards for the contracted service provider when drafting the updated Quality Standards.

⁷ Regulation (EC) 1107/2006 Article 9.

Since the 2023 inspection, Dublin Airport has reviewed their Quality Standards document, and an updated version has been published on the airport's website.

3.6. Article 11 Training

"Air carriers and airport managing bodies shall:

(a) ensure that all their personnel, including those employed by any sub-contractor, providing direct assistance to disabled persons and persons with reduced mobility have knowledge of how to meet the needs of persons having various disabilities or mobility impairments;

(b) provide disability-equality and disability-awareness training to all their personnel working at the airport who deal directly with the travelling public;

(c) ensure that, upon recruitment, all new employees attend disability-related training and that personnel receive refresher training courses when appropriate."⁸

OCS agents receive training for assisting PRM passengers and providing first aid care (Art. 11(a)). The airport confirmed that third party retail staff in the airport do not currently receive disability equality and awareness training. The Airport confirmed that 'frontline staff' receive disability awareness training. All staff who regularly interact with the travelling public should receive at minimum disability awareness and disability equality training. Dublin Airport must ensure all staff that are passenger facing receive disability awareness training, including third party retail staff, to ensure compliance with the Regulation.

3.6.1. Article 11 Findings

The IAA recommends that all personnel working at the airport who deal directly with the travelling public should receive disability-equality and disability awareness training. This is in line with the European Civil Aviation Conference (ECAC) Doc 30 Part I Facilitation Section 5.12.1.1. This requirement is further supported by Section 1.8 of the ECAC Code of Conduct in Ground Handling for Persons with Reduced Mobility (2003).

Since the inspection, the IAA attended a Disability Awareness Training for a pilot programme in Dublin Airport. Once the pilot programme has been successfully completed, it is the airport's intention to roll out the training programme to all airport staff. The Airport must provide regular updates to the IAA regarding the new training programme.

⁸ Regulation (EC) 1107/2006 Article 11(a-c).

3.7. Article 12: Compensation for Lost or Damaged Wheelchairs, Other Mobility Equipment and Assistance Devices

“Where wheelchairs or other mobility equipment or assistive devices are lost or damaged whilst being handled at the airport transported on board aircraft, the passenger to whom the equipment belongs shall be compensated, in accordance with rules of international, Community and national law.”⁹

In accordance with Article 12 of the Regulations, if mobility equipment is lost or damaged onboard a flight, the airline is responsible for compensating the passenger for lost or damaged equipment.

Dublin Airport confirmed that, in conjunction with the service provider, it would organise temporary replacement equipment should the need arise. The Airport has also highlighted this obligation in the Quality Standards. Compensation for damaged/lost mobility equipment would be paid through the airline if applicable in accordance with international, European Community and national law.

3.8. Article 15: Complaint Procedure

“A disabled person or person with reduced mobility who considers that this Regulation has been infringed may bring the matter to the attention of the managing body of the airport or to the attention of the air carrier concerned, as the case may be.

If the disabled person or person with reduced mobility cannot obtain satisfaction in such way, complaints may be made to any body or bodies designated under Article 14(1), or to any other competent body designated by a Member State, about an alleged infringement of this Regulation.”¹⁰

The complaint mechanism should be easily accessible to PRMs and each complaint should be promptly investigated and replied to. While Dublin Airport engages with a contracted service provider, the airport still has an obligation to monitor complaints received regarding this assistance. The service provider in Dublin Airport, OCS, confirmed that it can receive complaints by email. The service provider strives to acknowledge the complaint within 48 hours and send a response to the passenger within a week. Dublin Airport also confirmed that it receives complaints via email. The airport confirmed that it received 54 complaints in 2023 regarding PRM assistance. These complaints are separate to the complaints submitted to the IAA.

⁹ Regulation (EC) 1107/2006 Article 12.

¹⁰ Regulation (EC) 1107/2006 Article 15(1) and 15(2) respectively.

4. Summary of Findings

Finding	Issue	Legislation	Status
3.1 General Call Point System	Call points need upgrades to improve sound quality and for location to be improved for accessibility	Art. 5 EC 1107/2006	Project for full upgrade ongoing. Airport is organising a user's group to consult on the project
3.2 Signage	Increased PRM signage to assist wayfinding	Art. 5 EC 1107/2006	Ongoing
3.3 Assistance Signage in Terminal 2 Arrivals Hall	No call point or sign in Terminal 2 Arrival Hall which directs PRMs to assistance	Art. 5 EC 1107/2006	Ongoing
3.4 Gate 335 Terminal 1	OCS Dedicated Podium at Gate 335 in Terminal 1. OCS to place sign in gate area in the interim and continue current measures	Art. 5 EC 1107/2006	Completed
3.5 Accessible Toilets & Baby Changing Facilities	Baby Changing facilities placed in accessible toilets.	ECAC DOC 30 Part I Section 5.10.7.1	No timeframe, general recommendation as best practise
3.6 Training	Clarification on Airport Personnel Training and information on disability awareness training	Art. 11 EC 1107/2006	Pilot training programme ongoing
3.7 Quality Standards	Update to Quality Standards required	Art. 9 EC 1107/2006	Completed

Figure 6: Summary Table of Findings

5. General Comments

Dublin Airport has taken many initiatives to improve the PRM passenger experience. This includes a sensory room, tactile flooring and high contrast screens for visually impaired passengers. While these steps are welcomed by the IAA, we note that issues which have been previously reported on remain outstanding. While a sensory room is not specifically required under the Regulation, the inclusion of

one provides a welcome addition to assisting neurodivergent passengers, thereby ensuring hidden disabilities are also considered.



Figure 7: Door to Sensory Room Terminal 2, Dublin Airport

The high contrast screens were implemented with the assistance of Vision Ireland (National Council for the Blind Ireland (NCBI)).¹¹ See Figure 8 below.



Figure 8: High Contrast screens with flight information

The airport advised that, upon liaising with Vision Ireland, the gate screens were upgraded by the IT department to include high contrast lettering. This is a move welcomed by the IAA.

While all accessible toilets were clean and well sign-posted, several accessible toilets still have baby changing facilities. In general, all accessible toilets should be separated from baby changing facilities. Additionally, care must be taken to ensure that the red emergency cord is easily identifiable, is reachable and in good working order. This is recommended as best practice for all airports; no timeline has been given for Dublin Airport for implementation.

Dublin Airport has an “Important Flyer” programme which provides discreet identification lanyards to individuals with disabilities in order to make airport staff aware of their disability while removing the need to announce their disability. This identifier is only applicable to Dublin Airport. However, Dublin Airport has also advised that staff members are also trained in recognising the Hidden Disability Sunflower and other international identifiers.

¹¹ The National Council for the Blind Ireland is now known as Vision Ireland.



Appendix A:

1. Outstanding Findings from 2022 Inspection

Below is a summary of the issues that were highlighted by the 2022 inspection and the internal inspection report.

1.1. Article 5

The 'designated point of arrival' in the walkway from the car park and bus terminal remains in need of attention. The call point is easily missed as it is not clearly identifiable on the wall and the volume is inaudible. The call point in the foyer of the Arrivals Hall is still dimly lit, which remains an issue for those with visual impairment. These call points were still in use during the 2023 physical inspection.

1.2. Article 6

Airlines are using the Sita booking system which does not provide OCS with an assistance request until 36 hours before departure (the Regulation states 48 hours for pre-notified assistance). Also, some airlines do not provide any notice for assistance requests. While this practice is still present, there is an absence of international guidelines or indeed Regulations that advises airlines otherwise. The IAA advises airlines that it is best practise to forward assistance requests to the airport as soon as possible after the request has been made by the passenger.

1.3. Article 9

For the 2022 inspection (and indeed the 2023 inspection), the airport's Quality Standards date from 2008 and were out of date. Accordingly, the targets outlined in Dublin Airport's Quality Standards are not aligned with the Service Level Agreements contained in Decision on an Interim Review of the 2019 Determination in relation to 2023-2026 Paper 7/2022 published on 23 December 2022.

1.4. Article 11

At the 2022 physical inspection, Dublin Airport advised that there was currently no refresher course on disability awareness for all staff who are passenger facing.

1.5. Article 15

The 2022 inspection report noted that a complaint mechanism was to be developed between Dublin Airport and assistance contractor.

Appendix B:

2. Service Level Agreements (SLAs)

Table 1 Maximum wait time for assistance for 2023-2026

DRAFT TARGET	PRE-ADVISED	NON PRE-ADVISED	PRICE CAP AT RISK
If a passenger presents for assistance at an external point within the airport campus they should be assisted to the appropriate terminal reception point as follows:	98% within 10 min	98% within 20 min	Annually -€0.01
Breach if the percentage of passengers assisted from the terminal reception point is lower than the targets as follows:	95% within 15 min 98% within 20 min	95% within 20 min 98% within 30 min	
Breach if the percentage of passengers that are assisted from aircraft to terminal holding point onwards is lower than the targets as follows:	93% within 10 min 98% within 15 min	93% within 15 min 98% within 20 min	Annually -€0.01
Backstop Target			
Breach if the percentage of passengers assisted from the terminal reception point is lower than the targets as follows:	90% within 15 minutes 91% within 20 minutes	None	Annually -€0.02

Source: IAA.

