



Airport Accessibility Compliance Report 2024

Dublin Airport



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1. Executive Summary

The IAA is the single civil aviation regulator for Ireland and is 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 pre-inspection pertains to the airport’s complaints procedure, training of staff regarding knowledge of disabilities and Persons with Reduced Mobility (PRMs)¹, and the quantity/type of mobility equipment. This information helps to inform the IAA as to the quality of operation for PRM assistance services at each airport. Dublin Airport was inspected in July 2024 for its compliance with the Regulation. The airport provided all answers to the questionnaire prior to the inspection and assisted the IAA on the day, ensuring all airport-related elements of the Regulation were reviewed for compliance. The IAA also included an inspection of U.S. Preclearance and the connected gates for this inspection. The airport’s annual passenger number is over 150,000 which requires the airport to develop Quality Standards. Dublin Airport has published their Quality Standards on their website and were reviewed by the airport management body in 2023 for accuracy. The IAA inspection identified findings on signage, call points and training. in which are outlined in [Section 3](#) [Section 4 outlines some general comments including projects to enhance the PRM experience.](#)

Table 1 indicates that Dublin Airport has a total of 446,348 PRMs and a total of 34,645,117 general passengers. The PRM figure is provided by the airport and the total passenger number is from the Central Statistics Office. PRMs accounted for 1.29% of passengers in Dublin Airport in 2024. This is generally consistent with the other airports.

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

Airport	Total Passenger ²	Total PRM	PRM % of Total Pax
Dublin Airport	34,645,117	446,348	1.29%
Cork Airport	3,070,511	33,682	1.10%
Shannon Airport	2,104,361	26,270	1.25%
Ireland West Airport	833,860	14,458	1.73%
Kerry Airport	417,409	3371	0.81%
Donegal Airport	24,593 ³	372	1.51%

Table 1 Annual Passenger Numbers 2024

2. Overview

2.1. Definition of Person with Reduced Mobility and Person with Disabilities

The definition of ‘disabled person’ or ‘person with reduced mobility’ is stated in Regulation (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.”⁴

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. The definition of Persons with Reduced Mobility is extended to include those with hidden disabilities 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 prespecified 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

² The PRM number is provided by the airport, and the total passenger number is collected from the Central Statistics Office. Donegal Airport passenger number is from the airport, not the CSO. Donegal Airport only counts outbound PRMs and thus only outbound general passengers are included in ‘Total Passenger’. Further information can be found here: <https://www.cso.ie/en/statistics/transport/aviationstatistics/> The PRM numbers are provided by the airports themselves to the IAA as the PRM number is not counted by the CSO.

³ Donegal Airport total passenger number is for outbound only.

⁴ Regulation (EC) 1107/2006 Article 2.

since the previous inspection. Finally, the report will provide a Summary 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 & 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 findings made. These timeframes are outlined in the published report.

3. Inspection Findings 2024

On the 2 July 2024, 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.”⁵

⁵ Regulation (EC) 1107/2006 Article 5.

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.

In the IAA’s 2023 Airport Accessibility Compliance Report, it was noted that Dublin Airport should review its call point system as the current one was outdated and required frequent maintenance. The airport initiated an airport wide call point review in early 2024 and had liaised with the IAA regarding same. During the physical inspection, the IAA reviewed the call points in Dublin Airport, which were the same call points inspected in the 2023 physical inspection. The airport has advised that the updated call points are expected to be live in August or September 2024. See below examples of the current call point system in the airport.

Dublin Airport provides externally placed call points and call points inside the airport building. The external call points are located in the short-term car parks. For Terminal 1, this includes the Atrium building. Due to the findings of the 2023 inspection, the airport has placed a sign alongside the current call point systems that have been shown to be faulty. The sign, shown in Figure 1 and 2 in black with white writing, reads “If you have reduced mobility and require assistance to access the terminals or reach your departure gate from here, please contact Dublin Airport reduced mobility assistance service provider via this Help Point. Alternatively, please call [the number] for assistance.” Accordingly, should the call point be out of service, there is an alternative available for the passenger.



Figure 1 Call point in blue with PRM symbols

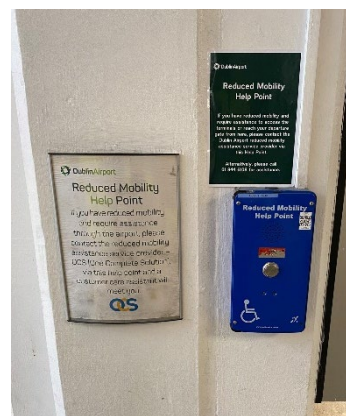


Figure 2 PRM call point in blue

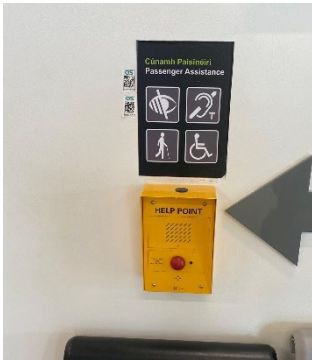


Figure 3 Call Point T2 Car Rentals



Figure 4 Call Point T2 Arrivals

The airport has various call points on both airside and landside of the airport building. However, some call points are placed in inconvenient locations for the passenger behind the seating as in Figure 3.. An example of this is the call point located in Terminal 2 Arrivals Hall, to the left-hand side of Passport Control. This call point (see Figure 4 Call Point T2 Arrivals) sits behind a mid-level wall with commercial vending machines located beside it. Additionally, there was a rubbish bin preventing a clear path to the call point for passengers., The call points in the airport were functional on the day of the inspection and the volume of the call points had improved since the 2023 inspection.

The IAA can confirm that since the inspection, Dublin Airport have removed the commercial vending machines from the area and the rubbish bin ensuring a clear path to the call point.

It is important to note that the airport is in the planning phases of an overhaul of the call point system and therefore, it is expected that the current call point system in the airport will be upgraded in the near future. The call points in Terminal 2 currently call the car parks team and not the assistance service provider. Accordingly, these call points should be directed to the correct service.

Since the inspection, the airport has installed new call points through Dublin Airport campus. The new call points now only ring directly to the assistance provider's desk and the assistance provider's operation centre. The new call points are solely for the purposes of calling for PRM assistance.



Figure 6 Call point T2 Car Rentals



Figure 5 Call Point Airside

Article 5(2) continues: “The points of arrival and departure referred to in paragraph 1, shall be clearly signed and shall offer basic information about the airport, in accessible formats.”⁶ Accordingly, it is imperative that an airport has clear signage for PRM-related facilities but also general wayfinding. Dublin Airport has begun an airport wide project of updating the colour of its signage. As Figure 1 shows, the new signage will be high contrast of black with yellow writing (see also Figure 7, Figure 8, Figure 9). This signage plan has been implemented landside (before security) but not after (known as ‘airside’). The high contrast colours were chosen based on a consultation with Vision Ireland (formally NCBI). The next phase of the signage plan is to extend the high contrast ‘Black & Yellow’ signs to airside of the airport. See Figure 11 for the current signage colours.

The airport has confirmed that, since the inspection, all new black & yellow signage will be consistent throughout the airport but is being implemented on a phased basis. All passenger assistance signage will be in these colours and the project should be finalised in early 2025.



Figure 8 PRM Signs at OCS Check-in desk

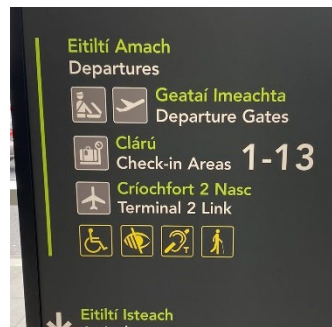


Figure 7 General Signage



Figure 9 PRM Signage

While the PRM related signage is generally consistent and easy to follow, one sign in the Terminal 1 departures area could be construed in multiple ways, thus being confusing for the passenger. See Figure 10. This was discussed with the airport on the day of the inspection.



Figure 10 Access and Down Arrow Sign Beside Lift



Figure 11 Airside Signage in Old Colour Scheme

⁶ Regulation (EC) 1107/2006 Article 5.

The airport has implemented this Article of the Regulation but also recognises the need for an improved and updated call point system. The airport has confirmed that it will provide regular updates to the IAA regarding this call point system.

As advised, the new call point system has since been completed in the airport.

3.1.1. Article 5 Findings:

3.1.1.1. Signage:

Remove Misleading International Symbol of Access Sign

As discussed with the airport representatives on the day, this sign is ambiguous and could be construed as directing passenger's downstairs to the arrivals hall for PRM or accessibility services (which is the incorrect location). The airport confirmed that this is not the message it wished to convey. Accordingly, the airport must remove the sign.

The airport has advised the IAA that the PRM coordinator is currently working with Asset Management to have this sign removed.

Continue overall signage update plan

Throughout 2024, Dublin Airport undertook a signage update plan which changed all signs to be high contrast. The airport is required to continue to provide regular updates to the IAA.

As advised, this project is ongoing and is due to be finalised in early 2025. The passenger assistance signage will be consistent throughout the airport.

3.1.2. Call Points:

Dublin Airport call points (external & internal)

Dublin Airport is currently rolling out a more advanced call point system and has evaluated the current call point locations to determine viability and accessibility. The airport is required to continue updating the IAA on this project; however, it should also ensure that the current system or backups (such as the phone number listed above faulty call points) are fully functional for passengers.

Since the 2024 inspection, the new call point plan has been implemented by the airport. The number of call points has been increased from 23 to 38 and the new call points have video capabilities. The call points have been installed at accessible heights throughout the campus. The call points will have signage for the phone number for 24/7 PRM service provider operations centre in the event that a specific call point is down. The next phase for the call points will also include a QR code which passengers can scan to find information on PRM rights and feedback opportunities. See Figure 12 below.



Figure 12 New Call Point with New Signage

3.2. Article 6: Transmission of Information

“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.]”⁷

This article 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.”⁸*

The airport receives most of the requests for assistance through the airline messaging system ‘SITA’.⁹ However, Dublin Airport have also begun utilising the ‘PRM Assist’ application to monitor assistance requests.¹⁰ This enables the airport to review requests that are sent in advance of the ‘pre-notification’ timeframe (48 hours prior to departure). The Regulation states that passengers must request assistance within 48 hours of departure to be considered ‘pre-notified’, this request for assistance must be forwarded to the airport 36 hours prior to departure.

⁷ Regulation (EC) 1107/2006 Article 6(2).

⁸ Regulation (EC) 1107/2006 Article 6(4).

⁹ SITA is an international company that provides transport communications and information technology.

¹⁰ The ‘PRM Assist’ application is a mobile phone app which can be downloaded by both passengers and service providers. further information is available [here](#).

Dublin Airport monitors its performance against pre-determined service levels as outlined in the IAA's Final Determination on Airport Charges for the 2020-2024 period.¹¹ The airport reviews specific markers of service levels to determine whether the level assistance has been met each month.

The airport advised the IAA that it is actively working with the airlines on an individual basis to improve the pre-notified passenger rates for PRMs. Additionally, the airport has also introduced an incentive scheme whereby the PRM charge is banded to further incentivise airlines to work to improve their prenotification rates for a cheaper passenger charge (the airport can levy a charge onto the airlines for the PRM services provided). Information on the charges is available [Dublin Airport's website](#).

3.3. Article 7: Right to Assistance at the Airport

*"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."*¹²

Article 7 is read in conjunction with Article 6 and Article 8, which codifies the right to assistance at an airport but also highlights the importance of pre-notification of assistance requirements (Article 6). Prenotification by passengers ensures that the airport is equipped with enough staff to provide the necessary assistance. If a passenger does not pre-notify their requirements, the airport is required to make *all reasonable efforts* to provide the passenger with assistance. As a general rule, this means that while the airport can provide the assistance, it is subject to additional waiting periods which are longer compared to the pre-notified waiting periods.

Dublin Airport has confirmed that all passengers will receive assistance, even if they have not pre-notified. For passengers who have not pre-notified, the airport should make all reasonable efforts to provide the assistance requested. Dublin Airport's target is outlined in Table 2 Service Provider Targets. This is discussed further in [Section 3.5 Quality Standards](#). Additionally, a buggy service is available in Terminal 1 between the 100 and 200 gates. Passengers do not have to pre-book this service to receive transportation via buggy to the 100 gates (these particular gates are a few minutes from the duty-free area in Terminal 1). This is especially useful for passengers with reduced mobility or disabilities that are not aware of the free assistance in the airport and who might only require minimal assistance walking from the Terminal 1 Duty Free area to the 100 Gates.

¹¹ The IAA's Final Determination on Airport Charges for the 2020-2024 period are available here.

¹² Regulation (EC) 1107/2006 Article 7(1).



Figure 13 Buggy in Terminal 1

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.”¹³

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

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.”¹⁴

As provided for in Article 8, Dublin Airport currently contracts OCS to provide the PRM services for the airport. The service provider is held to specific standards in terms of the maximum wait times for passengers from certain pick-up points. Further information is available in the airport’s Quality Standards, discussed in [Section 3.5](#).

Article 8 also outlines the process for which the airport can recoup the cost of providing assistance to passengers with disabilities and reduced mobility. As noted above, it 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. Further information regarding the IAA’s role in economic regulation is available on the [IAA’s website](#).

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.”¹⁵

The airport has developed Quality Standards in cooperation with the airport users committee (AUC).¹⁶ As outlined in the IAA’s 2023 Airport Accessibility Compliance Report for Dublin Airport, Quality Standards

¹³ Regulation (EC) 1107/2006 Article 8(1).

¹⁴ Regulation (EC) 1107/2006 Article 8(3).

¹⁵ Regulation (EC) 1107/2006 Article 9.

¹⁶ The Airport Users Committee is known as the AUC and is made up of airlines and ground handlers. This committee is sometimes referred to as the Airport Operators Committee.

were recently updated in December 2023 to reflect the current service level agreements for the chosen third-party contractor providing PRM assistance in Dublin Airport.¹⁷ The contractor must adhere to these service levels which ensures adequate assistance for passengers. The Quality Standards cover a number of topics including recognition of the arrangements necessary to enable passengers to engage with the assistance services at the airport, the training required of the service providers, PRM Working Group (airport AUC), points of departure and arrival, and the targets set by the IAA in Final Decision on the Maximum Levels of Airport Charges at Dublin Airport 2023-2026.¹⁸ See an extract of same below.

Table 2 Service Provider Targets as set out in IAA Decision (extract)

Target	Preadvised	Non-preadvised	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	Annually -€0.01

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-.”¹⁹

Personnel providing direct assistance to passengers receive the training as outlined in Article 11(a) and (b). This includes disability awareness and equality training but also requires agents to have the knowledge of how to meet the needs of persons with disability or reduced mobility. Accordingly, agents should be aware of the various types of disabilities, and the diversity of such. An ongoing improvement that has been

¹⁷ The updated Quality Standards for Dublin Airport are available [here](#).

¹⁸ n10.

¹⁹ Regulation (EC) 1107/2006 Article 11.

discussed with the airport, is to ensure all customer facing staff working in the airport receive disability equality and awareness training. Dublin Airport has stated that to date, certain third-party staff working at the airport may not have received disability awareness and equality training due to the fact that they were under different contract. This does not include the contracted service provider (currently OCS) which have received extensive disability equality and disability awareness training.

Additionally, the airport recently became a partner of the Hidden Disability Sunflower organisation.²⁰ This organisation provides training programmes to entities that sign up to become official partners to further awareness of neurodivergent persons. The airport includes information regarding the Sunflower Emblem lanyard on its website and advise passengers that all staff are trained to recognise same. The airport also provides guidance to passengers on where they can purchase a Sunflower Lanyard.

Since the inspection, Dublin Airport recently issued communications to all customer facing staff with information relating to the Hidden Disability Sunflower including videos and a link to the organisation's website.

3.6.1. Article 11 Findings:

Disability Awareness & Equality Training Rollout to All Customer Facing Staff

As has been discussed with Dublin Airport, the IAA is recommending that the disability awareness and equality training be rolled out to all customer facing staff employed by the airport. The airport must provide a rollout plan and timeframe to IAA regarding the training.

The airport has advised the IAA that steps have already been taken to determine the level of training of current staff – both internal and third party. Further work will be done throughout Q1 to capture information regarding training levels and an update will be provided to the IAA in Q2 2025.

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.”²¹

If a passenger's mobility equipment is lost or damaged, the airport will facilitate a wheelchair replacement. It is important to note that the temporary replacement of mobility equipment may not be on a like for like basis, which is outlined in Annex I of the Regulation. Ground handlers facilitate repairs arising from any damage associated with loading/unloading from the aircraft. The term “compensation” in this article refers to reimbursement for repairs to mobility equipment or fully replacing the damaged

²⁰ The Hidden Disability Sunflower is an emblem one can wear to indicate having a hidden disability, usually a badge or lanyard. Further information can be found [here](#).

²¹ Regulation (EC) 1107/2006 Article 12.

equipment. This is in accordance with maximum amounts of compensation as stated by international, Community and national law.²²

3.8. Article 15: Complaint Procedure

“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.”²³

The airport confirmed that it receives complaints directly through the contracted service provider and through a dedicated PRM related email address which is published on the airport’s website. In addition, Dublin Airport’s website also has an online form tool through which passengers can submit a complaint. If a passenger feels that the complaint has not been resolved with the entity (i.e. Dublin Airport), they can submit a complaint to the Irish Aviation Authority to investigate. The complaint must fall within the IAA’s jurisdiction and within the enforcement remit as stipulated by the Regulation. An example of such are instances where the passenger pre-notified their assistance but did not receive it on an outbound flight from the following airports: Cork Airport, Donegal Airport, Dublin Airport, Kerry Airport, Ireland West Airport and Shannon Airport

At the time of the inspection, the IAA had one ongoing complaint regarding Dublin Airport. This complaint related to assistance services being unavailable in the airport for a pre-notified passenger. Additionally, it also included a location at the airport that had a “single point of failure”, i.e., there were two options to access a terminal gate (stairs and lift). The lift failed and thus a passenger with reduced mobility could not access their gate as they were unable to use the stairs.

Since the inspection, this complaint has been satisfactorily closed by the IAA.

4. Summary Findings

Finding	Article (Regulation EC 1107/2006)	Corrective Action Plan	Timeline
Misleading International Symbol of Access sign	Article 5	Airport should review misleading sign with International Symbol of Access	Airport to notify IAA
Call points	Article 5	Continue airport-wide call point upgrade	Completed

²² The Montreal Convention governs the loss or damage of mobility equipment at the international level. Article 22 outlines the amount a passenger is entitled to for their lost or damaged mobility equipment which is currently approximately €1,272.00.

²³ Regulation (EC) 1107/2006 Article 12.

Hidden Disability Training	Article 11	Continue airport wide roll out of training and advise IAA of same	Update due to IAA in Q2 2025
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Figure 14 Table of Findings

5. General Comments

The airport has regular ongoing upgrades, including a second Sensory Room in Terminal 1 and the production of passenger journey videos on the website. People can often feel anxious when visiting a new venue or airport for the first time, especially if they have a disability or reduced mobility. Passengers may feel apprehensive when they are unaware of the facilities available to them. Therefore, familiarisation videos can be a useful tool in providing a first-person view of the journey through the airport. Videos can help alleviate anxiety surrounding travel, for both older and younger people. The airport [published its videos](#) on the website in August 2024. The airport also hosts familiarisation days for passengers. These are conducted on an ad hoc basis. Passengers can find out more information by contacting the [PRM department at Dublin Airport](#).

The IAA included the gates located after United States Customs and Border Patrol (CBP) in Terminal 2 in the inspection. There are several call points in this gate area and several accessible toilets. The inspection team noted that one of the call points in this area had an 'engaged tone' when tested. Additionally, the inspection team noted that one of the accessible toilet doors was heavier than the others and may prove difficult to open for wheelchair users. The airport representative referred the door to the maintenance team on the day of the inspection.

Dublin Airport conducts maintenance checks on its mobility equipment. These checks are done on site and if there are any issues, the equipment is taken out of commission. The Ambulift drivers have a daily checklist which they are required to perform each day. The Ambulifts undergo a weekly more extensive check. Dublin airport currently has roughly 250 wheelchairs, 12 Ambulifts, 4 buggies, 7-Smax Chairs, 24 aisle chairs and 10 minibuses in use for PRM passengers.

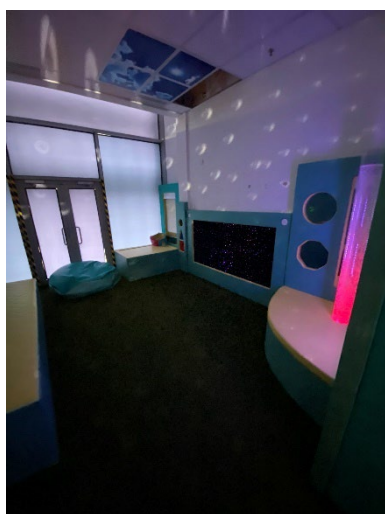


Figure 16 Sensory Room T2



Figure 15 Sensory Room T2 Door



Figure 18 Sensory Room Interior T1



Figure 17 Sensory Room Interior T1



Figure 19 Sensory Room Communication Board T1

6. Conclusion

Dublin Airport is a busy international airport and thus has regular PRMs utilising the airport for their air travel. According to Table 1, PRMs accounted for 1.29% of the total passengers at Dublin Airport in 2024. The airport is working towards modernising its call point systems and updating its signage across the airport complex. The IAA has recommended that the airport expand the disability equality and awareness training to all customer facing staff in the airport including third-party staff working at the airport. Dublin Airport has also committed to a review of their signage as outlined in this report.

The IAA will continue to monitor the airport's improvements for PRM passengers in 2025.