Quality Standards
EC Regulation 1107 / 2006

Dublin Airport Authority
May 2008

Quality Standards

EC Regulation 1107 / 2006 – concerning the rights of disabled persons and persons with reduced mobility when travelling by air

Version 1.0

For the purposes of regulating assistance provided to disabled persons and persons with reduced mobility under Annex 1 of Regulation 1107 / 2006 at Dublin, Cork and Shannon Airport, this document (Version 1.0) details quality standards

These quality standards relate to the assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to:

- Communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings
- Move from designated point to the check-in counter
- Check-in and register baggage
- Proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures
- Board the aircraft, with the provision of lifts, wheelchairs or other assistance needed as appropriate
- Proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures
- Proceed from the baggage hall to the designated point of arrival
- Reach connecting flights when in transit, with assistance on the airside and landside
- Move to the toilet facilities if required

DAA recognises that disabled persons and persons with reduced mobility have varying individual needs and preferences and in adopting standards will seek, where possible, for the assistance provider engaged by DAA, to accommodate and meet the needs of each individual passenger receiving assistance under Regulation 1107 / 2006 in a dignified way

In order to assist the provision of assistance services, passengers requiring assistance are requested to notify their airline, in line with the obligations of the Regulation, of their requirements 48 hours in advance of their flight

1. Manual handling of passengers on or off aircraft is prohibited by DAA; where an airbridge is not being utilised, boarding or deplaning of passengers from aircraft under Regulation 1107 / 2006 will be performed using ambulift or similar hydraulic lift device by the assistance provider; Where an aircraft is not capable of being serviced by ambulift or similar, DAA will seek to employ other appropriate handling aids where possible

   Passengers seeking assistance under Regulation 1107 / 2006 will at all times be allowed to request any particular type of assistance whereby the physical characteristics of the aircraft, operational flexibility and equipment capabilities allow this

   All staff engaged by the assistance provider for the purposes of operating equipment for handling passengers under Regulation 1107 / 2006 will receive and satisfactorily complete appropriate training for the safe and effective use of all forms of equipment operated by the company; This training shall be audited on a regular basis by DAA

   All equipment (mechanical or otherwise) utilised by DAA's supplier must satisfy the guidelines established by ECAC Document 30 and particularly, Annex J – Code of Good Conduct for Groundhandling of disabled persons and persons with reduced mobility published within that document; All equipment must be maintained in good working condition

   All aspects of these quality standards will be subject to annual review by the PRM Working Group (established at point 4 of these quality standards) at each Airport

2. Passengers will have the use of their own mobility equipment as appropriate to the aircraft door; This equipment should be available at the gate room / aircraft side as soon as possible upon arrival

3. DAA will designate points of arrival / departure at Dublin, Cork & Shannon Airport:

Points of Departure:

- Short-term car park and one long-term car park where local conditions necessitate
- Departures Hall
- Public Transport
- Set-down areas

Points of Arrival:

- Short-term car park and one long-term car park where local conditions necessitate
- Landside in the arrivals hall
- Public Transport
- Set-down areas

4. DAA will require its supplier to facilitate assistance provision according to the levels of service outlined in ECAC Document 30 and Annex J – Code of Good Conduct for Groundhandling of persons with reduced mobility:

Pre-booked departing passengers (notify airline at least 48 hours in advance):

- 80% should wait no longer than 10 mins for assistance
- 90% should wait no longer than 20 mins for assistance
- 100% should wait no longer than 30 mins for assistance

Non pre-booked departing passengers:

- 80% should wait no longer than 25 mins for assistance
- 90% should wait no longer than 35 mins for assistance
- 100% should wait no longer than 45 mins for assistance

Pre-booked arriving passengers:

Assistance should be available at the gate room / aircraft side for:

- 80% within 5 mins of “on chocks”
- 90% within 10 mins
- 100% within 20 mins

Non pre-booked arriving passengers:

Assistance should be available at the gate room / aircraft side for:

- 80% within 15 of “on chocks”
- 90% within 25 mins
- 100% within 35 mins

The term “on chocks”, relates to the point at which the aircraft is deemed to have arrived at its final parking position

Whereby a passenger does not notify the airline 48 hours in advance or where the assistance provider does not receive notice 36 hours in advance from the air carrier or its agent or the tour operator concerned, DAA will require its supplier to provide assistance as mandated by Regulation 1107 / 2006 and make all reasonable efforts to provide assistance (as set out in Annex 1)

5. DAA proposes to establish PRM Working Groups at each airport to meet bi-annually; this group will consider issues related to the implementation of Regulation 1107 / 2006 and these quality standards. The Group shall also consist of representatives designated by the Airport Users Committee (AUC) and appropriate DAA personnel

6. DAA will appoint an internal co-ordinator at each airport for monitoring all aspects of quality of service associated with the implementation of Regulation 1107 / 2006; the co-ordinator will liase with both the PRM Working Group and the AUC as appropriate

7. DAA will audit the training arrangements and records of the supplier of assistance services annually

8. DAA will train all frontline DAA staff in relation to disability awareness and equality awareness in accordance with the guidance set down under ECAC Document 30. Refresher training will be provided as appropriate

9. DAA's supplier of assistance services will temporarily replace damaged or lost mobility equipment when required under Annex 1 of Regulation 1107 / 2006

10. No passenger receiving assistance under Regulation 1107 / 2006 shall be left unattended while using a groundchair, boarding wheelchair, or other device in which the passenger is not independently mobile

11. Emergency Procedures / Arrangements: Appropriate DAA personnel will review and engage with the supplier of assistance services in relation to responsibilities and arrangements for emergency procedures on a regular basis

12. All complaints regarding assistance provision should be made in writing to the DAA Internal Co-ordinator at the airport concerned for investigation. Each complaint will be acknowledged within 5 working days and following a thorough investigation, the complaint should be fully responded to within 28 working days