
Quality Standards
EC Regulation 1107 / 2006

daa
December 2023



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 and Cork 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 recognizes 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 utilized, boarding or deplaning of passengers from aircraft under Regulation 1107 / 2006 will be performed using ambilift or similar hydraulic lift device by the assistance provider; Where an aircraft is not capable of being serviced by ambilift 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) utilized by DAA supplier must satisfy the guidelines established by ECAC Document 30 and particularly, Annex J – Code of Good Conduct for ground handling 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 service 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 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 arrival's hall
 - Public Transport
 - Set-down areas
4. DAA will require its supplier to facilitate assistance provision according to the IAA's targets set out in their December 2022 Final Decision on the Maximum Levels of Airport Charges at Dublin Airport 2023-2026:

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

Whereby a passenger does not notify the airline 48 hours in advance or where the assistance provider does not receive 36 hours in advance from the airline, 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 an airline representative designated by the Airport Users Committee (AUC) and appropriate daa personnel
6. daa will appoint an internal coordinator at each airport for monitoring all aspects of quality of service associated with the implementation of Regulation 1107 / 2006; the coordinator will lease 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 ground chair, 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