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July 10th, 2024

Deputy Claire Kerrane,
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2.

Dáil Question No: 120

To ask the Minister for Transport how much of Dublin Airport's PRM levy goes towards enhancing accessibility for disabled persons who choose to navigate the airport without assistance; what actions are being taken to improve its accessible infrastructure and what funding is attached; and if he will make a statement on the matter.

Dear Deputy Kerrane,

Thank you for your query.

The PRM Levy funds the third-party Equipment and services supplied directly by OCS for passengers of reduced mobility and those requiring assistance through our airports. As part of the Airports financial reporting, standalone statements of PRM turnover and costs are produced annually, and these are the subject of external audit. These statements are publicly available on the IAA website.

Over many years, daa has worked with passenger advocacy groups to improve the experience of passengers who may find the airport journey more challenging due to a condition or disability, whether visible or non-visible. Some of these passengers will request additional assistance from a designated third party when travelling, while others will endeavor to travel independently and without 'formal' assistance.

There are a range of established accessible/helpful facilities and services in place in Dublin Airport to support these passengers which are funded directly by daa outside the PRM levy. These include:

- A changing place facility in each terminal.
- Dedicated curbsides drop off areas.
- Designated parking spaces in short and long-term car parks.
- Sensory rooms in both terminals
- An assistance dog relief room.
- Wheelchair accessible shuttle busses from the Express Red Long-Term Car Park, with dropped curbs adjacent to the spaces to enable easier access to bus stops.
- Reduced car parking rates for Blue Badge holders in Short-Term and Long-Term Car Parks, with designated spaces provided, as well as specific drop off areas curbside at both terminals.
- Our Important Flyer Program continues to provide support to people with SPD and ASD and ongoing work to improve services for passengers with non-visible disabilities including working with the sunflower program.
- Familiarisation tours for groups of passengers who may benefit from visiting the airport before the day of travel, to reduce the anxiety and stress of their journey.

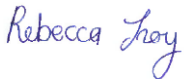
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Specifically in the past 12 months:

- Improved signage to help with wayfinding.
- New Flight Information Screens to provide improved contrast and legibility for passengers with sight loss.
- Additional training for staff focusing on non-visible disabilities has been introduced and there will be an accelerated roll out of this training after the summer peak.
- A trial of autonomous service robots that provide guidance and assistance with the transport of luggage to the gate for passengers with additional needs and non- visible disabilities took place in Q2 2024. The results and feedback gathered from the trial participants were extremely positive and the findings have been shared with the company and associated third parties to review the potential for roll out and additional use cases in our airports.
- Significant work has been completed on the Dublin Airport website and app to ensure compliance with EU (Accessibility of Websites and Mobile Applications of Public Sector Bodies) Regulations 2020. daa partnered with Vision Ireland (formerly NCBI) and Inclusion and Accessibility Labs (IA Labs) in this work. dublinairport.com and the app have achieved a very good score of 'partial compliance' with Web Content Accessibility Guidelines 2.1. Level AA, covering areas such as keyboard/screen reader navigation, the presence of contextual alternative text for images.
- New content has been added to the Accessibility section on our website including video journey guides, enabling intending passengers to understand what their journey may entail and providing a level of reassurance before travel. We are continuing to build this content, with some additional journey guides in development for younger passengers among the planned additions.

Kind regards,



Rebecca Troy,
daa plc

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