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June 6th, 2024

Deputy Bernard Durkan,
Dáil Éireann,
Leinster House, Kildare
Street, Dublin 2.

Dáil Question No: 187

To ask the Minister for Transport what efforts have been made in each of the Irish airports to improve wayfinding and mobility for people with disabilities and people with reduced mobility; and if he will make a statement on the matter.

Dear Deputy Durkan,

Thank you for your query.

Cork and Dublin Airports are dedicated to providing accessibility and assistance for people with disabilities and people with reduced mobility. Several initiatives have been rolled out across Dublin and Cork Airports to improve wayfinding and mobility in order to make the airport experience as pleasant and as easy as possible for all passengers:

Familiarisation / Ease of Travel:

- In June 2023, a Guide to Dublin Airport was launched on the Dublin Airport website providing information on special assistance. The guide is available to download and print. Similarly, Cork Airport's website provides a comprehensive visual guide to support passengers requiring special assistance with information and details on travelling through Cork Airport.
- In Cork Airport, a series of children's stories to help children manage new situations are available at the airport's PRM desk. The two specially tailored books are titled 'Suzy Goes On An Aeroplane' and 'Sammy Goes On An Aeroplane'.
- Dublin Airport has produced a Passenger Journey Video for PRM passengers and passengers with non-visible disabilities. The video guides provide information and familiarisation with key parts of the passenger journey through Dublin Airport. Filming was completed in March and is now in the final stage of delivery, to be made available shortly on Dublin Airport's website.
- Regular familiarisation tours through Dublin and Cork Airports take place with disability user groups and for passengers with disabilities or hidden disabilities. Staff at Dublin and Cork provide guided tours through the airport to help passengers feel at ease about upcoming journeys.

Wayfinding:

- In January 2024, a full review of PRM wayfinding signage at Dublin Airport was completed. New colour schemes and alternative signage options were designed to improve wayfinding for people with disabilities and people with reduced mobility. The review was completed in consultation with Vision Ireland who provided valuable insight and feedback on opportunities for improvement. The installation of the new wayfinding PRM signage is

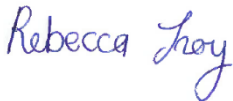
now complete. FID screens have also been upgraded, including a change of colour scheme to a new black background with high contrast font and increased screen sizes.

- In both Dublin and Cork Airports, annual IAA audits confirm compliance with wayfinding signage requirement.

Support:

- Passengers with hidden disabilities can avail of a sunflower lanyard at Dublin and Cork Airports which is instantly recognisable by airport staff. This discreet identification scheme provides those with hidden disabilities the opportunity to avail of additional support from airport staff in a wide variety of areas. Important flyer lanyards can also be requested for those passengers that require additional support and assistance at Dublin Airport.
- Cork Airport supports the national charity My Canine Companion, which provides accredited service dogs to individuals with disabilities, primarily those with autism. The airport aids the training program by facilitating the dogs' training through the passenger journey and airport surroundings.
- Dublin Airport has two purpose built sensory rooms (T1 & T2) and Cork Airport has a sound-proof sensory pod. These sensory areas are provided as an oasis for passengers with hidden disabilities and to improve their experience of travelling through Dublin and Cork Airports.

Kind regards,



Rebecca Troy,
daa plc

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