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June 6th, 2024

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

Dáil Question No: 193

To ask the Minister for Transport who funds and has oversight for the One Complete Solution service which provides passenger assistance to people with disabilities and reduced mobility at Irish airports; and if he will make a statement on the matter.

Dear Deputy Durkan,

Thank you for your query.

PRM services are funded by Dublin and Cork Airports through their airport charges. The provision of PRM services is governed by EC Regulation No. 1107/2006. Under Article 8, the charge for PRM must be “reasonable, cost-related and transparent”. The charge is shared among airlines in proportion to the total number of passengers.

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.

Oversight of the service is the responsibility of Dublin and Cork Airports and is subject to annual audits carried out by the Irish Aviation Authority. These statements are publicly available on the IAA website.

Kind regards,

A handwritten signature in blue ink that reads 'Rebecca Troy'.

Rebecca Troy,
daa plc

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