



Quality Standards Statement concerning the rights of disabled persons and persons with reduced mobility when travelling by air

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Definition

A person with reduced mobility (PRM) is understood to mean any person whose mobility is reduced due to a physical incapacity (sensory or locomotory), an intellectual deficiency, age, illness or any other cause of disability when using transport and whose situation needs special attention and the adaptation to the person's needs of services made available to all passengers.

From 26 July 2008 the EU Regulation (EC) 1107/2006 transferred to airports the responsibility for the assistance to **P**ersons with **R**educed Mobility (PRM) when travelling by air.

Ireland West Airport provides their own handling and therefore will deal with the provision of assisting **P**assengers with **R**educed Mobility (PRM) according to the EU Regulation (EC) 1107/2006.

The assistance will be provided to the following passenger categories:

PRM Category	Characteristics	Assistance
WCHR (wheelchair – ramp)	Passenger can walk short distances and walk up or down stairs. Can walk in the cabin and is able to climb aircraft stairs alone. Assistance from/to aircraft is necessary.	Passenger will be accompanied. For long walking distances a wheelchair is available.
WCHS (wheelchair – steps)	Passenger cannot walk up or down aircraft stairs but can walk in the cabin alone.	Passenger will be accompanied. Passenger needs a wheelchair from/to the aircraft.
WCHC (wheelchair – cabin seat)	Passenger cannot walk or stand and will be accompanied to and from their cabin seat.	Passenger will be accompanied. Passenger needs a wheelchair and special aids e.g. Ambilift or boarding wheelchair.
BLND (blind passenger)	Blind passenger. (only if assistance is expressly requested and prior notification is given)	Passenger will be accompanied. Individual needs will be respected.
DEAF (deaf passenger)	Deaf passenger or deaf without speech. (only if assistance is expressly requested and prior notification is given)	Passenger will be accompanied. Individual needs will be respected.
STCR (stretcher)	Passenger is on a stretcher and can only be transported this way.	Passenger will be carried to or from the aircraft by ambulance.
MAAS	Meet and assist passenger	Assistance level will be determined by passenger and communicated to assistant.

DPNA	Disabled passenger with intellectual or developmental disability	Passenger will typically be accompanied. Individual needs will be respected.
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Quality parameters for assistance to PRM's

Passengers have to inform their travel agency or airline of their particular needs for assistance at least 48 hours before the published time of departure of the flight.

Pre-Booked departing passengers (48 hours notice given to airline in advance)

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

Non pre-booked departing passengers

- 80% should wait no longer than 25 minutes for assistance
- 90% should wait no longer than 35 minutes for assistance
- 100% should wait not longer than 45 minutes for assistance

Pre-Booked arriving passengers

Assistance should be available at the aircraft side / arrivals door

- 80% within 5 minutes of "on chocks"
- 90% within 10 minutes
- 100% within 20 minutes

Non pre-booked arriving passengers

Assistance should be available at the aircraft side / arrivals door

- 80% within 15 minutes of "on chocks"
- 90% within 25 minutes
- 100% within 35 minutes

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, Ireland West Airport will make all reasonable efforts to provide the assistance in such a way that the person concerned is able to take the flight for which he or she holds a reservation.

PRM Designated Meeting Points

We have three designated PRM meeting points within the terminal building. These are located at:

- a) Main concourse opposite & beside customer service
- b) Departures lounge near boarding gates
- c) Arrivals in main concourse opposite car hire desks

We have one external designated PRM meeting point which is located at the top of the steps in the car park adjacent to the disabled parking bays. This comprises of a shelter which contains an intercom system to contact customer services and notify them of the need for assistance.

Requirements

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 one of the designated PRM meeting points inside and outside the terminal building
- move from a designated PRM meeting point to the check-in counter
- check-in and register baggage
- proceed from the check-in counter to the aircraft, with completion of security procedures
- board the aircraft, with the provision of lifts, wheelchairs or other assistance needed as appropriate
- proceed from the aircraft door to their seats
- store and retrieve baggage on the aircraft
- proceed from their seats to the aircraft door
- disembark from 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 one of the designated PRM meeting points
- move to the toilet facilities if required.

Ireland West Airport 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 at Ireland West Airport to accommodate and meet the needs of each individual passenger receiving assistance 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.

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Commitment to Quality Customer Service

Ireland West Airport will endeavour to assist PRMs in the most professional, dignified and appropriate manner possible. To this end we have trained our staff to increase their awareness of PRM requirements. We comply with all Manual Handling legislation and we frequently review our training procedures relating to handling PRMs. In addition we engage with local representative groups to consult on improving our services.

Any comments or feedback regarding any aspect of our service to PRMs should be documented on a Customer Comment form that may be requested from any staff member, once completed the form will be sent for the attention of the designated administrator. We have a procedure which will endeavour to investigate and respond to all feedback.

If your complaint is not resolved, then you may escalate your complaint to the Irish Aviation Authority (IAA).

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