

NATALIA HIGUERA MAYOR

**DISABLED AND REDUCED-MOBILITY PASSENGERS´
SATISFACTION WITH FACILITIES, SERVICES AND STAFF OF
FARO AIRPORT, PORTUGAL**

Dissertation for obtaining the Master
Degree in Tourism Organizations Management

Work made under the supervision of:
Prof. Cláudia Margarida Brito Ribeiro de Almeida



2019

NATALIA HIGUERA MAYOR

**DISABLED AND REDUCED-MOBILITY PASSENGERS´
SATISFACTION WITH FACILITIES, SERVICES AND STAFF OF
FARO AIRPORT, PORTUGAL**

Dissertation for obtaining the Master
Degree in Tourism Organizations Management

Work made under the supervision of:
Prof. Cláudia Margarida Brito Ribeiro de Almeida



2019

Disabled and Reduced-Mobility Passengers' Satisfaction with Facilities, Services and Staff of Faro Airport, Portugal

Work Authorship Declaration

I declare to be the author of this work, which is unique and unprecedented. Authors and works consulted are properly cited in the text and are in the listing of references included.

Natalia Higuera Mayor

.....

Copyright

© **Copyright:** *(Natalia Higuera Mayor)*.

The University of Algarve has the right, perpetual and without geographical boundaries, to archive and make public this work through printed copies reproduced in paper or digital form, or by any other means known or to be invented, to broadcast it through scientific repositories and allow its copy and distribution with educational or research purposes, non-commercial purposes, provided that credit is given to the author and Publisher.

*To my mother Nancy, a low vision woman
who is a life model of strength and overcoming
and to the love of my life, my husband Pedro*

ACKNOWLEDGEMENTS

I would particularly like to thank my supervisor, *Professor Cláudia Almeida* the Tourism Course Director of the University of Algarve, for her unwavering support, guidance, time, engagement throughout the research process, and mostly for her motivation to not let me giving up due to personal issues.

I thank also the University of Algarve, especially the Faculty of Economics, for allocating me the master scholarship and give me the opportunity to move and study in Portugal; professors and staff of the faculty who contributed along my two years journey; and Maribel Brito, the Academic Services Director, for her understanding.

I am very thankful to Faro Airport, my special gratitude to Faro Airport Manager, Dr Alberto Mota Borges, who from the beginning showed an interest and commitment to work hand in hand with the academia; to Mr. Vítor Andrade, Faro Airport Product Manager and Passenger Service, for his constant support and information sharing; and, to MyWay staff for such sympathy, cooperation and tolerance.

I must thank the Disabled and Reduce-mobility air passengers of Faro Airport for their kindness and willingness to answer the questionnaire; I appreciate the big effort they made to share time in their short journey through the terminal.

I am grateful that my parents always believe in me, because despite we are thousands kilometres away, they give me word of wisdom and encouragement.

I wish finally to thank my husband Pedro, for his unconditional love, support, patience, motivation, and for believing in me, because without him this dissertation definitely would not have been possible.

“The one development that would do most to give people with Disabilities the confidence to undertake journeys by air would be a consistent approach to the services and facilities they can expect wherever they are flying to and from. That does not necessarily mean that everything must be identical – if we do not value the differences in our cultures and customs then there is no point in travel.”

*Ann Frye, 2010
International specialist on the transport
needs of disabled and older people*

ABSTRACT

Faro Airport in Portugal has seen a significant increase of Disabled and Reduce mobility air passengers in recent years. The main research problem along this dissertation is to identify and measure satisfaction levels of Disabled and Reduce-mobility air passengers during their journeys through this airport. The study is focus on seven factors: (i) Accessible facilities, (ii) Accessible services, (iii) Punctuality, (iv) Quality of Equipment-devices, (v) Inclusive marketing, (vi) Trained staff (professionalism, attitude and approach), and (vii) areas that have room for improvement. The main goal is the combination of a scientific and practical approach to contribute with valuable information and recommendations to Faro Airport Management; in order to explore wants and needs of this passengers' segment and to develop quality facilities and services to have happy, satisfied and loyal air passengers in the terminal.

The research methodology is conducted by quantitative method through the implementation of 343 survey questionnaires in Faro Airport. Moreover, unstructured interviews to staff and observation method are considered. The study is held in the course of October and November 2018, when the traffic flow of PRMs (Passenger with Reduce Mobility) is greatly representative.

According to the results, 97% of Disabled and Reduce-mobility air passengers of Faro Airport are widely Satisfied + Very Satisfied with the overall performance of the terminal. However, out of the 27 attributes evaluated, there are seven attributes related to Accessible Services, Punctuality, Inclusive Marketing, and Staff, which require immediate attention and enhance.

Keywords:

Disabled and Reduce-mobility air passenger, Satisfaction, Special assistance, Accessible facilities and services, Staff

RESUMO

O Aeroporto de Faro, em Portugal, registou um aumento significativo de passageiros com deficiência e mobilidade reduzida nos últimos anos. O principal problema de pesquisa ao longo desta dissertação foi identificar e medir os níveis de satisfação dos passageiros aéreos com deficiência e mobilidade reduzida durante as suas viagens por este aeroporto. O principal objetivo é a combinação de uma abordagem científica e prática para contribuir com informações e recomendações valiosas para a Administração do Aeroporto de Faro; a fim de explorar desejos e necessidades deste segmento de passageiros, e desenvolver instalações e serviços de qualidade para ter passageiros felizes, satisfeitos e leais no terminal de Faro.

Os objetivos específicos a serem alcançados são: Identificar a opinião dos passageiros com deficiência e mobilidade reduzida em relação às instalações e serviços acessíveis do Aeroporto de Faro; Avaliar o profissionalismo, a atitude e a abordagem do pessoal do aeroporto em relação este segmento de passageiros; e, Reconhecer áreas que têm espaço para melhorias, a fim de oferecer instalações e serviços de melhor qualidade aos passageiros com deficiência e mobilidade reduzida no Aeroporto de Faro.

Ao longo da dissertação são abordados temas relevantes para ter uma melhor compreensão e enquadramento de quem é um passageiro deficiente ou de mobilidade reduzida, os diferentes tipos de deficiência, as instalações acessíveis, serviços e pessoal treinado, a legislação e os códigos de aviação que os protegem, e o serviço de assistência especial a que têm direito quando viajam de avião. Bem como uma abordagem de satisfação do cliente. Além disso, a área de estudo do Aeroporto de Faro é descrita com as suas características, nova restauração do terminal, instalações e serviços acessíveis, estatísticas oficiais e MyWay, o serviço de assistência especial no terminal.

A pesquisa centra-se nos seguintes sete factores para medir os níveis de satisfação destes passageiros no Aeroporto de Faro: (i) Instalações acessíveis, (ii) Serviços acessíveis, (iii) Pontualidade, (iv) Qualidade dos equipamentos-

dispositivos, (v) Marketing inclusivo, (vi) Funcionários (profissionalismo, atitude e abordagem), e (vii) áreas que têm espaço para melhorias.

A metodologia de pesquisa é conduzida por método quantitativo através da implementação de 343 questionários no Aeroporto de Faro. O questionário é dividido em perfil sociodemográfico dos passageiros; perfil de passageiros com deficiência e redução de mobilidade; e níveis de satisfação com as instalações, os serviços e os funcionários. Uma escala tipo Likert de 5 pontos é adotada para medir os níveis de satisfação. Além disso, entrevistas não estruturadas para o pessoal e método de observação são consideradas. O estudo é realizado nos meses de Outubro e Novembro de 2018, quando o fluxo de tráfego de passageiros com mobilidade reduzida é muito representativo.

O questionário da pesquisa é definido em inglês na ferramenta de pesquisa online LimeSurvey Pro, e a análise estatística dos resultados é computada e interpretada através da geração de tabelas e gráficos no Statistical Package for the Social Science, IBM SPSS Statistics. A análise estatística descritiva é aplicada para submeter e analisar medidas de localização central (média, moda e mediana) e medidas de dispersão (desvio padrão).

Os resultados da pesquisa revelam que 64% da amostra são do sexo feminino, 63% têm entre 70 e 90 anos, a Inglaterra tem a maior representação com 71% da amostra, 68% são casados ou em união de facto, 68,8% têm Ensino Secundário ou superior, e 76% são reformados. Em relação ao Perfil do Passageiro com Deficiência e Mobilidade Reduzida, 78% têm um tipo permanente de redução de mobilidade, 96% têm deficiência de mobilidade, 43% têm doenças ocultas e 43% são Idosos/Boomers /Obesos. Além disso, 86% viajaram mais de uma vez pelo terminal de Faro, e 58% já solicitaram o serviço MyWay no passado. É determinado que o pedido de assistência mais frequente é o WCHS (o passageiro tem dificuldade ou não consegue subir ou descer escadas). Além disso, 83,5% da amostra que viajou antes da restauração do aeroporto de 2018 considera que houve algumas melhorias para os passageiros com Deficiência e mobilidade reduzida.

De acordo com os resultados, 97% dos passageiros dos transportes aéreos

com deficiência e com mobilidade reduzida do Aeroporto de Faro estão amplamente Satisfeitos + Muito Satisfeitos com o desempenho geral do terminal. No entanto, dos 27 atributos avaliados, existem sete atributos relacionados a Serviços Acessíveis, Pontualidade, Marketing Inclusivo e Funcionários, que exigem atenção e aprimoramento imediato.

Para concluir, no final da dissertação são expostas as limitações do estudo, e uma série de recomendações e futuras pesquisas dirigidas à Administração do Aeroporto de Faro.

Palavras-chave:

Passageiros com deficiência e mobilidade reduzida, Satisfação, Assistência especial, Instalações e serviços acessíveis, Funcionários

GENERAL INDEX

	Page
ABSTRACT	VII
RESUMO	VIII
INDEX OF FIGURES	XIII
INDEX OF TABLES	XV
ABBREVIATIONS LIST	XVI
CHAPTER 1 - INTRODUCTION.....	1
1.1 Research Problem	1
1.2 Research Objectives.....	6
1.3 Dissertation structure	7
CHAPTER 2 - LITERATURE REVIEW	8
2.1 About Disabled and Reduce-Mobility Air Passenger	8
2.1.1 Definition and types of disability.....	8
2.1.2 Definition, regulations and codes of Disabled and Reduce Mobility Air Passenger	13
2.1.3 Categories of PRMs.....	24
2.1.4 Accessible facilities and services, and trained staff.....	26
2.1.5 Some airport special assistance in Europe	33
2.2 About Customer Satisfaction.....	35
CHAPTER 3 – METHODOLOGY.....	39
3.1 Study Area.....	39
3.1.1 About Faro Airport and its facilities and services.....	43
3.1.2 Statistics of Faro Airport.....	46
3.1.3 Airport´ special assistance service: MyWay	49
3.1 Collect Data Instruments.....	52
3.1.1 Pilot-test survey questionnaire	55
3.1.2 Survey questionnaire	56
3.2 Population and Sampling	62
3.3 Data Analysis Method	64
CHAPTER 4 – ANALYSIS RESULTS AND DISCUSSION	65
4.1 Socio-demographic Passenger Profile	65
4.2 Disabled and Reduce-Mobility´ Passenger Profile.....	69
4.3 Satisfaction Levels of Disabled and Reduce-Mobility Air Passengers	76
4.3.1 Factor Accessible Facilities.....	80
4.3.2 Factor Accessible Services	82
4.3.3 Factor Punctuality	84
4.3.4 Factor Equipment-devices	85
4.3.5 Factor Inclusive Marketing	85

4.3.6 Factor Staff	86
4.4 Interviews with MyWay Staff	90
4.5 Discussion of the Results	91
4.6 Recommendations, Limitations and Future Research	100
CHAPTER 5 – CONCLUSION	104
BIBLIOGRAPHY	106
ANNEXES	114
Annexe A – Regulation 1107/2016	114
Annexe B – Decreto-Lei N°241/2008	122
Annexe C – Airport Voluntary Commitment on Air Passenger Service	126
Annexe D – Code of Good Conduct in Ground Handling for Persons with Reduce Mobility	133
APPENDIXES	138
Appendix 1 – Questionnaire	138

INDEX OF FIGURES

	Page
Figure 2-1: Complaints received regarding airport facilities for impaired air passengers in Taiwan.....	29
Figure 2-2: Procedure for disabled passengers using air transport services	30
Figure 2-3: Facilities and services for disabled passengers traveling by air	31
Figure 3-1: Overview of landside and airside areas at an airport	40
Figure 3-2: Airside and landside: functional view of the airport	42
Figure 3-3: Map location of Faro Airport	43
Figure 3-4: Map of Faro Airport	45
Figure 3-5: Map of Faro Airport terminal.....	45
Figure 3-6: Graph air traffic PRMs 2013-2017, Faro Airport	48
Figure 3-7: MyWay logo	49
Figure 3-8: MyWay service description.....	50
Figure 3-9: MyWay contact points in Faro Airport.....	51
Figure 3-10: Stages in the planning of a survey.....	53
Figure 3-11: Flyers distributed to increase response rate	55
Figure 4-1: Sample distribution by gender (%).....	66
Figure 4-2: Sample histogram by age.....	66
Figure 4-3: Sample distribution by nationality	67
Figure 4-4: Sample distribution by marital status	68
Figure 4-5: Sample distribution by level of education.....	68
Figure 4-6: Sample distribution by professional status.....	69
Figure 4-7: Sample distribution by reduce mobility´ type	70
Figure 4-8: Sample distribution by impairment´ nature	71
Figure 4-9: Sample distribution by number of times traveled through Faro Airport.....	72
Figure 4-10: Sample distribution to determine whether it was the first time PRMs requested MyWay services in Faro Airport.....	72
Figure 4-11: Sample distribution by PRMs who had travelled before the airport restoration of 2018, and if they considered that there were some improvements for reduced-mobility passengers.....	73
Figure 4-12: Sample distribution by the channel that was used to book the special assistance	74
Figure 4-13: Sample distribution by arrival earliness to Faro Airport prior to departure time of the flight.....	74
Figure 4-14: Sample distribution by the type of assistance service´ requested.....	75
Figure 4-15: Sample distribution by travel companion	75
Figure 4-16: Sample distribution by airline (company) which PRMs travelled	76
Figure 4-17: Sample distribution by PRMs´ satisfaction levels with Accessible Facilities of Faro Airport	81
Figure 4-18: Sample distribution by PRMs´ satisfaction levels with Accessible Services of Faro Airport	83
Figure 4-19: Sample distribution by PRMs´ satisfaction levels with Punctuality of Faro Airport	84
Figure 4-20: Sample distribution by PRMs´ satisfaction levels with Equipment-devices	

of Faro Airport	85
Figure 4-21: Sample distribution by PRMs' satisfaction levels with Inclusive Marketing of Faro Airport	86
Figure 4-22: Sample distribution by PRMs' satisfaction levels with Staff of Faro Airport	87
Figure 4-238: Sample distribution by overall satisfaction with Faro Airport' facilities, services and staff	88
Figure 4-247: Sample distribution by feeling of discrimination or undignified treatment	89
Figure 4-25: Sample distribution to determine whether The Algarve meets the condition to received Reduce Mobility tourists	89
Figure 4-26: Pictures of Faro Airport	93
Figure 4-27: Passenger Transit Wheelchair.....	101

INDEX OF TABLES

	Page
Table 1-1: People with disabilities by regions	1
Table 2-1: Definition of disability and Accessible Tourism for All	9
Table 2-2: Dimensions of disability	12
Table 2-3: National disability discrimination legislation	14
Table 2-4: Key points of Regulation N° 1107/2006	17
Table 2-5: Basic assumptions and provision of infrastructure in the “Special Protocol to Meet the Needs of People with Reduced Mobility”	21
Table 2-6: Service standards and performance monitoring in the “Code of Good Conduct in Ground Handling for Persons with Reduce Mobility”	23
Table 2-7: Categories of passengers with Reduce Mobility (PRM) by IATA.....	25
Table 2-8: Dimensions of access and examples of inclusive practice in tourism.....	27
Table 2-9: Some airport special assistance in Europe	34
Table 2-10: Advantages of a customer satisfaction measurement survey	38
Table 3-1: Air traffic passengers and PRMs 2017 and 2018, Faro Airport	47
Table 3-2: Air traffic PRMs 2013-2017, Faro Airport.....	48
Table 3-3: Survey questionnaire.....	58
Table 4-1: Sample figures of respondents’ age	66
Table 4-2: Sample figures of impairment’ nature.....	71
Table 4-3: Frequencies of PRMs who had travelled before the airport restoration of 2018 and considered that there were some improvements for reduced-mobility passengers	73
Table 4-4: Relatives frequencies of PRMs’ satisfaction levels with Accessible Facilities, Services and Staff of Faro Airport.....	78
Table 4-5: Relatives frequencies of PRMs’ satisfaction levels with Accessible Facilities of Faro Airport	81
Table 4-6: Relatives frequencies of PRMs’ satisfaction levels with Accessible Services of Faro Airport	83
Table 4-7: Relatives frequencies of PRMs’ satisfaction levels with Punctuality of Faro Airport	84
Table 4-8: Relatives frequencies of PRMs’ satisfaction levels with Equipment-devices of Faro Airport	85
Table 4-9: Relatives frequencies of PRMs’ satisfaction with Faro Airport’ Inclusive Marketing	86
Table 4-10: Relatives frequencies of PRMs’ satisfaction with Faro Airport’ Staff (professionalism, attitude and approach).....	87
Table 4-11: Relatives frequencies of PRMs’ overall satisfaction with Faro Airport’ facilities, services and staff.....	88

ABBREVIATIONS LIST

ANAC	Autoridade Nacional da Aviação Civil de Portugal
DREDF	Disability Education & Defence Fund
ECAC	European Civil Aviation Conference
ENAT	European Network for Accessible Tourism
EU	European Union
FAA	United States' Federal Aviation Administration
IATA	International Air Transport Association
INE	<i>Instituto Nacional de Estatística, IP</i>
Max.	Maximum
Min.	Minimum
OSSATE	One-Stop-Shop for Accessible Tourism in Europe
PRM	Passengers/Person with Reduced Mobility
SPSS	Statistical Package for the Social Sciences
SSCP	Security Screening Checkpoint
Std. Deviat.	Standard Deviation
UNWTO	United Nations World Tourism Organization
VAT	Value Added Tax

CHAPTER 1 - INTRODUCTION

1.1 Research Problem

According to the World Tourism Organization 15% of the world population have some physical, mental or sensory disability, and by 2050 is expected to be 20% of the population (UNWTO, 2013). Indeed, the World Health Organization has reported an increasing population with disabilities for the past few years, in 2006 reported 500 million, in 2007 this population were 650 million, and in 2011 the figure was around one billion people (WHO, 2011).

In detail, some statistics of people with disabilities by regions that could help us to recognize the potential of this population for tourism industry as follow (UNWTO, 2016:31):

Table 1-1: People with disabilities by regions

Region	People with Disabilities
European Union	80 million
United States of America	54 million
Asia-Pacific	> 400 million
Latin America	85 million

Source: Adapted from UNWTO (2016:31)

In a word, there is at least 80 million of European with some kind of disability who are a potential market for both domestic and international air travel; thus, figures of Disabled and Reduce-mobility air travellers increased notoriously recent years. Whereas not all disabled people make use of tourism resources, the financial means is an indicator of the potential population with disabilities that could take part in tourism, Darcy & Small refer (UNWTO, 2016) “the fact that in the more developed countries there is a large number of people with disabilities who are users of Accessible Tourism services.”

Nowadays, numerous studies in the United States, Australia and the European Union indicate that the disable segment has played a key role in the tourism

market. For instance, in the text *Recommendations On Accessible Tourism* by the UNWTO affirms,

“The percentage of Australian tourists with disabilities has been estimated at about 11% of the total number of tourists. The United Kingdom found in its 2009 tourism survey that 12% of all persons who engaged in domestic tourism had a disability or long-term health problems. These tourists also stayed longer and spent more than the average. Similarly, studies in the United States have shown that American adults with disabilities or reduced mobility spend an average of \$ 13.6 billion annually on travel”. (UNWTO, 2013:3)

The disable populations is on the increase permanently; therefore, tourism industry, in particular the aviation industry, requires to raise to the occasion and to be able to achieve and compromise with these passengers who require to enjoy their journey with the same comfort, security and quality as any other foot passenger. Consequently, it is very significant the air transportation industry see this market niche as an opportunity rather than only an obligation (Higuera, *Essay Disable People’S Tourism Experience: Concepts, Disabled Consumer, Motivations, Requirements And Practice*, 2016).

Accessible tourism is both a human right and a business opportunity to diversify customers and to raise revenue along the tourism supply chain. The importance of the disabled tourist as a value consumer and with a higher level of acceptance is improving in our community; as a result, air transport industry has been progressed in rights, laws, procedures, facilities, and services concerning this market both in the air and on the ground.

According to the UNWTO in *Recommendations on Accessible Tourism*, there are relevant firms and actors in the industry who have been understudying motivations, wants and needs of this segment to develop a large variety of “independent travels, accessible facilities, trained staff, reliable information and inclusive marketing” (2013:2) that meets their requirements during the travel experience. Moreover, the United Nations Convention on the Rights of Persons with Disabilities highlights “the importance of mainstreaming disability issues as an integral part of relevant strategies of sustainable development” (United Nations, 2006).

It is a momentous occasion our society eliminates the barriers for disabled, as the UN Convention on the Rights of People with Disabilities declares: “disability as a human rights issue and identifies, it as a social construct rather than an inherent quality of the individual. It puts emphasis on the removal of societal barriers – whether they are architectural, legal, organizational or simple prejudice and hostility” (UNWTO, 2013:4).

Consequently, the great questions will be: have Disabled and Reduce-mobility air passengers been receiving a high-quality, safe, comfortable and accessible service as any other passenger at airports? Are these passengers satisfied with infrastructure, services and facilities on ground? Is there any regulation which identifies and protect their rights? Do airports have easy and friendly communication systems where Disabled and Reduce-mobility air passengers are able to pre-notify their assistance needs before traveling? Is ground staff actually well trained and competent to accomplish needs and wants of this segment? Is there reliable and visible information regarding where they need to ahead for request assistance at airport?

In effect, The European Commission Parliament and the Council published the Regulation N° 1107/2006, concerning “The Rights of Disabled Persons and Persons with Reduce Mobility when Travelling by Air”, which has two main focus (Official Journal of the European Union, 2016):

- It prohibits air carriers from refusing reservation or boarding to passengers because of their reduced mobility or disability.
- It also ensures that these passengers receive free-of-charge assistance to enable them to use air transport on an equal footing with other passengers.

Concerning Portugal, the Decree-Law N° 241/2008 establishes “*Direitos das Pessoas com Deficiência e das Pessoas com Mobilidade Reduzida no Transporte Aéreo*”, which meets the Regulation N° 1107/2006 of the European Commission and designated the “*Instituto Nacional de Aviação Civil, I. P.*”

(INAC, I. P.)”, renowned since 2015 as “*Autoridade Nacional da Aviação Civil (ANAC)*”, for ensure compliance and implementation of the legislation in all flights to and from Portuguese airports (INR, 2008). In fact, there is a cooperation work with *ANA Aeroportos de Portugal, SA* which holds the concession to run public airport services civil aviation and it is the airport authority in Portugal (ANA - Aeroportos de Portugal S.A., 2016).

Faro Airport in the Algarve, Portugal attend around 60.000 Disabled and Reduced-mobility passengers annually, what represents 0.8% of the total commercial passengers, with an average annual growth of 8% and accumulated growth of 38% since 2011 according to Vítor Andrade, Product Manager and Passenger Service of Faro Airport (Andrade, 2015).

Besides that, quality products and services, customer satisfaction, and providing memorable experiences and emotions to tourist are the core themes and the most demanding challenges for tourism and aviation industry; the obsolete approach today, in full 21st century, that the tourism industry just sells rooms, tours, flights and food is far behind us. Indeed, well-informed tourist, fierce competition, sustainable development and security matters are directly influencing the “new way” of traveling, where tourist is looking for new experiences and sensations that allow him to have remarkable stories away from home.

Consequently, aviation industry counts on valuable tools to measure levels of passengers’ satisfaction concerning its facilities and services provided. However, customer satisfaction is a subjective concept that could be influenced for many factors, it is actually a sensitive matter because, we really do not know what are the specific variables passenger is taking into consideration to evaluate aviation firm’s performance. As a general idea, it could be defined as minimum standards that business has to performance to accomplish tourist expectations, and as González *et al.* outline,

“Customer satisfaction results from individual and global transactions, whereas service quality involves a general impression of the superiority or inferiority of the service provider and the services or a general attitude toward services.”
(González, Comesaña , & Brea, 2007)

In addition, experiences play a key role along the customer satisfaction process because,

“Experiences result when a company uses tangible goods as props and intangible services as the stage for engaging each customer in an inherently personal way, and thereby create a memory, the hallmark of every experience”
(Pine & Gilmore, 1999)

In brief, as the author worked for two handling companies (*Swissport* and *Groundforce*) for a year in Faro Airport, she desires to do a valuable and useful research that finds appropriate solutions for Disabled and Reduce-mobility air passengers at this airport, merging this entire theoretical framework with practice. Besides, research about disabled tourism is a topic which the writer is very attached and passionate about it, because her mother is a blind tourist who has faced many challengers during her local and international journeys. Along this dissertation, the author identifies what are the most worthwhile facilities and services Disabled and Reduce-mobility air passengers value the most, in order to continue doing well and the areas that need an improvement.

The research methodology is conducted by quantitative method, through the implementation of survey questionnaires of Disabled and Reduce-mobility air passengers in Faro Airport. The questionnaires are carried out in three areas of the airport: access, departures and arrivals. Moreover, observation method is considered to identify satisfaction levels and additional information that may not contemplated in the surveys by interviewing passengers, airport staff and management.

After the honour to meet with Faro Airport Manager, Dr Alberto Mota Borges, and Faro Airport Product Manager and Passenger Service, Mr Vítor Andrade,

they expressed their support for this research, and find interesting and useful to identify levels of satisfaction of Disabled and Reduce-mobility passengers in Faro because, even though the Airport Management collects statistical data, they still has not developed a rigorous study concerning satisfaction of this passenger niche.

1.2 Research Objectives

Afterward having introduced the business potential of Disabled and Reduce-mobility passengers, the legislation airports and airlines have to compliance to meet their needs, and importance of satisfaction, the main research problem along this master dissertation is to identify and measure satisfaction levels of Disabled and Reduce-mobility air passengers during their journeys through Faro Airport, Portugal in three areas: access, departures and/or arrivals. The research is focus on as follow seven factors:

- i. Accessible facilities
- ii. Accessible services
- iii. Punctuality
- iv. Quality of Equipment-devices
- v. Inclusive marketing
- vi. Trained staff (professionalism, attitude and approach)
- vii. And those areas that have room for improvement.

As a complement to the above, the study attempts to summited conclusions and recommendations based on both, in scientific research and in practice, to Faro Airport Management in order to reduce the “gap” that Chang describes,

“The needs of the disabled are far more complex than is currently being appreciated, and gaps are appearing between views held within the air transportation industry and the needs of the disabled people themselves (Shaw & Coles, 2004). Yet, in spite of this, research on the air transportation providers’ perspective in relation to servicing impaired air passengers is limited. No mention is made with regard to determining the real drivers of the willingness to help from the supply-side.” (Chang & Chen, 2012:530)

As regards to the more specific objectives are:

- Identify Disabled and Reduce-mobility passengers' opinion towards accessible facilities and services of Faro Airport.
- Evaluate professionalism, attitude and approach of airport staff towards Disabled and Reduce-mobility passengers in Faro Airport.
- Recognise areas that have room for improvement in order to offer better quality facilities and services to Disabled and Reduce-mobility passengers in Faro Airport.

1.3 Dissertation structure

The research is divided in five chapters: 1. Introduction, 2. Literature Review, 3. Methodology, 4. Analysis Results and Discussion, and 5. Conclusion.

This first chapter, the Introduction, highlights the research problem, research objectives and dissertation structure. Second, the Literature Review includes the most important theoretical framework to develop this investigation, which embraces Disabled and Reduce-Mobility air passenger context and theoretical framework of customer satisfaction. Third, the Methodology is defined by the study area Faro Airport, collect data instruments, population and sampling, and data analysis method. Chapter four, Analysis Results and Discussion, defines satisfaction' levels of Disabled and Reduce mobility air passengers with Faro Airport, interviews with MyWay staff, discussion of the results, and recommendations, limitations and future research. To close, fifth chapter exposes a General Conclusion of the study.

CHAPTER 2 - LITERATURE REVIEW

Travelling by air can be a stressful experience for many people, simply due to the fact of being on a huge aircraft over the air surrounded by many unknown people, being over there for hours and unable to get out, may it can lead a blend of uncomfortable feelings and emotions. In contrast, to others travel by plane can be an amazing experience, because they are going to be above of the clouds feeling free and excited, that it may produce plenty of happy feelings and sensations. In fact, if it also to this duality will be adding some kind of disability or reduce-mobility condition, perhaps the spectrum of emotions and feelings could be even more complex and challenging.

In fact, that true journey of traveling by air begins in one place: the airport. Therefore, airports must be prepared to answer challenges of any kind of passenger providing a high quality service and dignified treatment to eliminate any possible barriers or discomforts on the ground; certainly, this includes Disabled and Reduce-mobility air passengers who need further attention. Because as “Bi, Card, and Cole suggested that if travellers with physical disabilities encounter few barriers during their travels, they may travel even more in the future” (Chang & Chen, 2012:529).

As the main objective of this research is to measure satisfaction and likely barriers that Disabled and Reduce-mobility air passengers are facing in Faro Airport, this chapter encloses literature review that aids a better understanding about framework of Disabled and Reduce- mobility air passenger, and concepts and models of satisfaction which are relevant for our study.

2.1 About Disabled and Reduce-Mobility Air Passenger

2.1.1 Definition and types of disability

As a consequence of some misunderstandings and the variety of definitions due to the purpose of the data collection or according to different classifications used of disable and reduce-mobility (Buhalis & Darcy, 2011:45), it is essential to

define what is impairment, what is disability, who is a person with disabilities, and what is *Accessible Tourism for All* in order to comprehend needs and wants of air passengers through their journeys in Faro Airport. It will be taken into account definitions from the World Health Organization, United Nations and World Tourism Organization which engage with our purpose:

Table 2-1: Definition of disability and Accessible Tourism for All

Impairment	“In the context of health experience, an impairment is any lost or abnormally of psychological, physiological, or anatomical structure or function.” (WHO,1980:14)
Disability	“A disability is any restriction or lack (resulting from an impairment) of ability to perform an activity in the manner or within the range considered normal for a human being” (WHO,1980) “Disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinder their full and effective participation in society on an equal basis with others. Understanding disability as an interaction means that disability is a social construct, not an attribute of the person.” (UN,2006)
Disabled Person in Tourism	“Disabled Person means any person whose full and effective participation in society on an equal basis with others in travel, accommodation and other tourism services is hindered by the barriers in the environment they are in and by attitudinal barriers. Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments” (UNWTO,2013:3)
Accessible Tourism for All	“This is a form of tourism that involves a collaborative process among stakeholders that enables people with access requirements, including mobility, vision, hearing and cognitive dimensions of access, to function independently and with equity and dignity through the delivery of universally designed tourism products, services and environments” (UNWTO,2013:4)

Source: Own Elaboration based on UNWTO (2013:3-4), UN (2006) & WHO (1980:14)

In short when analysing the table 2.1, disability rather than being a medical condition or a *tragedy* is a social construction that impedes the right and possibility of disabled people to fully enjoy tourism and transport experiences, because as Buhalis & Darcy expose (2011:24) “it is not the person’s impairment that disables them but the complex collection of social environments, practices and attitudes, which are imposed on top of a person’s impairment.”. Thus, it is inherent the aviation industry commits that *Accessible Tourism for All* is more than just an obligation and compliance.

In this context, it is Buhalis & Darcy’ definition of Accessible Tourism that encloses the whole purpose of this dissertation and it will be considered along it:

“Accessible tourism is a form of tourism that involves collaborative process between stakeholders than enables people with access requirements, including mobility, vision, hearing and cognitive dimension of access, to function independently and with equity and dignity through the delivery of universally design tourism products, services and environments. This definition adopts a whole of life approach where people through their lifespan benefit from accessible tourism provision. This includes people with permanent and temporary disabilities, senior, obese, family with young children and those working in safer and more socially sustainably designed environments”.

(Buhalis & Darcy, 2011:33)

Besides, the UNWTO (2015:4) in the Manual on *Accessible Tourism for All*, which is the world-wide framework for accessible tourism, emphasizes in the advantages of running this kind of tourism because of the benefits it provides:

- It Increases the number of visitors;
- It is multi-customer because most of the time disabled people are accompanied by able-bodied assistants, family and friends;
- It rises income on account because this segment tends to spend more than the conventional tourist;
- It boosts the image and perception of the destination; and,
- It is non-seasonal in view they travel all year along.

Having defined concepts and potential of accessible tourist segment, it is appropriate to identify the different dimensions of disabled consumer to develop tourist services and products that allow them fully enjoy air transportation and to function independently with equity and dignity.

For the Aviation industry, and even more for Disabled and Reduce Mobility air passengers, is a big challenge to develop accessible tourism because involves considerable efforts, trainings, requirements and information. As Buhalis e Darcy (2011) affirm, “the complexity of understanding the market includes recognising that the individual’s impairment may mean that an individual has multiple dimensions of access, which require multiple levels of accessibility for social participation”. It is relevant to comprehend the heterogeneousness of the disabled segment and their motivations for improving services and products that fit closely to their circumstances and experiences by discussing their needs directly with them.

The accessible tourism is a mixed market which it composes for seven different clusters in accordance with their impairments and elderly population in a social level (Buhalis & Darcy, 2011:57); in fact, these clusters are used to classify Disabled and Reduce-Mobility passengers in faro Airport when implementing survey questionnaires:

- i. Mobility
- ii. Blind or Vision impaired
- iii. Deaf or hearing impaired
- iv. Speech
- v. Cognitive (mental health /intellectually /learning)
- vi. Hidden
- vii. Elderly /Seniors /Boomers

In the following Table 2.2, it can be identified the difficulties Disabled and Reduce Mobility air passengers could be facing in different areas:

Table 2-2: Dimensions of disability

Type of Impairment	Description	Difficulties in one of more of the following areas
Mobility	Varying levels of physical mobility restrictions, affecting legs, feet, back, neck, arms or hands	<ul style="list-style-type: none"> - Physical and motor tasks - Independent movements - Performing basic life functions
Sensory	Capacity to see in limited or absent Completely deaf or are hard of hearing	<ul style="list-style-type: none"> - Reduce performance in tasks requiring clear vision - Difficulties with written communication - Difficulties with understanding information presented visually - Reduced performance in task requiring sharp hearing - Difficulties with oral communication - Difficulties in understanding auditorily-presented information
Communication	Limited, impaired, or delayed capacities to use expressive and/or receptive language	<ul style="list-style-type: none"> - General speech capabilities, such as articulation - Problems with conveying, understanding, or using spoken, written, or symbolic language
Intellectual/ Mental Health	Lifelong illnesses with multiple aetiologies that resulting a behavioral disorder	<ul style="list-style-type: none"> - Slower rate of learning - Disorganized patterns of learning - Difficulties understanding abstract concepts - Limited control of cognitive functioning - Problems with sensory, motor and speech skills - Restricted basic life functions
Hidden	Variety of illnesses	<ul style="list-style-type: none"> - Heart problems - Blood pressure or circulation problems - Breathing difficulties - Problems with stomach, liver or kidneys - Problems in controlling the level of sugar in the blood (diabetes) - Disorder of the central nervous systems (epilepsy)

Source: Adapted from Buhalis & Darcy (2011)

In spite of the social and physical barriers they must be confront, Disabled and Reduce mobility air passenger like to travel. Their main motivations are the pleasure of family holidays, have new experiences, relaxation, sense of freedom, opportunities for social interaction, learning, excitement, exposure to

new situations, escape from daily life, and the experience of visiting new places. As One-Stop-Shop for Accessible Tourism in Europe highlights, these motivations are related with able tourists as well, but the *relaxation* was the most highlight motivation for disabled customer (OSSATE, 2005:55).

2.1.2 Definition, regulations and codes of Disabled and Reduce Mobility Air Passenger

Air transportation is an integral part of some tourists' journey, and in order to have an experience under liable, safety and respectful conditions there are rights and legislations that govern it. However, facing with the reality those basics conditions are not experienced by all air passengers, particularly Disabled and Reduce-mobility passengers.

On occasions, the air travel experience for a Disabled and Reduce-mobility passenger is not as enjoyable as any other passenger as a consequence of lack of accessible information, accessible facilities, inclusive marketing and staff attitude and professionalism. For these reasons, in the course of this unit it will be explained the fundamental legislation that protect this segment of passengers by then have an independent, worthy and safety air travel experience, and at the end some statistical data.

Regarding disability discrimination legislation, The United Nations have identified that just 45 countries have implemented an anti-discrimination and other disability-specific law (Buhalis & Darcy, 2011), and "the implications of so few countries having such legislation is that the opportunities for people with disabilities to be able to enjoy barrier-free tourism and be truly global travellers remains rather limited." (Buhalis & Darcy, 2011:81). Thus, it is vital that both, national and international levels and public and private sectors commit with accessible legislation and special requirements, because this kind of tourism needs a lot coordination, co-operation and partnership.

In the table 2-3, it can be appreciated the initial progress about disability legislation (Buhalis & Darcy, 2011:9); as can be seen USA, China, Australia and

United Kingdom were the pioneers:

Table 2-3: National disability discrimination legislation

Year	Country	Legislation
1990	USA	Americans with Disabilities Act
1990	China	The Law of People's Republic of China on the Protection of Disabled People
1992	Australia	Disability Discrimination Act
1995	UK	Disability Discrimination Act
1995	India	Persons with Disabilities (Equal Opportunities, Protection, of Rights and Full Participation) Act
1996	Costa Rica	Law N° 7600 on Equality for Persons with Disabilities
1996	Hong Kong	Disability Discrimination Ordinance
2000	South Africa	Promotion of Equality and Prevention of Unfair Discrimination Act, 2000
2002	Pakistan	National Policy for Persons with Disabilities
2002	Canada	Ontarians with Disabilities Act
2009	Portugal	Joined the United Nations Convention on the Rights of Persons with Disabilities signed in 2007 in New York, EUA <i>Resolução da Assembleia da República n.º 57/2009</i>
2010	UK	Equality Act 2010 (prior to October 2010 the relevant legislation was the Disability Discrimination Act 1995 as amended)
2013	Canada	The Accessibility for Manitobans Act

Source: adapted from Buhalis & Darcy (2011:9), Diário da República (2009:4929), & DREDF (n.d)

The ENAT - European Network for Accessible Tourism specifies as follow key principles for making tourism facilities and services accessible (2007:14):

- A person with a disability has the right to have a holiday or travel on business like everyone else;
- Like other travellers, the wishes and the way they want to spent their holiday differs widely;
- Disabled people should not be hindered in their choice because of a lack of accessibility;
- There is not a 'specific type of disabled traveller';
- Therefore, the whole range of tourism facilities needs to be made accessible for a larger group of users;

- ➔ For certain groups more is needed than an accessible infrastructure: care, therapy, rehabilitation training may be needed when away from home.

For several years, as Frye, chaired the sub-group on disabled air travellers of the European Civil Aviation Conference (ECAC) and currently co-chairs the US Transportation Research Board sub-committee on International Activities in Accessible Transportation and Mobility (Frye, n.d.), refers Disabled and Reduce-Mobility air passengers have met “discrimination and careless or undignified treatment in some airports and at the hands of some airlines” (Frye, 2010), owing to economic, physical and attitudinal “barriers” (Chang & Chen, 2012:529). Secondly, due to the large increase of older people and the enormous availability of low cost airlines, especially in Europe, meant to a notorious growth number of both, disabled and older people wanting to travel by air. As a result,

“These two factors have put pressure on governments as well as on air carriers, airports, tour operators and travel agents to provide better and more reliable services to meet the needs of this growing passenger market and to recognise that disabled air travellers have rights that must be respected.” (Frye, Air Passenger Rights for Disabled People, 2010)

As a great step forward in the European Union, The European Commission Parliament and The Council of the European Union published the Regulation N° 1107/2006, which regulated and safeguard *“The Rights of Disabled Persons and Persons with Reduce Mobility when Travelling by Air”*. It “establishes rules for the protection of and provision of assistance to disabled persons and persons with reduced mobility travelling by air, both to protect them against discrimination and to ensure that they receive assistance.” (Official Journal of the European Union, 2016:3). This regulation applies on departure from, on transit through, or on arrival at an airport where disabled or reduce-mobility using or intending to use commercial passenger air services, when the airport is in the territory of a Member State of the EU.

The regulation defines a Disabled and Reduce mobility air traveller as,

“Any person whose mobility when using transport is reduced due to any physical disability (sensory or affecting mobility, whether permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, who needs appropriate attention and adaptation of the service made available to all passengers to his or her particular needs.” (EUR-Lex Access to European Union Law, 2016)

The regulation has developed in two core focuses (2016):

- ➔ It prohibits air carriers from refusing reservation or boarding to passengers because of their reduced mobility or disability and,
- ➔ It also ensures that these passengers receive free-of-charge assistance to enable them to use air transport on an equal footing with other passengers.

In detail, the Regulation N° 1107/2006 is composed of the following articles which provide the rights and knowhow to assist Disabled and Reduce-Mobility air passengers throughout their trip: (i) Purpose and scope; (ii) Definitions; (iii) Prevention of refusal of carriage; (iv) Derogations, special conditions and information; (v) Designations of point of arrival and departure; (vi) Transmission of information; (vii) Right to assistance at airports; (viii) Responsibility for assistance at airports; (ix) Quality standards for assistance; (x) Assistance by air carriers; (xi) Training; (xii) Compensation for lost or damages wheelchairs, other mobility equipment and assistive devices; (xiii) Exclusion of waiver; (xiv) Enforcement body and its tasks; (xv) Complaint procedure; (xvi) Penalties; (xvii) Report; (xviii) and Entry into force (Official Journal of the European Union, 2016).

Even though, the regulation applies in the territory of the 28 countries¹ of the European Union - EU, passengers travelling from a third country to a Member State are applicable to refusal of carriage and assistance by airlines articles as well. Furthermore, as Fry (2010) indicates some countries in Europe out of the EU have also applied this regulation voluntarily.

¹ Members of the EU: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and United Kingdom.

In brief, the following table shows the key points of the regulation which are related with the research objectives of this dissertation, whole regulation can be found in Annexe A:

Table 2-4: Key points of Regulation N° 1107/2006

Key Points	Features
Airport Assistance	Persons with reduced mobility or disability are entitled to receive the assistance free of charge in airports (on departure, arrival and during transit, including embarking and disembarking) and on board aircraft (for example, the transport of mobility equipment and the carriage of guide dogs for blind) by employing the necessary staff and equipment (with the provision of lifts, wheelchairs or other assistance needed). Also, the airport body shall provide assistance to enable disabled and reduce mobility passengers to move along the airport areas (check-in counter, baggage registration, security checks, customs, emigration, lost and found, duty free, restaurants, baggage claim, reach connecting flights and move to toilet facilities if required).
Managing Bodies and Funds	Managing body of the airport may provide the assistance services themselves or may contract with third parties for the supply of this assistance. The managing bodies of airports may fund these services by levying a specific charge among all passengers using the airport; the most effective way to funding is a charge levied on each airline using an airport, proportionate to the number of passengers it carries to or from the airport.
Notification of the Need for Assistance	Airlines shall take all measures necessary for the receipt, including sale by telephone and via online, of notifications of the need for assistance made by disabled persons or persons with reduced mobility, and then notify to the managing body of the airport. Indeed, it is the responsibility of the passenger who request assistance notifies the airline or the tour operator at least 48 hours before the published time of departure of the flight, and airlines are bound to notify airports at least 36 hours in advance of the special assistance request and flight details. If no notification is made, airport shall make all reasonable efforts to provide the assistance in such a way that the person is able to take the flight.

Designed Points at Airport	The body airport enable these passengers to proceed from a designated point of arrival at an airport to an aircraft and from the aircraft to a designated point of departure from the airport, both inside and outside terminal buildings. The designated points must be defined by consultation with disabled and reduce mobility users of that airport, and must be at least at: the main entrances to the terminal buildings, check-in counters, in train, light rail, metro and bus stations, at taxi ranks and other drop-off points, and in airport car parks, at which disabled persons or persons with reduced mobility can easily announce their arrival at an airport and request the assistance (for instance a call button).
Information	All essential information provided to air passengers should be provided in alternative accessible formats to disabled persons and persons with reduced mobility, and should be in at least the same languages as the information made available to other passengers. Such as Braille, screens, and so on.
Training	Airlines and airport managing bodies shall ensure that all their personnel providing direct assistance to disabled persons and persons with reduced mobility have knowledge of how to meet the needs of persons having various disabilities or mobility impairment.
Exceptions and Special Conditions	Under two certain circumstances, an airline or a tour operator may refuse reservation or boarding to a person with reduced mobility or disability: (i) in order to meet applicable safety requirements established by law (airlines may also request the person be accompanied by another person capable of providing assistance to meet these safety requirements), and (ii) if the size of the aircraft or its doors makes boarding or carriage of that person physically impossible. Reasonable efforts must be made to offer that person an acceptable alternative.
Infringements and Penalties	EU countries must lay down penalties for infringements of the regulation and set up independent bodies to deal with complaints. Besides, there are wide of rules on compensation and assistance to passengers in the event of denied boarding, as well as for cancellation or long delay of flights.
Enforcement	Each country of the EU shall designate a body responsible for the enforcement of this Regulation, including compliance with the quality standards.

Source: adapted from Frye (n.d.), Air Passenger Rights for Disabled People (2010), Official Journal of the European Union (2016) & EUR-Lex Access to European Union Law (2016)

The Regulation 1106/2007 contemplates a broad spectrum of the right that Disabled and Reduce-Mobility passengers have to travel by air under a safe and right atmosphere, it constitutes a new boost for increasing the number of these kinds of passengers who want to run the risk to quit their routines and explore Europe without facing social, physical or attitudinal barriers. Moreover, it demonstrate that a Disabled and Reduce-Mobility passenger is equally important and valuable as any other foot passenger.

Relating to Portugal, the Decree-Law N° 241/2008 publishes “*Direitos das Pessoas com Deficiência e das Pessoas com Mobilidade Reduzida no Transporte Aéreo*” by the *Ministério das Obras Públicas, Transportes e Comunicações*, which meets the Regulation N° 1107/2006 of the EU, and designated the “*Instituto Nacional de Aviação Civil, I. P. (INAC, I. P.)*”, renowned since 2015 as “*Autoridade Nacional da Aviação Civil (ANAC)*”, for ensure compliance and implementation of the legislation in all flights to and from Portuguese airports (INR, 2008). In fact, there is a cooperation work with *ANA Aeroportos de Portugal, SA* which holds the concession to run public airport services civil aviation and it is the airport authority in Portugal (ANA - Aeroportos de Portugal S.A., 2016).

In detail, the decree-law stipulates the managing bodies of the airports in Portugal must keep the assistance of disabled persons and persons with reduced mobility as an independent activity, through an adequate separation, of its airport management activities and accounting. Regarding the funds, ANAC is the body responsible for defining the charge levied per boarded passenger (Decreto-Lei n.º 241/2008, 2008). The whole decree-law can be found in Annexe B.

Indeed, the Regulation N° 1107/2006 in the EU and the Decree-law N° 241/2008 in Portugal are truly big steps forward in develop an inclusive transport service to Disabled and Reduce-Mobility air passengers, and most especially, in provide a service with equity and dignity that allow them enjoy air transportation, function independently and travel with confidence. Even thought, there are not global standards or legislation regarding Disabled and Reduce-

Mobility air passengers, countries such as United States and Canada have implemented legal regulations as well as the EU (IATA.Airlines, 2012).

In spite of improvement in the EU, United States and Canada, it is a fact that the lack of global standards is an issue to work on in the near future as Frye discusses,

“Legislation to protect and promote the rights of disabled air travellers is essential to raising standards and to enabling people to travel with confidence. There is still a long way to go both in terms of embedding and enforcing the laws that are already in place – and perhaps just as importantly in harmonising them.” (Frye, 2010:11)

In addition to the legal framework, Europeans airports have establishes an “*Airport Voluntary Commitment on Air Passenger Service*” since 2001, in close cooperation with the air transport industry, consumer organizations, organizations representing persons with reduced mobility, European governments and the European Commission, in order to deliver a defined quality and high standards of service to air travellers, and competitive definition in the Europeans airports (ACI Europe - Airports Council International Europe, 2001); “ Signatory airports will each develop their own individual service plans incorporating the Airport Voluntary Commitment on Air Passenger Service.” (2001). Whole regulation can be found in Annexe C.

Concerning Disabled and Reduce Mobility air passengers, the commitment indicates,

“Each airport will prominently publicise the services it offers for assisting passengers with reduced mobility (PRMs). Most crucially each airport commits itself to the new special protocol on "Meeting the needs of people with reduced mobility” (2001:2)”

The purpose of the “*Special Protocol to Meet the Needs of People with Reduced Mobility*” is “to improve the accessibility of air travel to people with reduced mobility by ensuring that their needs are understood and provided for,

and that their safety and dignity are respected.” (ACI Europe - Airports Council International Europe, 2001). Consequently, the commitment establishes as follow basic assumptions and provision of infrastructure to be implemented at the European airports (2001:6):

Table 2-5: Basic assumptions and provision of infrastructure in the “Special Protocol to Meet the Needs of People with Reduced Mobility”

Basic Assumptions	- PRMs have the same rights as other citizens to freedom of movement and freedom of choice. This applies to air travel as to all other areas in life.
	- Airports and related service providers have a responsibility to meet the needs of PRMs.
	- PRMs also have a responsibility to identify their needs to the proper channels at the proper time.
	- Information, using accessible formats, must be made available to enable PRMs to plan and make their journey.
	- Disability should not be equated with illness and therefore PRMs must not be required to make medical declarations about their disability as a condition of travel.
	- Organizations representing PRMs will be consulted on all issues relevant to PRMs.
	- Staff will be given appropriate training in understanding and meeting the needs of PRMs.
	- Control and security checks will be undertaken in a manner which respects the dignity of PRMs.
	- PRMs must be enabled to remain independent to the greatest possible extent.
- The cost of providing for the needs of PRMs must not be passed directly to PRMs.	
Provision of Infrastructure	<p>Each airport safeguard that its infrastructure is compatible with the needs of people with reduced mobility and that this part of the service is provided in an efficient manner. This includes:</p> <ul style="list-style-type: none"> - Access to landside and airside ground transport - Parking, pick-up, drop-off and transfer arrangements - Information provided both audibly and visually

Source: adapted from ACI Europe - Airports Council International Europe, 2001

Besides the legislation and the voluntary commitment, The European Civil Aviation Conference – ECAC, which “seeks to harmonise civil aviation policies

and practices amongst its Member States and, at the same time, promote understanding on policy matters between its Member States and other parts of the world” (ECAC - European Civil Aviation Conference, 2016), is also contributing to provide a high-quality and standard service to Disabled and Reduce-Mobility air passengers along EU. Therefore, in 2003 the ECAC published the *"Code of Good Conduct in Ground Handling for Persons with Reduce Mobility"* (ECAC, 2003), which provides guidance to Air Carriers, Ground Handlings Companies and Airports to ensure professional and seamless service to PRMs in Europe.

The code defined Disabled and Reduce-Mobility air passengers as *Person with Reduce Mobility - PRM* that,

“... is understood to mean any person whose mobility is reduce due to 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 a person’s needs of the service made available to all passengers” (2003)

Within the key strategies and complementing the Regulation 1107/2006, it sets the Airport Assistance of “providing a wheelchair only service (non-assisted) as request by passengers.” (2003). Moreover, some operating principles should be reflected in the operations such as prioritising, scheduling and reaching timely assistance; clear indications for the customers about the provision of the assistance, and airports allow blind or vision impaired passengers to be escorted by their guide dogs all over the terminals. Concerning operating hours, the Airport Assistance should operate the required service in landside area during operational hours, and terminal and airside areas according to local requirements (ECAC - European Civil Aviation Conference, 2003). Whole code can be found in Annexe D.

It can be said the greatest contribution of the ECAC code to provide a high-quality service to these kinds of tourists, there were the *Service Standards and Performance Monitoring*, in which regulate waiting times throughout the whole

assistance process at the European airport (2003). In Table 2-6 are described the waiting times:

Table 2-6: Service standards and performance monitoring in the “Code of Good Conduct in Ground Handling for Persons with Reduce Mobility”

<i>For Pre-Booked Departing Customers</i>	<i>For Non Pre-Booked Departing Customers</i>	<i>For Pre-Booked Arriving Customers</i>	<i>For Non Pre-Booked Arriving Customers</i>
Upon arrival at the airport, once they have made themselves known:	Upon arrival at the airport, once they have made themselves known:	Assistance should be available at the gate-room/aircraft side for:	Assistance should be available at the gate-room/aircraft side for:
80% of customers should wait no longer than 10 minutes for assistance	80% of customers should wait no longer than 25 minutes for assistance	80% of customers within 5 minutes of "on chocks" ²	80% of customers within 25 minutes of "on chocks"
90% should wait for no longer than 20 minutes	90% should wait for no longer than 35 minutes	90% within 10 minutes	90% within 35 minutes
100% should wait for no longer than 30 minutes	100% should wait for no longer than 45 minutes	100% within 20 minutes	100% within 45 minutes

Source: adapted from ECAC (2003:3)

These waiting times are considered when conducting satisfaction survey questionnaires of Disabled and Reduce-Mobility air passenger to define punctuality and performance of the assistance service in Faro Airport.

In conclusion, even over this century has been a notorious improving about rights, legislations and commitment of Disabled and Reduce-Mobility air passengers along Europe, it is essential all stakeholders of aviation industry (Air carriers, governments, airports, ground handlings, assistance bodies, European Parliament, organizations representing persons with reduced mobility, and so on) cannot let the guard down because there is still lots room for improvement.

² On Chocks: when putting a wooden or metal device placed in front of the wheels of a parked aircraft to prevent it from moving (Crocker, 2007:43)

2.1.3 Categories of PRMs

As the aviation is an industry which works with lots codes to enable international communication, the PRM categories are indispensable so that stakeholders (airlines, airports, customs, assistances, ground handlings, and so on) are able to speak the same language, no matter in which country they are, and right after to provide the kind of assistance that most suited to needs of each Disabled and Reduce-Mobility passenger. As Dodge and Kitchin (2004) cited by Adey (2006:80) refers,

“Air travel and airports are indicators of the highest level of the pervasiveness of code within society and space. At the airport, code is not just an additive to the ingredient of the space, but is instead fundamental to the processes of air-travel. They write that code has become so important to air-travel that if the code fails, the material processual component of the code/space will fail also” (Adey, 2006)

Consequently, due to the different laws and procedures around the world, IATA standardised global categories of PRMs (IATA - International Air Transport Association, 2002) to be implemented by the 287 IATA Airlines members (2018); the categories are amended from time to time (Heathrow Airport, n.d.). As follow, the most used categories regarding PRM can be appreciated:

Table 2-7: Categories of passengers with Reduce Mobility (PRM) by IATA

Categories	Meaning
WCHC	PRM ³ who is completely immobile who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft, or if necessary, in a special seat fitted to his/her specific needs the process being inverted at arrival
WCHS	PRM Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft, in the terminal and between arrival and departure points on the city side of the terminal
WCHR	PRM Passenger who can walk up and down stairs and move about in an aircraft cabin, but requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal
WCHP	Passenger with a disability of the lower limbs who has sufficient personal autonomy but requires assistance in an aircraft cabin only with the help of an on-board wheelchair
DNPA	Disabled Passenger with Intellectual or developmental disability who, according to the type and level of disability, can only move around with the help of an accompanying person. This also covers disabilities such as Alzheimer or Parkinson. A code has yet to be agreed for PRMs using assistance dogs.
BLND	Passenger is blind or visually impaired
DEAF	Deaf or hard of hearing/Deaf without speech
DEAF/BLIND	Blind and deaf passenger who can only move about with the help of an accompanying person
STRC	PRM s on a stretcher and can only be transported this way
MAAS	Passenger needs special assistance. Exclusively for "elderly passengers"
MEDA	Only in combination with wheelchair) are passengers whose mobility is impaired on account of a progressive medical condition but who are authorized to travel by medical authorities or are declared fit to travel by a medical practitioner.
WCMP	Wheelchair (Manual Power) to be transported by a passenger
WCBD	Wheelchair (dry Cell Battery) to be transported by a passenger which may require advance notification, preparation or (dis) assembly
WCBW	Wheelchair (Wet Cell Battery) to be transported by a passenger which may require advance notification, preparation or (dis) assembly

Source: adapted from Heathrow International Airport, n.d., MyWay- ANA Aeroportos de Portugal, 2010, and Leipzig-Halle Airport, 2010

³ PRM: Passenger/Person with Reduced Mobility

As can be appreciated in Table 2-7, there is no one only type of Disabled and Reduce-Mobility air passenger, in fact the spectrum of profiles and needs to be accomplished is large, and the categories are essential to assign the accurate assistance and staff to each passenger.

2.1.4 Accessible facilities and services, and trained staff

Traveling by air is a complex action, it requests planning, scheduling and accomplishments before, during and after the journey. In fact, if it would be an international flight, arrangements and level of pressure may be rise. As basics, you need to know the location of the airport; how to arrive and get out of it; a booking; check-in, boarding and flight times; correct travel documents; a gate number; a boarding pass; number of the baggage claim belt; where it is the passport control; if you must cross through customs or not; and so on. As if this were not enough, is added some kind of disability or/and reduce mobility condition to this context, the complexity of air traveling experience will be broaden even more.

Nowadays, airports have been built to be most effective, providing high-quality services, high security levels, and easy access and movement along of their terminals by the general public. Therefore, the questions that could be formulated for this research would be: have needs and wants of Disabled and Reduce-Mobility passengers been taking into consideration when building or remodelling airports to provide them independence? Are facilities and services physically accessible? Are they treated fairly when take a flight? Is the attitude of the staff kind enough to make them feel comfortable?

Buhalis and Darcy (2011) identify some dimensions of access and examples of an inclusive practice in tourism that can be optimally matched with accessible facilities, services and staff attitude at airports, in fact in Faro Airport. The aim of these dimensions are “presented as a foundation for understanding what promotes independent, dignified and equitable access that is at the core of the definition of accessible tourism” (2011:55). In the Table 2-8 can been identify them and the support requirements:

Table 2-8: Dimensions of access and examples of inclusive practice in tourism

<i>Mobility</i>	<i>Hearing</i>	<i>Vision</i>	<i>Cognitive</i>	<i>Hidden/ Sensitivities</i>	<i>Ageing/ Health</i>
Continuous pathways	Telephone typewriters	Tactile ground surface indicators; Audio signals	Plain English text	Chemical free environments	Medical support
Circulation space	Hearing loops	Alternative formats e.g. Large text, Braille, audio	Attendant support	Dietary considerations	Supportive environment
Specialist equipment	Captioning	Areas for guide dogs	Opportunities for group travel for those in communal supported accommodation ⁴	Non-smoking areas	Opportunities for group travel
Low-floor buses	Sign language interpreters	Sensory trails	Activity programming	Organisational promotion	Advocacy and philanthropy programs ⁵
Customer service attitude	Customer service attitude	Customer service attitude	Customer service attitude	Customer service attitude	Customer service attitude
Wayfinding systems	Wayfinding systems	Wayfinding systems	Wayfinding systems	Clearly labelled areas	Specialist equipment
Information system	Information system	Information system	Information system	Information system	Information system

Source: adapted from Buhalis & Darcy (2011:56)

When implementing survey questionnaires, these dimensions are taken into consideration to identify level of satisfaction.

In brief, to make the airport experience of Disabled and Reduce-Mobility passengers more comfortable, safe, rewarding and stress-free is not enough just to provide a good wheelchair and a punctual service; in addition, it is noteworthy to provide means of communication, specific areas, wayfindings and information systems, and sympathetic customer service attitude that meet their needs and wants. This is not only about accomplishing a legislation, it is also a

⁴ Not applicable for this dissertation

⁵ Not applicable for this dissertation

social, personal and corporate commitment where “air service providers may have the potential to create a lucrative niche market” (Chang & Chen, 2012: 529), and brings a lot of benefits as it was mentioned at the beginning of this chapter: it increases the number of visitors, is multi-customer because most of the time disabled people are accompanied by able-bodied assistants, family and friends; rises income on account because this segment tends to spend more than the conventional tourist; and so (UNWTO, 2015:4).

For example, Buhalis and Darcy (2011) in an exploratory study expose *Blind People’s Tourism Experiences*. Related to flight experience, they could conclude that,

“Participants praised the procedure whereby a special vehicle is available to transport them to the passport control and baggage claim areas, and also spoke of the importance of provided baggage assistance...related to this service as crucial for creating a positive flight experience. Participants also referred to the need for reliable information and the importance of accurate and immediate notification of changes in flight schedules. Blind people tend to fear missing information dealing with a change of gate or flight schedule – especially in the case of connecting flights – as they cannot read the electronic signs...reported feeling insecure about hearing or understanding messages relayed on the public announcement system due to airport noise or lack of familiarity with local accents. They specifically mentioned a preference for quiet spaces where they can more easily hear airport staff announcement” (Buhalis & Darcy, 2011:165)

In addition, academic and scientific approaches about Disabled and Reduce-Mobility air passengers’ satisfaction at airports are quite limited; there is very little literature about it. Chang and Cheng argue that “Research on the air transportation providers’ perspective in relation to servicing impaired air passengers is limited. No mention is made with regard to determining the real drivers of the willingness to help from the supply-side.” (2012:530)

However, Chang and Chen (2012) have implemented an interesting study where analyses “The complaints levelled at airport and airline facilities and services by disabled air travellers. It also examines the factors affecting the

willingness among industry providers to help passengers based on a sample of airline, airport and government staff” (2012:530) in Taiwan. The research was complemented with 180 valid questionnaires and the results concerning airport facilities are given in the Figure 2-1:

Figure 2-1: Complaints received regarding airport facilities for impaired air passengers in Taiwan

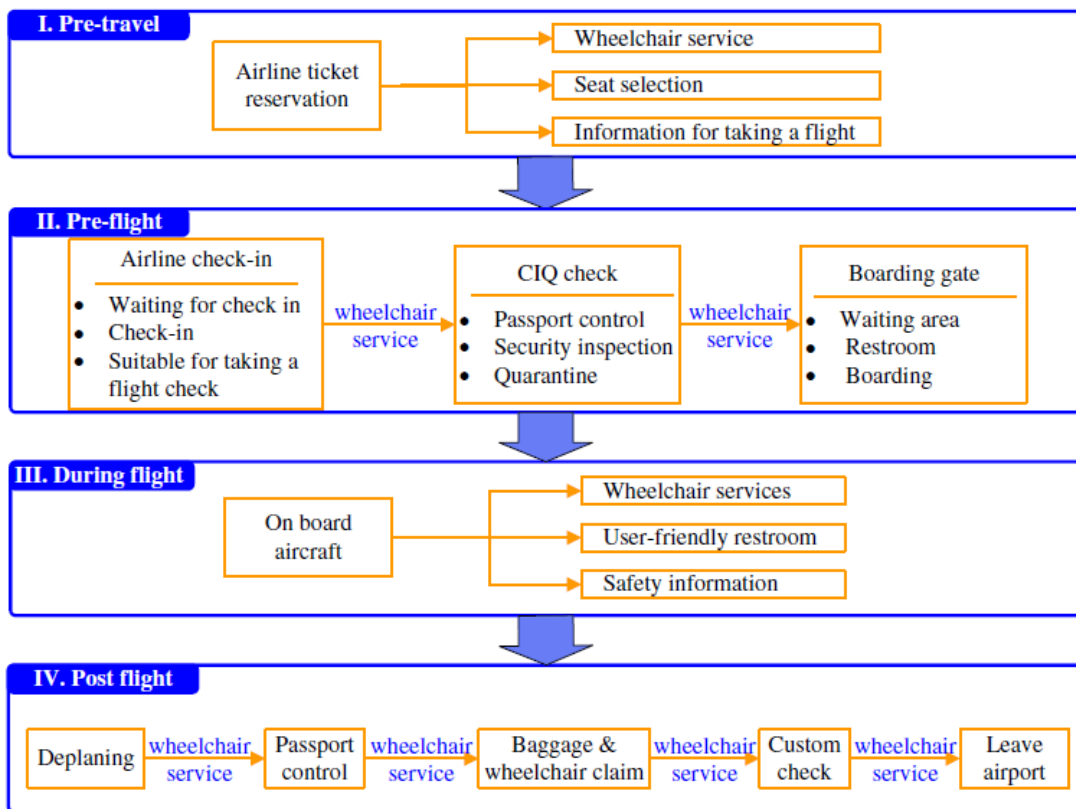
Item	Frequency	Rank
Barrier-free ramp	53	3
Distance between parking lot and terminal	70	1
Barrier-free lift	68	2
Slip resistant floors in the airport	22	6
Waiting area at boarding lounge	25	4
Barrier-free restroom	24	5
Accessibility between terminals	20	7

Source: adapted from Chang & Chen (2012:533)

Consequently, these seven complaints, which complement the dimensions of access and examples of inclusive practice in tourism of Buhalis and Darcy (2011:55), are assessed in the questionnaires of this dissertation.

On the whole, to have a better understanding of the procedure a Disabled and Reduce-Mobility passenger should pass through when using air transport services, it is taken the four segments that Chang and Cheng proposed: pre-travel, pre-flight, during flight and post flight (2012:532) which are in the Figure 2-2:

Figure 2-2: Procedure for disabled passengers using air transport services



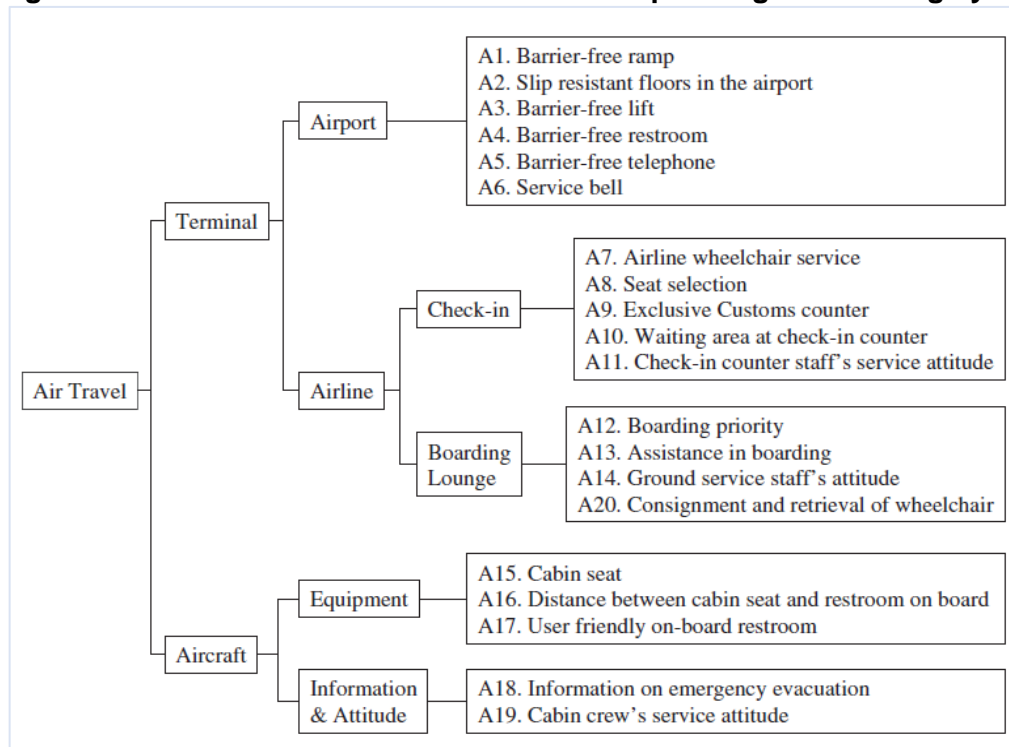
Source: adapted from Chang & Chen (2012:533)

As may be observed in the Figure 2-2, the wheelchair (assistance) service is essential in the whole journey, from the reservation of the airline ticket until passenger leave the airport. In consequence, difficulties in accessible facilities and services, or unprofessional staff attitude in any segment may discourage Disabled travellers from taking the trip altogether (Chang & Chen, 2012). As Frye exposes, “other barriers at many airports include poor signage and an absence of visual and audible information.” (Accessible Air Transportation: Challenges and Options, n.d.)

Cited by Buhalis and Darcy (2011, p. 66), Stumbo and Pegg “stress the need to develop joint cooperation between airports and airlines to ensure access for people with a disability” (2005).

In the article “*Identifying Mobility Service Needs for Disabled Air Passengers*” of Chang and Cheng (2011:1215) are specified facilities and services PRM request when traveling by air twofold: Terminal and Aircraft. As shown in Figure 2-3:

Figure 2-3: Facilities and services for disabled passengers traveling by air



Source: adapted from Chang & Chen (2011:1215)

Additionally, the United States' Federal Aviation Administration (FAA), cited by Chang and Cheg (2012), made four recommendations to airports, managements and airlines to provide accessible facilities and services to facilitate the carriage by air of disabled persons (Abeyratne, 1995):

- Airport and airline staff should be specially trained to handle emergency situations involving elderly and disabled passengers such as the evacuation of passengers.
- Toilets on board aircraft and in airport terminal buildings must be equipped with door expansion and grab bars. In larger aircraft, at least one toilet should be easily accessible by wheelchair or transport chair.
- Airports should have wheelchairs or other motorized equipment at the arrival and departure areas of the terminal for the use of mobility-impaired passengers.
- There should be stairs and ramps at all changes of level at airports. All ramps must be wide enough to accommodate a wheelchair or trolley.

In respect of staff attitude and approach, it is the most value field determining satisfaction Disabled and Reduce-Mobility passengers take into account (UK Department for Transport, 2008), because negative attitudes were the hardest barrier to overcome (Schleien, Ray, & Green, 1997). One of the main issues is

Assistance staff do not have the skills and the qualified and wide training on how to treat every clusters of PRM. Thus, a “good training will ensure that disabled passengers are more likely to receive a high level of customer service, to travel more easily and to take away a favourable impression of the organization.” (Chang & Chen, 2012:531).

As follow, some experiences of disabled air passengers published by Buhalis and Darcy (Accessible Tourism: Concepts and Issues, 2011). As can be seen, depending of the customer service attitude and level of trained staff, it can be brought two opposite scenarios of satisfaction:

“You get the odd on who is quite rough, and they pick you up like a sack of potatoes. They do not really have any idea of safe lifting and positioning, they just dump you and walk off. I have had that happen before, that was terrible ... as soon as you get out of your motorize chair, you often feel very vulnerable. You can´t move anywhere (MI)” (Buhalis & Darcy, 2011:99)

“If I choose to inform them that I am visually impaired, the meet and greet service with the airlines is great. They escort me onto the plane, find my seat. Also then they will give me an aisle seat if that is possible (VI)” (Buhalis & Darcy, 2011:100)

Frye mentions that training is a challenger that needs to be solved because lot of the difficulties are resulted for a lack of staff training, and “good practice dictates that all staff, working in whatever capacity at an airline or airport should have at least basic training in disability awareness and equality issues” (Accessible Air Transportation: Challenges and Options, n.d.).

Likewise, Frye highlights Assistance Service staff requests detailed and thoroughly training of kinetics of lifting, communication skills with passengers who are deaf, and so on (Frye, n.d.). For instance, “some airports and airlines are now rolling out e-learning on disability to all levels of management and administrative staff so that the culture of understanding permeates the whole organisations.”

2.1.5 Some airport special assistance in Europe

Since the Regulation 1107 entered into force in 2006 and all airports in the EU should provide assistance service to Disabled and Reduce Mobility passengers free of charge and with high quality standards, in the Table 2-8 it can be appreciated some examples of the airport assistance providers with their logos and descriptions in five different airports in the EU: Faro, Portugal; Heathrow, United Kingdom; Frankfurt, Germany; Madrid, Spain; and Zurich, Switzerland.

Although these five airports are complying with the regulation, each of their assistance providers has a distinct approach. For instance, *Faro Airport* focuses on facilities available at the airport, personalized service and qualified staff, *Heathrow Airport* on made sure the assistance required is available and to let know that is free of charge, *Frankfurt Airport* on ensure to meet the standards of service, being friendly, multi-cultural and flexible to help their guests, *Madrid-Barajas Airport* on compliance the Regulation 1107/2006, full coverage in every Spanish airport, and to guarantee a quality service, and *Zurich Airport* on help and guide the PRMs along all the stages and checks at the airport, and to take care of mobility equipment of the Disables and Reduce-Mobility passengers.

While this research is approached on levels of satisfaction of Disabled and Reduce-Mobility passengers regarding facilities, services and staff in Faro Airport, in the meanwhile it is worthwhile to identify best practices of other airports in the European Union and therefore replicate them in Faro in order to achieve an ever-higher standard of service and facilities.

Table 2-9: Some airport special assistance in Europe

Assistance Provider Logo	Airport	Description
	<p>Faro Airport, Portugal</p>	<p>MyWay is "a service that complements the wide range of facilities available at ANA airports and aims to offer assistance to disabled persons and persons with reduce mobility. My Way is a personalized service, included among interventions at ANA airports, such as mechanical aids escalators, and moving walkways, list, signage and wayfinding, as well as qualified staff, providing total assistance." (MyWay, n.d.)</p>
	<p>Heathrow Airport, United Kingdom</p>	<p>"Omniserv, our service provider, will ensure that the assistance you require is made available. Assistance can be provided from your arrival at the airport through to your airline lounge (if eligible) and then on to your departing aircraft. Omniserv will meet you on your return from your aircraft and accompany you to your waiting friends and relatives or to your onward transport. All assistance is provided free of charge." (Heathrow Airport, n.d.)</p>
	<p>Frankfurt Airport, Germany</p>	<p>"Our Service Agents, who are as multi-cultural as those they assist, ensure that our guests are handled as individually as possible, while meeting the standards of service that the airlines desire for their passengers. We value not just the extensive knowledge required, but also place a high emphasis on being friendly and flexible to help guests as the situation calls for. We in special services know that through our presence we represent more than FraCareServices; we stand in welcome, representing Frankfurt Airport and Germany as a whole." (FRACareServices GmbH, n.d.)</p>
	<p>Madrid-Barajas Airport, Spain</p>	<p>"In compliance with Regulation (EC) no. 1107/2006 ... This European Community measure represents a significant social advance for disabled persons and for this reason all the necessary financial, material and human resources have been provided to make it possible for every Spanish airport to render a quality service guaranteeing that all people can enjoy air transport anywhere in Europe, regardless of their disability." (Madrid-Barajas Airport, n.d.)</p>
	<p>Zurich Airport, Switzerland</p>	<p>"Zurich Airport offers assistance to disabled passengers and passengers with reduced mobility on their way at the airport. The service is provided by our service provider Careport AG and is available free of charge to all passengers with reduced mobility. Careport will guide and help you from the venue at the airport up to the aircraft door or/and from the aircraft door to the baggage area and also help you go thru all necessary checks. Careport also takes care of your special needs, such as the transport of your wheelchair or the appropriate handling of your assistance." (Zurich Airport, n.d.)</p>

Source: Own Elaboration

2.2 About Customer Satisfaction

Would you think you could live a plenty and joyful life if some part of your body or your brain did not work as they should? Would you be an independent person if perhaps you did not have a leg, an arm, the sense of sight or hearing? And with that condition, would you be brave enough to take an aircraft and to travel thousands of kilometres away from home? And, it finally you were courageous enough to embark on that adventure, would companies consider you as a value consumer and supply you high quality services with equity and dignity as any other client? Would you be satisfied with that products and services received? , And consequently, would that goods and services improve your well-being and therefore your quality of life? Perhaps, answering all these questions could not be easy as it may think.

As could be seen along the previous literature review of our research, there is still a long way in the tourism industry to accurately understand of what is disability, who is a disabled and/or reduce mobility tourist, and what are their truly expectations, wants and needs. Concerning specifically to the aviation industry, even when the progress already achieved it is very important and significant, it is still more about accomplish legislations and formal procedures, than a real commitment and effort to satisfy this market niche as a valuable customer, and offer them memorable experiences, nice stories, sensations, spiritual comfort, entertainment, and well-being (Mendes, 2017; Pine & Gilmore, 1999).

Consequently, to distinguish if some of the aspects mentioned above are being taken into account to satisfy Disabled and Reduce Mobility air passengers in Faro Airport, it is important to explore a general framework of what is satisfaction and customer satisfaction. In this way, at the time of implementing survey, there will be a scientific approach to analyse what is happening with levels of satisfaction of this passenger segment; because as Bezerra & Gomes illustrate,

“Service quality and passenger satisfaction are subjects of high interest within the airport industry. Surveys have been systematically carried out by international agencies (ACI⁶, IATA), as well as several *ad hoc* initiatives by other organizations and airports. Due to increasing traffic and changes in the air transport market, it has become more important for airport managers to measure, analyse and extract relevant information regarding passengers' perception...” (2015:77).

Nowadays, there are lot of definitions of satisfaction based on different perspectives. In general, the word satisfaction comes from the Latin *satis* (enough) and *facere* (to do or make) (Oliver, 2015:6); and for our purpose, satisfaction´ definitions of Kotler and Oliver fit properly:

“A person’s feelings of pleasure or disappointment resulting from comparing a product’s perceived performance (or outcome) in relation to his or her expectations”. (Kotler, 2000)

“Satisfaction is the consumer’s fulfilment response. It is a judgment that a product/service feature, or the product or service itself, provided (or is providing) a pleasurable level of consumption-related fulfilment, including levels of under- or over fulfilment” (Oliver, 2015:8)

Subsequently, customer satisfaction is a subjective concept that could be influenced for many factors. It is actually a sensitive matter, because we really do not know what are real variables clients consider to evaluate companies´ performance; in our case, Faro Airport terminal´ facilities, services and special assistance performance.

As a general idea, customer satisfaction could be defined as minimum standards that companies has to performance to accomplish customer expectations and needs (Higuera, 2017, p. 4; Kozak, 1996), which brings an overall life satisfaction and well-being to their clients (Guerreiro, 2017). To complement, according to González *et al.* “Customer satisfaction results from individual and global transactions, whereas service quality involves

⁶ ACI: Airports Council International

a general impression of the superiority or inferiority of the service provider and the services or a general attitude toward services.” (2007).

Moreover, experiences play a key role along the customer satisfaction process because “experiences result when a company uses tangible goods as props and intangible services as the stage for engaging each customer in an inherently personal way, and thereby create a memory, the hallmark of every experience” (Pine & Gilmore, 1999).

Indeed, through the questionnaire´ implementation in Faro Airport, there will be measure if Disabled and Reduce-mobility air passenger have been creating nice memories and having good experiences in their journeys through the terminal; because, as Lord Kelvin (19th Century) reportedly said “... *if you cannot measure something, you cannot understand it*”, and Grigoroudis & Siskos affirm,

“Customer satisfaction measurement is now considered as the most reliable feedback, taking into account that it provides in an effective, direct, meaningful and objective way the customers’ preferences and expectations. In this way, customer satisfaction is a baseline standard of performance and a possible standard of excellence for any business organization” (Grigoroudis & Siskos, 2010:1)

Among the reasons that justified measuring customer satisfaction in any company or industry are, for example: customer satisfaction is the most trustworthy market information; many customers evade communicating their complaints and discontent with the service or product provided because sometimes they think the company will not take any corrective action; the measurement allows detecting potential market opportunities; aims the companies to a continuous improvement based on customer expectations and needs; supports businesses to understand customer behaviour, needs and desires; and may expose potential differences between the service quality perception of the customer and of the company’s management (Grigoroudis & Siskos, 2010:2).

In detail, implementation of a customer satisfaction survey brings many benefits for both, clients and companies as it is exposed in Table 2-10.

Table 2-10: Advantages of a customer satisfaction measurement survey

Advantages of a Customer Satisfaction Measurement Survey	"Customer satisfaction measurement programs improve the communication with the total clientele, provided that they constitute continuous and systematic efforts of the business organizations."
	"Business organizations may examine whether the provided services fulfill customer expectations. Furthermore, it is possible to examine whether the new actions, efforts, and programs have any impact on the organizations' clientele"
	"The critical satisfaction dimensions that should be improved are identified, as well as the ways through which this improvement may be achieved."
	"The most important strengths and weakness of the business organizations against competition are determined, based on customer perception and judgments"
	"The personnel of the business organization is motivated to increase its productivity given that all improvement efforts, regarding the offered services, are evaluated by the customers themselves"

Source: Adapted from (Grigoroudis & Siskos, 2010:3)

In conclusion, it is important airports offer quality and valuable experiences, and create and innovate products and services that generate satisfied passengers, because high levels of satisfaction brings positive results, such as increased loyalty, favourable Word of Mouth, profit increase, best reputation, better image, increased tolerance to the price, and greater political support being (Guerreiro, 2017). In our case, it will be bring happy Disabled and Reduce-mobility air passengers in Faro Airport terminal.

CHAPTER 3 – METHODOLOGY

Research is a tool of science that leads the society to increase knowledge, to solve specific problems and to set valuable information together. In companies, it can be said that all of this, it is valued for creating and improving procedures that will lead to have new perspectives of a subject matter and to make better management decisions (Higuera, 2017:4; Silva, 2017).

Therefore, as one of the main objectives of this dissertation is to provide valuable information together about satisfaction levels and areas for improvement related with Disabled and Reduce-Mobility passengers to Faro Airport Management, in this chapter, it will be exposed the methodology employed to achieve these purposes.

First, it shall be described the study area, Faro Airport: features, new terminal, accessible facilities and services, official statistics, and MyWay, the special assistance service; second, the collect data instrument; third, population and sampling; and last, the data analysis method. The study is based on a quantitative data obtained by the implementation of survey questionnaires of Disabled and Reduce-mobility air passengers in Faro Airport.

3.1 Study Area

Nowadays, airports do not just simply provide facilities and services to transport people and goods world-wide. Quite to the contrary, as Gupta and Venkaiah expose, airports are complex and multi-products enterprises which have turned to “dynamic spaces for passengers to relax, stay over, shop, enjoy leisure and recreation activities, and also travel” (2015:46).

Consequently, airports must work with essential facilities and services that achieve an effective and functional movement of passengers through the terminal, and comply with all usage norms and safety regulations. Moreover, airports activities depend of the following four key elements: “(i) Passengers and goods that circulate through its terminals, (ii) Its physical, social and

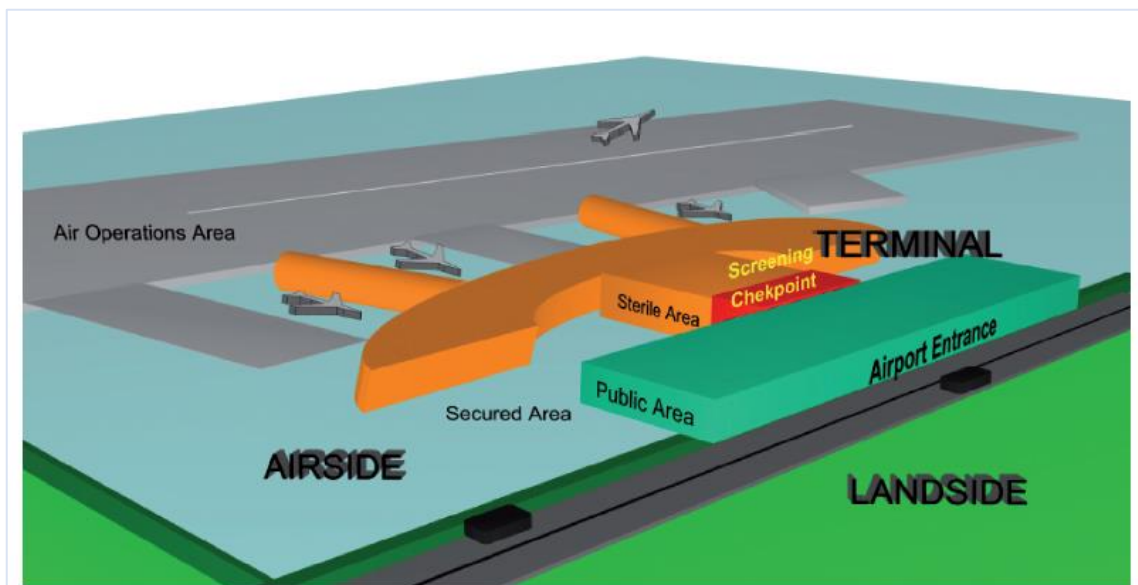
economic environment, (iii) Its nature as a productive and business generator unit, and (iv) Agents that operate in it, mainly airlines and franchisees of commercial services.” (Gupta & Venkaiah, 2015:47).

To a better understanding of our research venue, Faro Airport, it is important to have an overall perception of what is an airport and how it is composed. On the whole, an airport terminal according to the Transportation Research Board of the United States is defined as,

“Public facilities located on the airport that are used for processing departing and arriving passengers. The terminal typically includes the following functions: ticketing/check-in (full-service and self-service), SSCPs⁷, concessions, restrooms, baggage screening, baggage make-up⁸, aircraft boarding gates, hold-rooms, baggage claim, and a meters and-greeters area. (Note: many terminals also include international arrivals facilities) (2008:5)

An airport is divided in two major areas, the landside and the airside as can be seen in figure 3-1.

Figure 3-1: Overview of landside and airside areas at an airport



Source: Adapted from (Thales - Security Solutions & Services Division, n.d.)

⁷ SSCP: Security Screening Checkpoint

⁸ Baggage make-up: facilities in the secure area of the terminal where the airlines consolidate checked baggage for loading onto the aircraft. (Transportation Research Board, 2008:4)

The Landside is “public (non-secure⁹) portion of the airport from the airport entrance(s) up to the face of the terminal building(s) that facilitate both vehicular and pedestrian movements and may include check-in functions” (Transportation Research Board, 2008:4). As a complement, the Airside is public (secure) areas to which passenger and other public access is controlled by an SSCP.

In the framework of our research, the following definitions of Airside and Landside of the ANAC¹⁰ will be taken into consideration,

Airside (*Lado Ar*): "The movement zone of the aerodromes and their adjacent lands and buildings, or part of them, whose access is restricted, reserved and controlled" (2015:107) "The airside of an airport is considered to be the runways, taxiways, aircraft stands and other areas whose access is controlled. Ex: Boarding gate, traffic area, among others." (ANAC – Autoridade Nacional da Aviação Civil, n.d.:18)

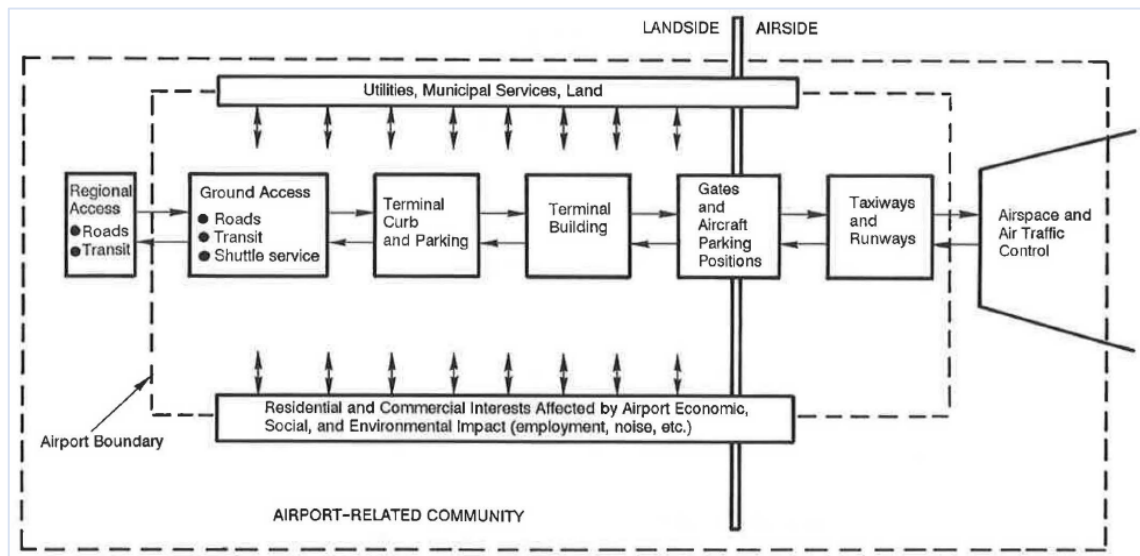
Landside (*Lado Terra*): “All areas within the perimeter of the aerodrome which are not classified as airside. Airport areas and adjacent lands and buildings, or part thereof, not included in the air side” (2015:107) "This is the case of public areas, such as: Passenger terminals (including check-in areas), commercial areas, catering areas, parking lots, among others." (ANAC – Autoridade Nacional da Aviação Civil, n.d.:18)

In the Figure 3-2, it can be appreciated the functional components of the both sides of an airport.

⁹ Non-secure area: public areas of the terminal that departing passengers access before entering the security screening checkpoint (SSCP) and that arriving passengers access after leaving the secure area. (Transportation Research Board, 2008: 4)

¹⁰ ANAC: Autoridade Nacional da Aviação Civil de Portugal

Figure 3-2: Airside and landside: functional view of the airport



Source: Adapted from (Lemer, 1988:15)

In conjunction with all airport operations, it comes into play crosswise accessible tourism. As we could appreciate along the Literature Review, Disabled and Reduce-mobility air passengers have the right to “receive free-of-charge assistance to enable them to use air transport on an equal footing with other passengers, and it prohibits air carriers from refusing reservation or boarding to passengers because of their reduced mobility or disability.” (Official Journal of the European Union, 2016).

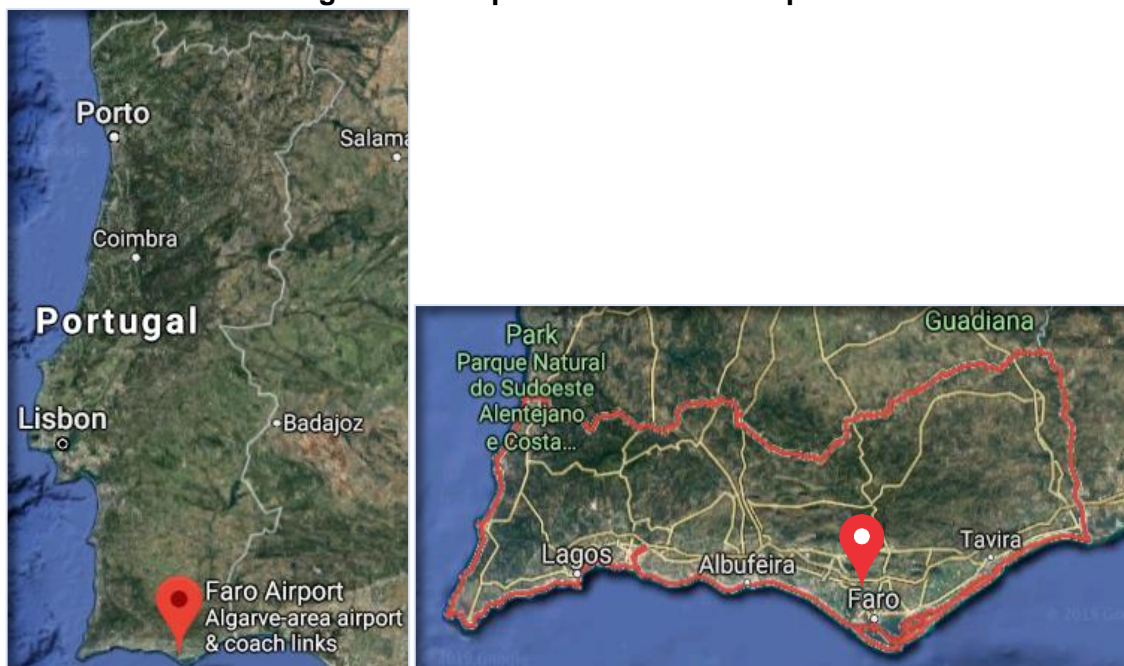
Consequently, the following statement of the Transportation Research Board of the United States about airport facilities perfectly fits for our objectives; because it is very important, terminals must continuously adjust their facilities and services to meet needs of Disabled and Reduce-mobility air passengers,

“Airport terminal landside facilities evolve in response to changes in travellers’ needs and industry development and regulation. New functions, services, and processes must be accommodated as they appear even when the facility was not originally designed for the purpose. Increases in passenger and baggage screening, provisions for self-service check-in, blast protection, an aging population, persons with disabilities, and the need to improve intermodal connections are among the various functions, services, and processes that are currently necessitating design invention.” (Transportation Research Board, 2008, p. n.d.)

3.1.1 About Faro Airport and its facilities and services

Faro International Airport (in Portuguese: *Aeroporto Internacional de Faro* with IATA code FAO¹¹) is located 4 km to the west of Faro City in The Algarve, the southern region of Portugal (Figure 3-3). It was inaugurated on 11th of July of 1965, and nowadays it is the main tourist airport in Portugal by being the point of connection between the south of Portugal and Huelva in Spain with Europe and the rest of the world.

Figure 3-3: Map location of Faro Airport



Source: Source Google Maps

In fact, Faro Airport plays a key role in the overall economic growth of the country. “It was, in 2016, the national airport that registered the highest growth: 18.5%, with more than 7 million passengers” (ANA - Aeroportos de Portugal S.A., 2017) and, in 2017 with over 8,7 million national registered passengers and more than 70 destinations all over Europe, “which equals an average occupancy rate of 87%, representing a growth of 14.4% over the previous year. Commercial transactions reached 57,473 (+12%) and available seats increased to 10,084,986 (+ 12.9%)” (ANA - Aeroportos de Portugal S.A., n.d.).

¹¹ “The International Air Transport Association’s (IATA) Location Identifier, a unique 3-letter code, is used in aviation to identify mainly locations of airports throughout the world.” (IATA, n.d.)

Faro airport and all major Portuguese airports are managed by *ANA - Aeroportos de Portugal*, which is the concession responsible for providing support to civil aviation operations, planning, development, and construction of future infrastructure of the airport (ANA - Aeroportos de Portugal S.A., 2016).

In 2017, Faro Airport opens a new terminal after a large renovation which has “followed a pro-active strategy for the development of traffic, at the same time adjusting its infrastructure and services to the needs of airlines and passengers, maintaining high levels of security and appropriate levels of service quality” (ANA - Aeroportos Algarve S.A. & VINCI Airports, n.d.). In detail, the main renovations that took place in the terminal were (Faro Airport opens New Terminal, 2017):

- More operational areas and more public areas.
- Expansion of the terminal area which will grow from the current 81.200m² to 93.120 m².
- Expansion and refurbishment of Retail areas and Food Court.
- Increased passenger processing capacity in the subsystems Security Screening and Passport Control.
- Terminal image modernization.
- Integration of terminal areas in the new concept of land accessibility.
- Increases the ability to embarking and disembark from 2400 to 3000 people per hour.

Figure 3-4 shows the map of new Faro Airport and as ANA refers, these renovations reach to be in the forefront of the aviation juncture of Europe,

“This modernization aims to adapt the infrastructure to a new paradigm of air transportation in Portugal and throughout the Europe – the increasing of low-cost airlines. Faro airport registered an increase of low cost passengers and, at the same time, a decrease of passengers of other types of flights. This reality results in a new passenger profile, with new needs and that stays more time in the terminal.” (2017)

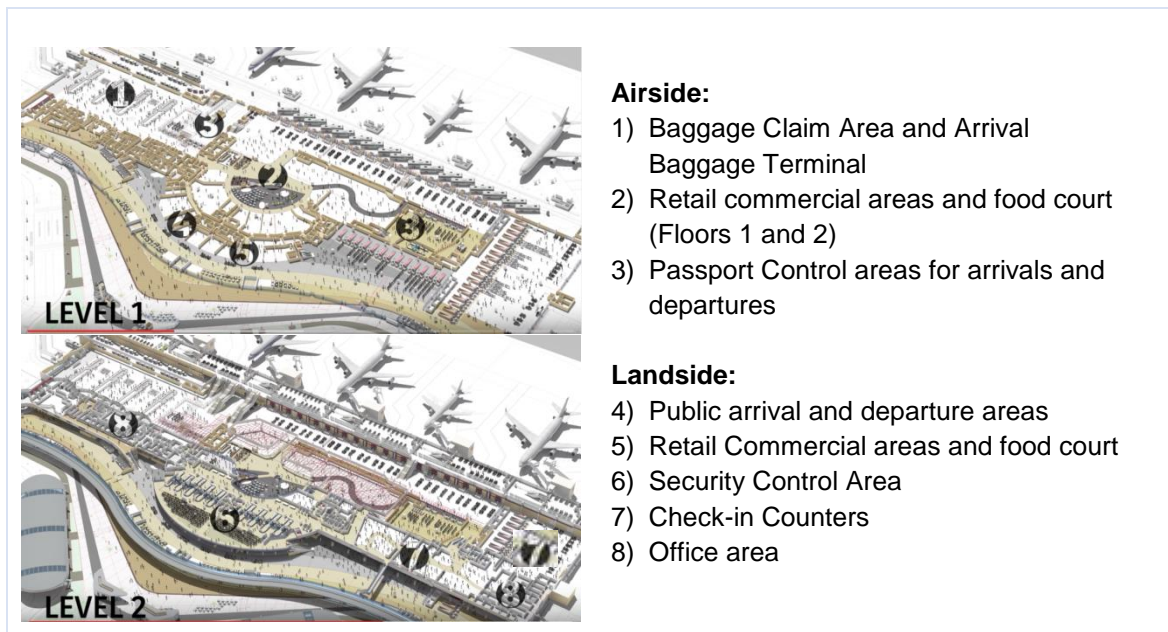
Figure 3-4: Map of Faro Airport



Source: adapted from (ANA - Aeroportos Algarve & VINCI Airports, 2013)

As regards facilities, it can be appreciated Faro Airport new terminal offer, based on the renovation, in Figure 3-5 which is divided into Airside and Landside. Overall, the airport has 29 airlines operating, 16 restaurants and cafés, and 36 stores (VINCI Airports, n.d.).

Figure 3-5: Map of Faro Airport terminal



Source: adapted from (ANA - Aeroportos de Portugal S.A., 2017; ANA - Aeroportos de Portugal S.A., 2015; ANA - Aeroportos Algarve & VINCI Airports, n.d.)

The Airside of Faro Airport is divided into two areas: Area A and Area B. The Area A is to Schengen flights¹²; Schengen destinations have removed migration controls at the internal borders of signatory states. And, Area B is to Non-Schengen destinations; when travelling to non-Schengen destinations passengers after Security Check must go through passport control (Terminal Faro Airport, n.d.; ANA - Aeroportos de Portugal S.A., 2016).

Regarding services, the terminal provides the following Essential Services: ANA App; Baggage services; Cycling & Walking; Family services; Financial services; Free Wi-Fi; Health services; *Reduced mobility*; Travel and tourism services; Parking; and VAT¹³ refund. Also, it offers two Premium Services: Fast Track and CIP Lounge. Last, it provides Shops and Restaurants: Restaurants and cafes, Shops and Duty Free Store (ANA - Aeroportos de Portugal S.A., n.d.).

3.1.2 Statistics of Faro Airport

Faro Airport is a seasonal airport with pronounced peak and off-peak periods of traffic flow. The “peak periods are the 2nd and 3rd quarters (April to September), and off-peak are the 1st and 4th quarters (January to March and October to December)” (ANA - Aeroporto de Portugal S.A., 2018) as it is evident in the Table 3-1. In 2017 and 2018, the strongest air traffic flow, with over a million passengers, were the months of June, July, August, and September as usual. In contrast, the peak periods of Disabled and Reduce Mobility air passengers in Faro Airport are April, May, June, September, and October (Table 3-1). The preferences for these months have two main reasons: firstly, because the airport and the Algarve are not too crowded as in summer, and secondly, the weather is still very good with spring and autumn temperatures.

¹² Schengen flights: Germany, Austria, Belgium, Denmark, Slovakia, Slovenia, Spain, Estonia, Finland, France, Greece, Holland, Hungary, Iceland, Italy, Latvia, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal, Czech Republic, Sweden, and Switzerland.

¹³ VAT: Value Added Tax

Table 3-1: Air traffic passengers and PRMs 2017 and 2018, Faro Airport

Mês	Passengers 2017	PRM 2017	% PRM 2017	Passengers 2018	Var. Passe. 16/17
Jan	218.595	2.868	1,31%	217.017	-1%
Feb	278.342	2.920	1,05%	262.889	-6%
Mar	405.570	4.798	1,18%	422.830	4%
Apr	813.012	6.319	0,78%	790.019	-3%
May	970.834	8.962	0,92%	971.179	0%
Jun	1.074.035	7.630	0,71%	1.057.613	-2%
Jul	1.194.444	5.914	0,50%	1.147.576	-4%
Aug	1.208.636	5.782	0,48%	1.156.240	-4%
Sep	1.115.605	9.701	0,87%	1.089.839	-2%
Oct	920.512	9.102	0,99%	952.025	3%
Nov	293.315	3.847	1,31%	339.544	16%
Dec	234.158	3.292	1,41%	278.760	19%
Total	8.727.058	71.135	0,82%	8.685.531	0%

Source: own elaboration from Andrade, 2015

Consequently, PRMs' figures strengthen the argument that it was given in the Chapter two of this dissertation about the benefits Accessible Tourism brings to destinations, "It is non-seasonal in view they travel all year along... and it Increases the number of visitors " (UNWTO, 2015:4). In fact, Disabled and Reduce Mobility air passengers of Faro Airport have maintained a constant tendency for growth in recent years, as it can be analysed in Table 3-2 and Figure 3-6. Year after year, the airport has been receiving more PRMs who choose The Algarve as a destination.

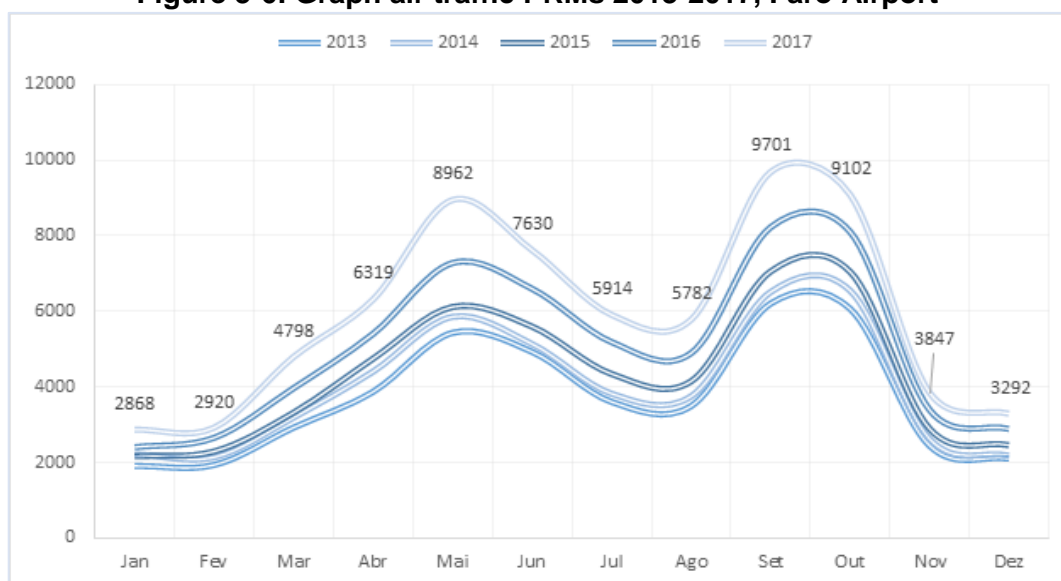
Table 3-2: Air traffic PRMs 2013-2017, Faro Airport

Mês	PRM 2013	PRM 2014	PRM 2015	PRM 2016	PRM 2017	Var.% PRM 16/17
Jan	1.927	2.229	2.187	2.418	2.868	19%
Feb	1.951	2.149	2.311	2.667	2.920	9%
Mar	2.940	3.196	3.332	3.979	4.798	21%
Apr	3.886	4.406	4.755	5.413	6.319	17%
May	5.448	5.849	6.117	7.287	8.962	23%
Jun	4.945	5.133	5.600	6.606	7.630	16%
Jul	3.620	3.824	4.352	5.196	5.914	14%
Aug	3.508	3.753	4.158	4.901	5.782	18%
Sep	6.223	6.502	7.051	8.231	9.701	18%
Oct	6.087	6.542	7.045	8.113	9.102	12%
Nov	2.459	2.628	2.909	3.404	3.847	13%
Dec	2.118	2.192	2.478	2.904	3.292	13%
Total	45.112	48.403	52.295	61.119	71.135	16%
Summer	33.717	36.009	39.078	45.747	53.410	37%
Winter	11.395	12.394	13.217	15.372	17.725	15%

Source: adapted from Andrade, 2015

For example in Table 3-2, by comparing every month of 2016 and 2017, the percent variance had a continuous increasing with percentages higher than 12%, and even with rises of 23% as in May. Another highlight, it is the notorious upward between winter 2016 and 2017 of 15%, which means Disabled and Reduce Mobility air passengers benefit the off-peaks periods of the airport; therefore, it is a good opportunity to Faro Airport to promote this potential market.

Figure 3-6: Graph air traffic PRMs 2013-2017, Faro Airport



Source: adapted from Andrade, 2015

3.1.3 Airport´ special assistance service: MyWay

As explained in section 2.1.2 of this dissertation, the Regulation N° 1107/2006 regulates and safeguards “*The Rights of Disabled Persons and Persons with Reduce Mobility when Travelling by Air*”, which ensures that PRMs receive free-of-charge assistance to enable them to use air transport on an equal footing with other passengers. In view of that, ANA Aeroportos de Portugal developed MyWay (Figure 3-7) service which is the supplier of PRMs assistance in Portuguese´ airports where the concession takes place, included Faro Airport.

Figure 3-7: MyWay logo



Source: (ANA-Aeroportos de Portugal S.A., n.d.)

MyWay “is a personalized service, included among interventions at ANA airports, such as mechanical aids, escalators and moving walkaways, lifts, signage and wayfinding, as well as qualified staff, providing total assistance.” (ANA-Aeroportos de Portugal S.A., n.d.). To a better understanding of how MyWay operates, in the Figure 3-8 illustrates a brief about the services provided and book process.

Figure 3-8: MyWay service description

Who is Eligible	<ul style="list-style-type: none"> • “Any person with a disability or reduce mobility who intends to use commercial passenger air services, departing, arriving or stopping over at an Airport situated in the territory of a Member State to which the Treaty applies.” (EU member countries)
How to Pre-book	<ul style="list-style-type: none"> • "The MyWay service should be pre-booked with the air carrier or its agent when reserving the journey, up to 48 hours before the published departure time for the flight. This information is immediately transmitted to the airport involved which will provide the necessary assistance"
Assistance provided	<ul style="list-style-type: none"> • On Boarding: "When arriving at the airport, passengers should look for signs indicating what we call the Designated Point of Arrival. Here, passengers should inform the MyWay Service of their arrival at the Airport, using the telephone provided for this purpose. Passengers will then be assisted to their seat on the aircraft, where the Airport’s responsibility ends. During this time they are entitled to personal assistance and assistance with luggage: at the check-in, security controls, border controls and on boarding" • On Arrival: "For arriving passengers, the air carrier or its agent should notify the Airport of the need to provide the MyWay service. Passengers are thus provided assistance from their seat on the aircraft to the Designated Point of Departure in the Arrivals Area of the Airport, where the Airport’s responsibility ends. During this time they are entitled to personal assistance and assistance with luggage." • Note: "Agents designated to provide MyWay service assistance can be identify by their sleeveless jackets with thee MyWay pictogram."
Contact Points	<ul style="list-style-type: none"> • "The MyWay service contact points identify all resoruces or mechanisms designed to provide assistance for persons with reduce mobility."

Source: adapted from (ANA-Aeroportos de Portugal S.A., n.d.)

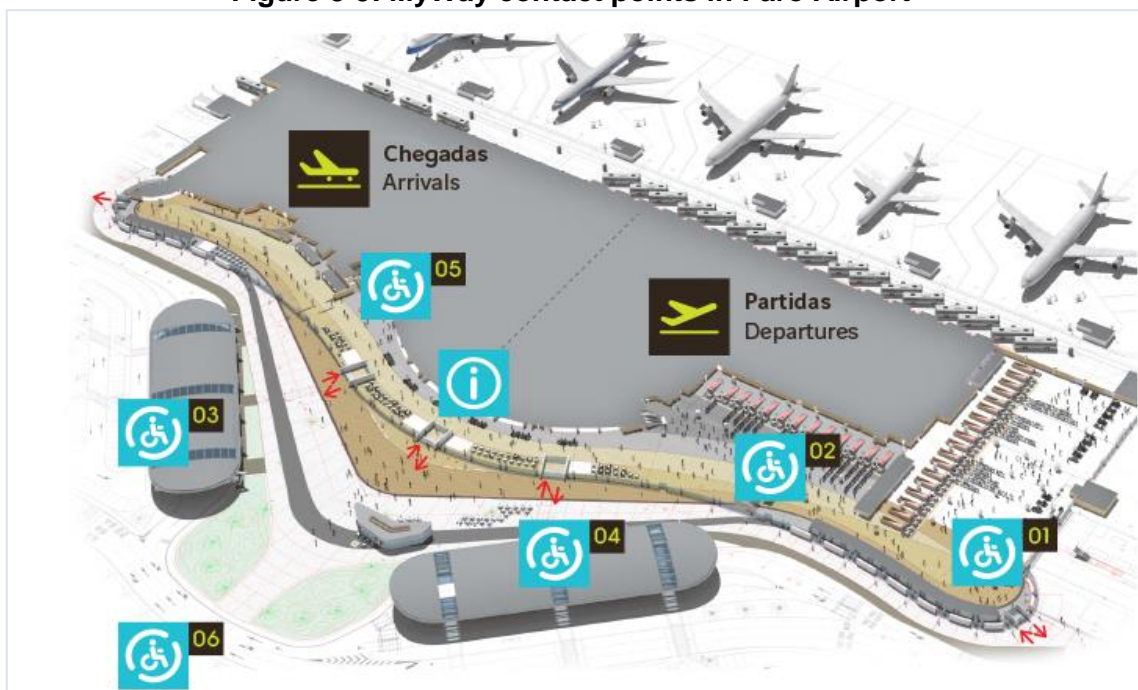
ANA S.A and MyWay are committed to accomplish the service standards and performance monitoring in the “Code of Good Conduct in Ground Handling for Persons with Reduce Mobility” recommended by the ECAC, section 2.1.1 of this research. By means of “The MyWay quality commitment”, ANA guarantees their service with properly trained and qualified staff, and commits to the service levels (ANA-Aeroportos de Portugal S.A., n.d.).

Faro Airport provides full information about its special assistance service through the website, www.aeroporto Faro.pt. On this portal, Disabled and Reduce Mobility air passengers find answers to questions such as (ANA - Aeroportos de Portugal S.A., 2016):

- Who can use the MyWay service?
- How do I book the MyWay service?
- What kind of assistance is provided by MyWay?
- What kind of assistance is provided when the trip begins at the Airport?
- And what kind of assistance can I get when arriving or waiting for a connecting flight at the airport?
- Is the MyWay service properly identified at the airport?
- Are there special parking spaces for people with reduced mobility?
- Are guide dogs allowed into the airport?

Faro Airport has six MyWay´ contact points along the terminal which are signage, as it illustrates in Figure 3-9. Regarding parking spaces, the airport has parking available near exits which are well identified, and about guide dogs, they are allowed to transit along the airport.

Figure 3-9: MyWay contact points in Faro Airport



Source: (ANA - Aeroportos de Portugal S.A., 2016)

3.1 Collect Data Instruments

In order to meet the main two objectives of this research, (i) Identify Disabled and Reduce-mobility passengers' satisfaction towards accessible facilities, services and staff of Faro Airport and (ii) Recognise areas that have room for improvement for this market during their journeys through this airport, there were implemented two survey collect data instruments.

First, a quantitative survey questionnaire to Passengers with Reduced Mobility who requested MyWay assistance service, and second, unstructured interviews to MyWay staff and some check-in Agents. Moreover, observation method was considered to identify additional information that may be contemplated neither in the questionnaires nor interviews.

To illustrate, Hutton (1990) cited by Fogelman (2002:93) defined a survey research as “the method of collecting information by asking a set of pre-formulated questions in a predetermined sequence in a structured questionnaire to a sample of individuals drawn so as to be representative of a defined population”. And in more detail, Cohen *et al.* (2011:256), also cited by Fogelman, defines,

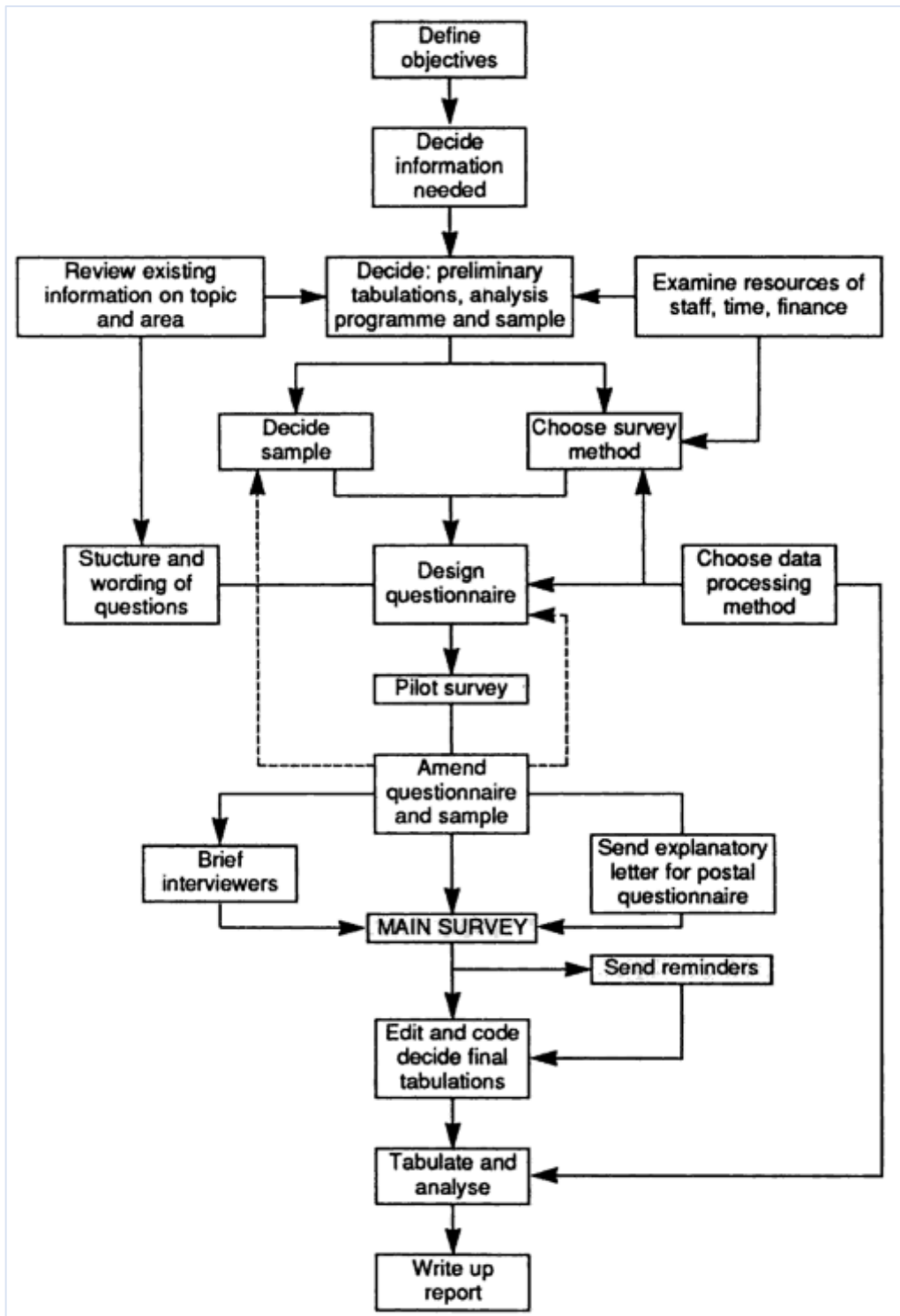
“Typically, surveys gather data at a particular point in time with the intention of describing the nature of existing conditions, or identifying standards against which existing condition can be compared, or determining the relationship that exists between specific events” (2002:94).

While surveys can be conducted into different dimension, the questionnaire was chosen to identify the satisfaction levels of PRMs in this dissertation because it is the most common method of data collection, and is used to obtain “factual information, attitudinal information or a mixture of both” (Fogelman, 2002:94). Besides, the questionnaire permits the “possibility of using larger numbers of respondents than any other method available, therefore increasing the representativeness of the sample and the ability to generalize from the results” (Chapman & McNeill, 2005:44).

For the purpose of this dissertation, the planning of the survey and the

questionnaire design were followed by the stages of Figure 3-10 proposed by Davidson.

Figure 3-10: Stages in the planning of a survey



Source: adapted from Davidson, 1970 cited by Cohen & Manion, Survey, (1994:128)

The questionnaire (see Appendix 1) was set in English on the online survey tool LimeSurvey Pro¹⁴. This web interface was chosen because it allowed creating the online questionnaire, publishing the questionnaire with a link leading, collecting the responses, developing basic statistics, and exporting the data to SPSS Statistics and Excel programs. Moreover, some of the advantages of having the online questionnaire were its easy accessibility, attractiveness design, flexibility and easy implementation.

In addition, the design questionnaire was sent to Vítor Andrade, Product Manager and Passenger Service of Faro Airport, and to the Marketing Aviation - Passenger Marketing Department of Faro Airport to obtain the approval and confirmation.

The initial intention to collect the data survey information was to be held in September and October 2018, which are the months with the strongest air traffic flow of PRMs, but the issuing of the Faro Airport´ access card by the author of the dissertation took longer than was expected. Therefore, the study was held in the course of October and November 2018 where even the traffic flow of PRMs is sufficiently representative for the expected sampling, as it could be seen in the section 3.1.2. of this dissertation.

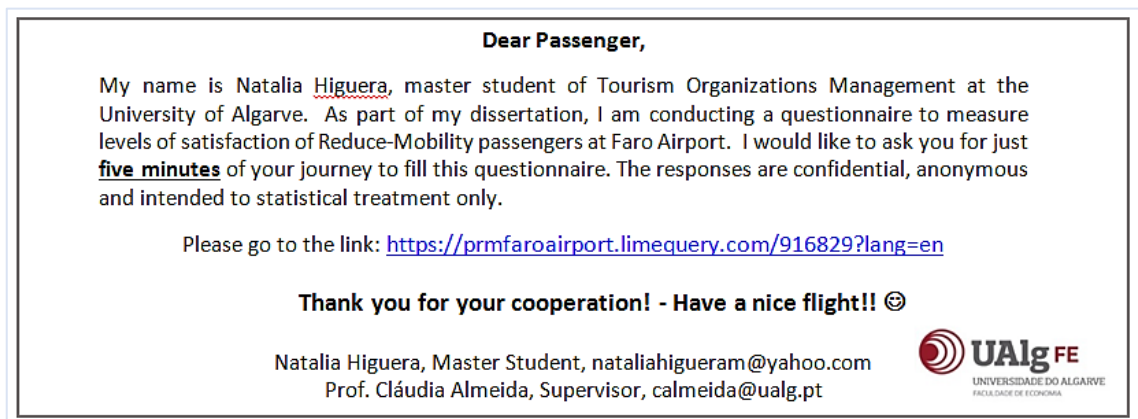
The implementation of the questionnaires was done in two ways. First, it was self-administered face to face to Disabled and Reduce-Mobility air passengers in Faro Airport terminal along twelve days, from 20th until 31st of October 2018 along mornings, afternoons and nights, because as Chapman & McNeill argues "...in face-to-face research, which can hope to achieve a 70 or even 80 per cent response" (2005:51). Indeed, the author used a Tablet to access to the online link on LimeSurvey, and asked PRMs after PRMs to implement the survey in both areas of the terminal Landside and Airside of Arrivals and Departures.

Second, in order to increase the questionnaire responses, there were distributed around 240 hundred flyers (Figure 3-11) to Disabled and Reduced-

¹⁴ www.limesurvey.org (LimeSurvey, n.d.)

mobility passengers, thus they could response it easily when they arrived at their destinations. Also, there were handed to MyWay and ground handling staff, therefore they could give to PRMs that the author by himself was not able to cover. As a result, there was a very satisfactory response

Figure 3-11: Flyers distributed to increase response rate



Source: Own elaboration

The next collect data instruments implemented was unstructured interviews to three MyWay staff and some check-in agents, because like Chapman & McNeill explain,

“Usually, the researcher is not confined by an interview schedule. Rather, he or she will have some idea of topics to be explored but will follow the interviewee if the researcher thinks it will generate interesting data. Questions are therefore not standardized. No two interviewees experience the same interview... Interpretivist sociologists argue that more in-depth information can be acquired using this type of interview” (2005:58).

In fact, this type of interview has been chosen to implement to the staff because, it creates a degree of liberty and flexibility to express their opinions and experiences toward the facilities and services that Disabled and Reduced-mobility passengers have been receiving in Faro Airport.

3.1.1 Pilot-test survey questionnaire

According to Gideon, any survey instrument must be pre-tested before the implementation, because it is an important tool that enables the researcher to

receive a wide range of feedback on the questions, for instance items that are unclear or not transmit the accurate intention (Gideon, 2012:304). Also, as Fowler asserts,

“Once a survey instruments has been designed that a researcher thinks is nearly ready to be used, a field pre-test of the instruments and procedures should be done. The purpose such pre-tests is to find out how the data collection protocols and the survey instruments work under realistic conditions” (Survey Research Methods, 2009)

For these reasons, it was conducted a pre-test of our questionnaire to 10 Disabled and Reduce-mobility air passengers who requested MyWay service in Faro Airport. The main feedback, it was the questionnaire was too long and could not take longer than 10-15 minutes to be implemented, because taking into account that PMRs are already a bit anxious for all the procedures that have to complete previously to board the airplane, as it could be seen in section 2.1.2 of this dissertation, and the limited time passengers spend in the terminal, the questionnaire had to be significantly downsizing.

Therefore, the questionnaire was redesigned to be accurate and practical to fit the timing and conditions of the PRMs´ experience in Faro Airport, and also to be a reliable collect data instrument for this study. Some questions were joined and it was included the option “No Answer” in questions 13, 14 and 15.

3.1.2 Survey questionnaire

After gathering the pre-test feedback and taking into account what Chapman & McNeill explain, “... questions are customer-friendly because they take less time and effort to complete and consequently they are less likely to result in refusal and non-response.” (Chapman & McNeill, 2005:44), the questionnaire was structured with 27 questions (Appendix 1).

The questionnaire was implemented anonymous and intended to statistical treatment only, with closed questions mostly, and just few open questions in order to collect information that may was not taking into consideration by the author. The questionnaire has a logical order based on the sequence of

procedures Disabled and Reduce-mobility passengers need to cross in Faro Airport before boarding the airplane and/or to leave the airport after disembarking. The self-implementation of the questionnaires was mainly developed in two areas in the Airside of the terminal, the PRMs' waiting area of the Area A and of the Area B.

The questionnaire was divided in three main sections: (i) Reduce-mobility' passenger profile, (ii) Levels of satisfaction with facilities, services and staff, and (iii) Social and demographic passenger profile. A Likert-type-5 point scale¹⁵ was adopted to measure the level of satisfaction of 8 attributes for Accessible Facilities, 7 attributes for Accessible Services, 2 attributes for Punctuality, 2 attributes for Quality of Equipment-devices, 1 attribute for Inclusive marketing, 6 attributes for Staff (professionalism, attitude and approach), and 1 attribute for Overall satisfaction with Faro Airport. Where: 1= "Very Unsatisfied"; 2= "Unsatisfied"; 3= "Neutral"; 4= "Satisfied"; and 5= "Very Satisfied", included the option "No Answer" for the particular attributes that were not relevant for some PRMs along their journey in Faro Airport. The questionnaire was implemented to English speakers and some Portuguese speakers.

Even though the literature and research about Reduce-mobility air passenger is very little and limited, a major effort has been made when the questionnaire was develop to base each question on a literature source. Consequently, in Table 3-3 there are the descriptions of each question with its measure scale, specific objective, and the source.

¹⁵ Likert-type-5 point scale: it is a rating scales which "provides a range of responses to a given question or statement" (Cohen, Manion, & Morrison, 2011:386), measures the level of agreement or disagreement of an attribute, usually with five responses categories.

Table 3-3: Survey questionnaire

N°	QUESTION	SCALE	OBJECTIVE	SOURCE
REDUCE-MOBILITY´ PASSENGER PROFILE				
1	Do you have some type of Reduce Mobility? Yes - No	Nominal Scale	- Limit the implementation of the questionnaire only to Reduce Mobility Passengers of Faro Airport	Own Elaboration
2	If you answered "Yes" to the previous question, is it? Temporary Permanent	Nominal Scale	- Categorise PRMs into Temporary or Permanent disability to provide an appropriate and customize service in accordance with their individual needs	Adapted from EUR-Lex Access to European Union Law (2016) and Buhalis & Darcy (2011:33)
3	What is the nature of your impairment? Mobility - Blind or Vision impaired - Deaf or hearing impaired - Speech -Cognitive - Elderly /Seniors /Boomers/Obese - Hidden	Nominal Scale	- Categorize PRMs´ clusters in accordance with their impairments and elderly to be able to understand their needs of adaptation	Adapted from Buhalis & Darcy (2011:57)
4	How many times have you travelled via Faro Airport? Just once 2-10 times 11 times or more	Ordinal Scale	- Determine respondents´ travel history and relation with Faro Airport	Adapted from Chumakova (2014:30)
5	If you travelled before 2018. Have you seen some improvements for Reduce-Mobility passengers after the restoration? Yes - No - No Answer	Nominal Scale	- Discover if PRMs are experiencing a better journey, freedom of movement and freedom of choice through Faro Airport after the renovations - Define whether Faro Airport´ renovations responded and accommodated to PRMs´ needs	Adapted from Gupta & Venkaiah (2015: 49) and ACI (2001)
6	If you answered "Yes" to the previous question, what?	Open Response	- Ascertain which of the improved facilities and services along the renovations, PRMs value the most	Own Elaboration

7	Is it the first time do you request MyWay Services in Faro Airport? Yes - No	Nominal Scale	- Determine PRMs' travel history and relation with MyWay Services of Faro Airport	Own Elaboration
8	How did you book the especial assistance for today's flight? With the Airline or Travel Agency Non booked, requested the departure/arrival day	Nominal Scale	- Define the proportion of PRMs who book the special assistance and those who do not to correlate with their satisfaction levels	Adapted from EUR-Lex Access to European Union Law (2016)
9	At what time did you arrive to the airport for today's flight? Less than 2 hour of departure time Equal or more than 2 h and less than 3 h of departure time Equal or more that 3 h of departure time	Ordinal Scale	- Recognize the correlation between earliness of arrival and the length of time PRMs spend in the airport with satisfaction levels	Adapted from Bezerra & Gomes (2015: 80)
10	What type of service did you request? WCHR - WCHS -WCHC - WCBD - BLND -DEAF – Other	Nominal Scale	- Validate what are the most demanded assistance services in Faro Airport - Analyse if the whole range of Faro Airport facilities are be made accessible for the different types of PRMs	Adapted from Leipzig-Halle Airport, (2010), MyWay-ANA Aeroportos de Portugal, (2010), ENAT (2007:14) and Heathrow Airport, (n.d.)
11	Who is your travel companion? Alone - Partner - Family - Friends	Nominal Scale	- Identify the preferences of travelling companions of PRMs - Analyse the level of independence of PRMs by traveling accompanied or by themselves	Adapted from UNWTO (2015:4) and Buhalis & Darcy (2011:58)
12	Which airline (company) are you travelling with today? Ryanair - Easyjet - Transavia - Jet2 - Aer Lingus - TUI Airways - TAP Portugal - British Airways - Other	Nominal Scale	- Recognize the correlation between airlines what are traveling with and satisfaction levels	Own Elaboration

LEVELS OF SATISFACTION WITH FACILITIES, SERVICES AND STAFF

13	<p><i>How satisfied are you with as follow accessible <u>FACILITIES AND SERVICES?</u></i></p> <ul style="list-style-type: none"> - Distance between parking lot and terminal - Ease of finding Assistance Counter or Telephone Point to announce your arrival at the terminal - Exclusive Check-In counter for the flight - Condition of the Pick-up area for the assistance - Waiting time for the assistance staff - Security procedures with priority line - Passport Control procedures with priority line - Accessibility to retail areas and food court - Condition of the waiting area at the boarding gate - Priority Boarding line - Waiting time for assistance at connecting flights (If applicable) - Signalling and screens clear and easy to understand - Flight information announcements clear and easy to understand - Alternative accessible information (e.g. Braille, screens, hearing loops...) - Slip resistant floor and Barrier-free environment - Condition of the wheelchairs - Condition of the Ambu-lift (If applicable) - Assistance disembarking aircraft, baggage claim and through to arrivals - Passport control area when arrived - Condition of the Baggage claim area - Inclusive marketing 	<p align="center">Ordinal Scale and Likert-type-5 point scale, where: 1="Very Unsatisfied"; and 5="Very Satisfied". Includes the option "No Answer"</p>	<ul style="list-style-type: none"> - Identify PRMs satisfaction levels concerning accessible facilities and services in Faro Airport - Determine whether PRMs feel Faro Airport enables them to remain independent to the greatest possible 	<p>Adapted from EUR-Lex Access to European Union Law (2016), Bezerra & Gomes (2015: 78) Chang & Chen (2012 :533), Buhalis & Darcy (2011.: 56.162), Chang & Chen (2011: 1215), and ACI (2001)</p>
14	<p><i>How satisfied are you with <u>STAFF COURTESY AND HELPFULNESS?</u></i></p> <ul style="list-style-type: none"> - Assistance staff - Trained and qualified Assistance staff - Airline staff - Security staff - Passport Control staff (if applicable) - Duty Free, Retail and Food - Food Court staff 		<ul style="list-style-type: none"> - Identify PRMs satisfaction levels regarding professionalism, attitude and approach of Faro Airport´ staff - Recognize staff knowledge of how to meet the needs of PRMs 	<p>Adapted from EUR-Lex Access to European Union Law (2016), Chang & Chen (2012: 535), Buhalis & Darcy (2011: 56.162) ACI (2001), and Fry (n.d.)</p>

15	<p><i>In overall, how satisfied are you with Faro Airport´ facilities, services and staff?</i> Overall satisfaction with Faro Airport</p>		<ul style="list-style-type: none"> - Conclude PRMs´ overall satisfaction with Faro Airports´ facilities, services and staff - Analyse Faro Airport´ performance in meeting wants and needs of PRMs 	Adapted from Bezerra & Gomes (2015: 78)
16	<p><i>If you answered "Unsatisfied or Very Unsatisfied" to the previous question, please explain briefly the reason</i></p>	Open Response	<ul style="list-style-type: none"> - Recognize in detail reasons why some PRMs are unsatisfied with Faro Airport - Identify the weak spots that do not allow to accomplish wants and needs of PRMs in Faro Airport to improve on them 	Own Elaboration
17	<p><i>Do you feel any kind of discrimination or undignified treatment?</i> Yes - No</p>	Nominal Scale	<ul style="list-style-type: none"> - Detect whether PRMs are experiencing any physical, attitudinal, environmental or/and organizational barriers through their journey in Faro Airport 	Adapted from Official Journal of the European Union (2016:3), Chang & Chen (2012: 529.535), Buhalis & Darcy (2011: 81), Frye (2010), and Frye (n.d.)
18	<p><i>If you answered "Yes" to the previous question, please explain briefly the reason</i></p>	Open Response	<ul style="list-style-type: none"> - Recognize in detail reasons why some PRMs feel discrimination in their journey through Faro Airport 	Own Elaboration
19	<p><i>What else it could be improved in Faro Airport that was not taking into consideration along this questionnaire?</i></p>	Open Response	<ul style="list-style-type: none"> - Inquire what facilities, services or/and staff are very valuable to PRM market, that are not taking into consideration in the questionnaire, and requiring particular improvement 	Own Elaboration

20	According to your experience in the Algarve, do you think the region meets the conditions to received Reduce Mobility tourists?	Nominal Scale	- Evaluate in general if the Algarve is an accessible destination to Disabled and Reduce-mobility market	Own Elaboration
SOCIAL AND DEMOGRAPHIC PASSENGER PROFILE				
21	Gender - Female - Male	Nominal Scale	- Segment the respondents based on their background features, in order to have a better understand of PRM market of Faro Airport	Adapted from Chang & Chen (2012: 535)
22	Age - Only numbers	Ratio Scale		
23	Nationality - British - French - German - Irish - Portuguese - Other	Nominal Scale	- Identify the major origin countries of PRMs who request special assistance service; nationalities set based on official 2017 Portuguese statistics	Adapted from INE ¹⁶ (2018: 20)
24	Marital status - Single - Married/Consensual - Divorced - Widowed	Nominal Scale	- Segment the respondents based on their background features, in order to have a better understand of PRM market of Faro Airport	Own Elaboration
25	Professional Status - Employed – Independent - Unemployed Retired - Student - Other	Nominal Scale		Adapted from Chang & Chen (2012: 531)
26	Highest level of education - No schooling completed - Secondary degree - College degree - Bachelor degree - Master degree - PhD degree	Ordinal Scale		
27	Date - Format dd.mm.yyyy	Ratio Scale	- List the questionnaires daily submitted to monitor the progress of the implementation	Own Elaboration

Source: Own Elaboration

3.2 Population and Sampling

The implementation of the survey questionnaire to a sample of PRMs reaches conclusions about satisfaction levels of PRMs' population who travel through Faro Airport. This was based on what Fowler asserts, "The purpose of a survey is to provide statistical estimates of the characteristics of a target population, some set of people. To do that, we designate a subset of that population, a

¹⁶ Instituto Nacional de Estatística, I. P.

sample, from whom we try to collect information” (2009, p. 11). Indeed, it was important to determinate a significant random sample which accurately draws conclusions about the population, and to includes individuals with characteristics similar to the population of PRMs (Ponto, 2015:169).

The calculation our Sample Size was defined on a normal distribution with a finite population by using as follow mathematical equations:

<p>(1) <i>Sample Size</i></p> $SS = \frac{Z^2 * (p) * (1-p)}{e^2}$ <p>(2) <i>Correction for Finite Population</i></p> $\text{New SS} = \frac{ss}{1 + \frac{ss - 1}{pop}}$

Where,

- ➔ Z= Z value (1.96 used for a 95% confidence level)
- ➔ p= percentage picking a choice, expressed as decimal (0,5 used for our sample size needed)
- ➔ e = margin of error, expressed as decimal (0,05 used for our sample size)
- ➔ pop = population size of 12.949 PRMs based on PRMs´ sum history statistics of October and November of 2017, as could be seen in the Section 3.1.2 of this dissertation

As a result, a representative Sample Size was given of 373 cases. After the implementation, a total of 343 valid questionnaires were obtained, excluded 30 invalid questionnaires, what ensures a maximum margin of error of 5,22% with a 95% confidence level. In detail, of the 343 valid questionnaires, 60 questionnaires were answered online by the PRMs who received the flyer to respond it online at their destinations, what was a satisfactory response rate of 25 per cent between 24th of October and 15th of November.

3.3 Data Analysis Method

The result values were downloaded from the web interface LimeSurvey to the Statistical Package for Social Science, IBM SPSS Statistics 24 and 25, to be computed and interpreted through the generation of tables and graphics. Descriptive statistics analysis was applied to submit and analyse central location measure (mean, mode and median), and dispersion measures (standard deviation).

The interpretation of the results was developed in three stages: first, the characterization of the socio-demographic passenger profile of the sample, second, the description of the Disabled and Reduce-Mobility´ passenger profile, and last, the satisfaction levels of the respective attributes of Accessible Facilities, Accessible Services, Punctuality, Quality of Equipment-devices, Inclusive Marketing, Staff (professionalism, attitude and approach), and Overall satisfaction with Faro Airport which were measure with the Likert-type-5 point-scale.

Due to the sample size of the population is very representative, it is considering the values fit a normal distribution.

CHAPTER 4 – ANALYSIS RESULTS AND DISCUSSION

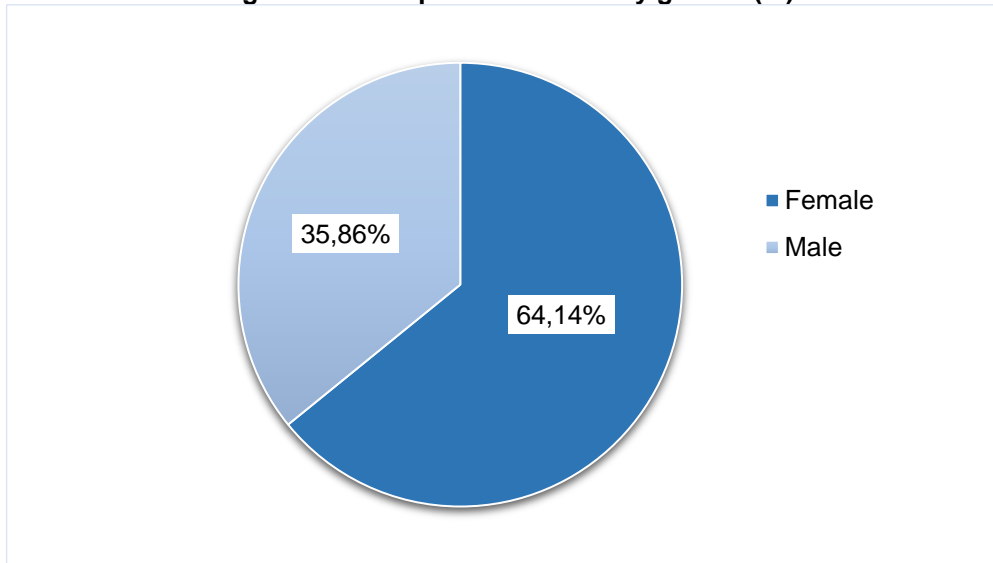
After having an introduction to determinate the research problem and specific objectives of this entire study, to comprehend the literature framework of Disabled and Reduce-mobility air passengers and customer satisfaction, and to acquaint the features of Faro Airport and the survey methodology applied; now, it will be presented the survey questionnaires results and interviews with the respective discussion. The purpose is to contribute with a valuable tool to Faro Airport Management to identify what they have been doing well and keep it, and to determine the areas that have room for improvement in order to supply even better services and facilities to Disabled and Reduced mobility passengers through their journeys and experiences in the terminal. Therefore, the chapter is divided in four sections: (i) Socio-demographic Passenger Profile, (ii) Disabled and Reduce-Mobility Passenger Profile, (iii) Satisfaction Levels of Disabled and Reduce-Mobility Air Passengers, (iv) Interviews with MyWay Staff, and last (v) Discussion of the Results.

4.1 Socio-demographic Passenger Profile

The socio-demographic passenger profile takes into account the gender, age, nationality, marital status, level of education, and professional status of the 343 Disabled and Reduce-mobility air passengers surveyed in Faro Airport.

Concerning gender, more than half of the respondents are female corresponding to 220 (64,14%) and only 123 are male (35,86%) as it is shown in Figure 4-1.

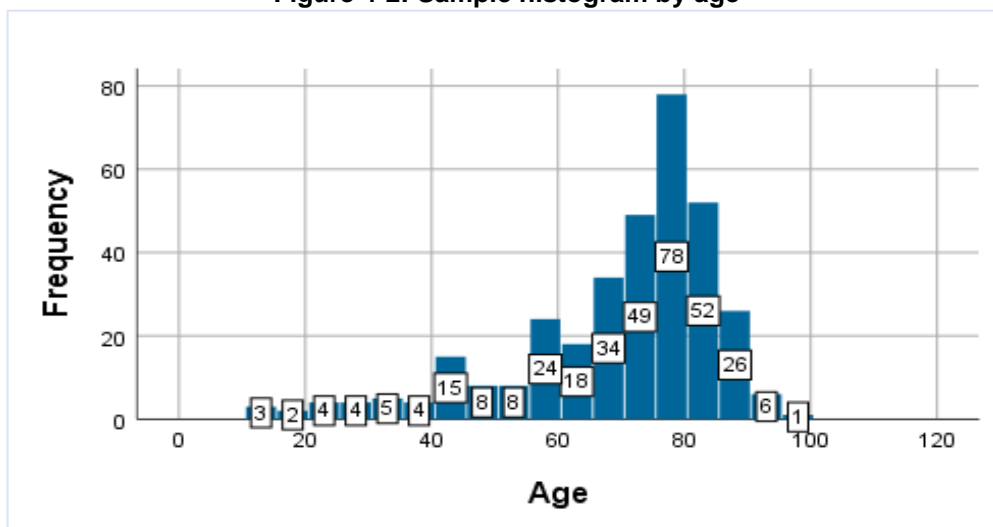
Figure 4-1: Sample distribution by gender (%)



Source: Own Elaboration in the software *IBM SPSS Statistics 25*

The age of the PRMs interviewed has a large spectrum, from 13 to 97 years old with a range¹⁷ of 84 years old (Figure 4-2). The mean¹⁸ is 70 years old, median¹⁹ 75, and the mode²⁰ is 78 years old, with a standard deviation of 16 years old (Table 4-1).

Figure 4-2: Sample histogram by age



Source: Own Elaboration in the software *IBM SPSS Statistics 25*

Table 4-1: Sample figures of respondents' age

	Mean	Median	Mode	Range	Min.	Max.	Percentile 25	Percentile 50	Percentile 75	Std. Deviation
Age	70	75	78	84	13	97	63,5	75	80,5	16

Source: Own Elaboration

¹⁷ Range: the difference between the lowest and highest values in a data set.

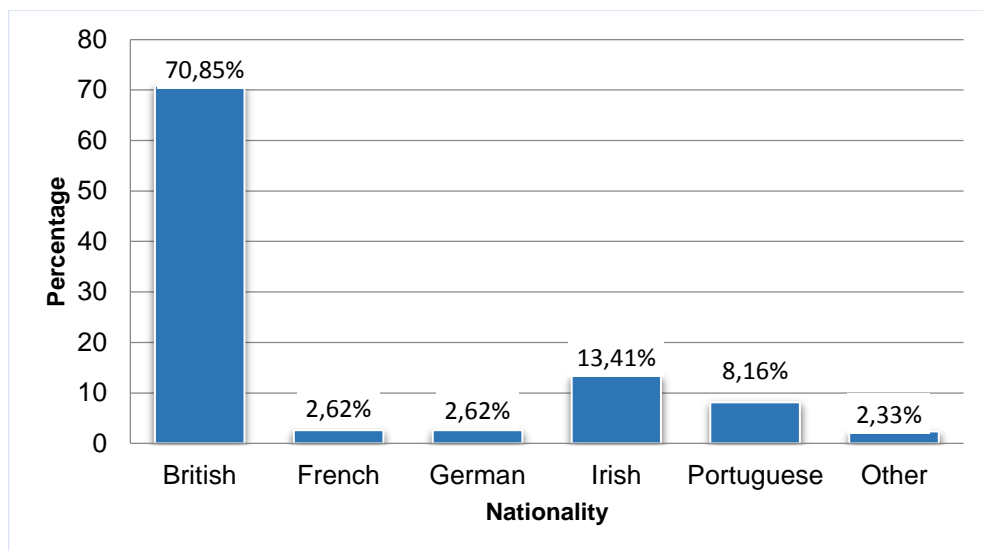
¹⁸ Mean: is the average of a data set.

¹⁹ Median: is the middle value in a data set.

²⁰ Mode: the most common value in a data set.

Regarding nationalities of the Disabled and Reduce-mobility passengers surveyed, British (English) evidently stands above the rest of countries with 70,85% (243 PRMs) of the interviewers, this value is not a surprise considering that 47,4% of Faro Airport´ passengers traffic came from United Kingdom in 2018. The second nationality of the interviewers is Irish with 13,41% (46 PRMs), third Portuguese with 8,16% (28 PRMs) and French, German and other countries with 7,57% (26 PRMs), as shown in Figure 4-3.

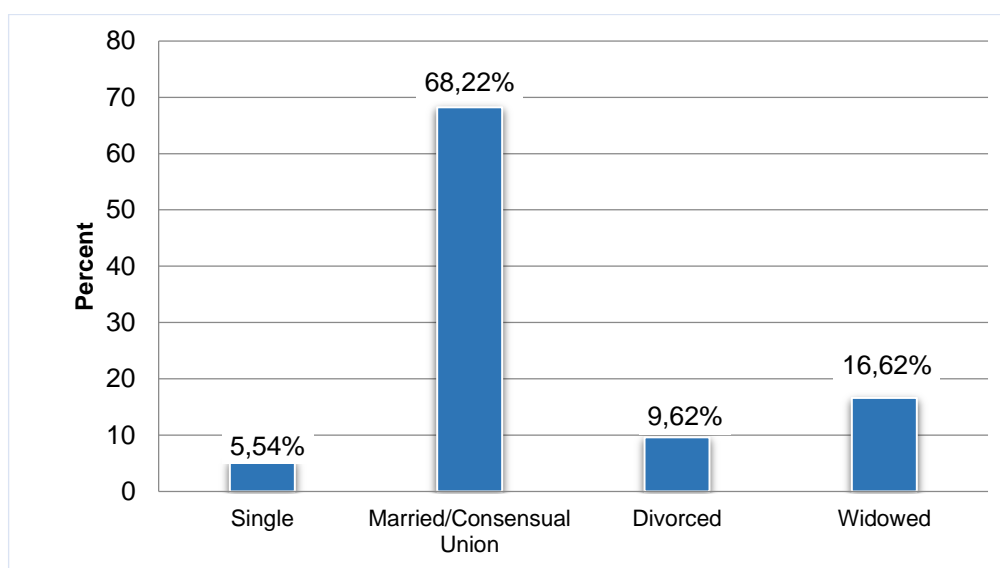
Figure 4-3: Sample distribution by nationality



Source: Own Elaboration in the software *IBM SPSS Statistics 25*

In figure 4-4, it can be seen that more than half, 68,22% (234 PRMs) of the respondents are married or in consensual union, followed by 16,62% widowed, 9,62% divorced and only 5,54% single. Indeed, these outputs are directly connected to the age average of the respondents, 70 years old, as we could see before.

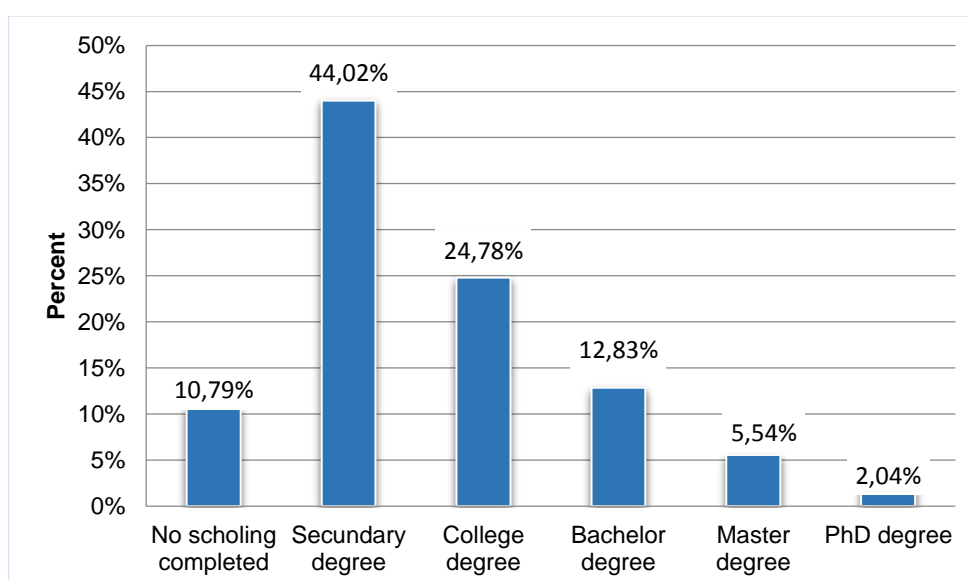
Figure 4-4: Sample distribution by marital status



Source: Own Elaboration in the software *IBM SPSS Statistics 25*

In analysing the level of education, the most representative degree is Secondary with 44,02% (151 PRMs) of the respondents, following by College degree with 24,78% (85 PRMs) and Bachelor degree with 12,83% (44 PRMs). Regarding Master and PhD degrees only 7,58% of the contestants have completed, and the rest 10,79% do not have any schooling completed (Figure 4-5).

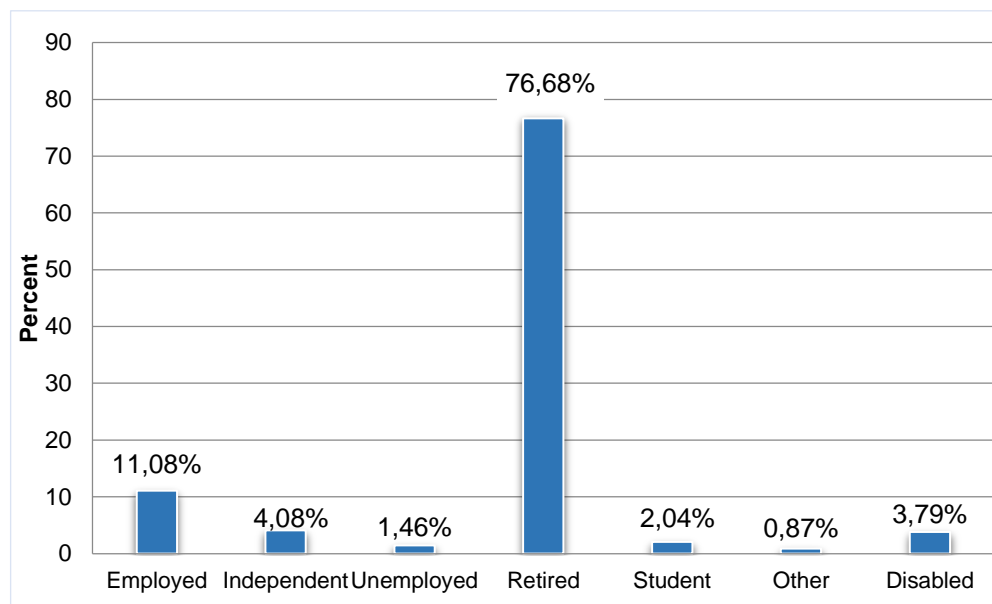
Figure 4-5: Sample distribution by level of education



Source: Own Elaboration in the software *IBM SPSS Statistics 25*

The data in Figure 4-6 shows that retired is the most professional status with a highlight result of 76,68% (263 PRMs), followed by a low 11,08% (38 PRMs) of the contestants employed; indeed, it is important to keep in mind our survey sample is greatly elderly. The rest 12,24% (42 PRMs) are between independent, unemployed, student, disabled and others.

Figure 4-6: Sample distribution by professional status



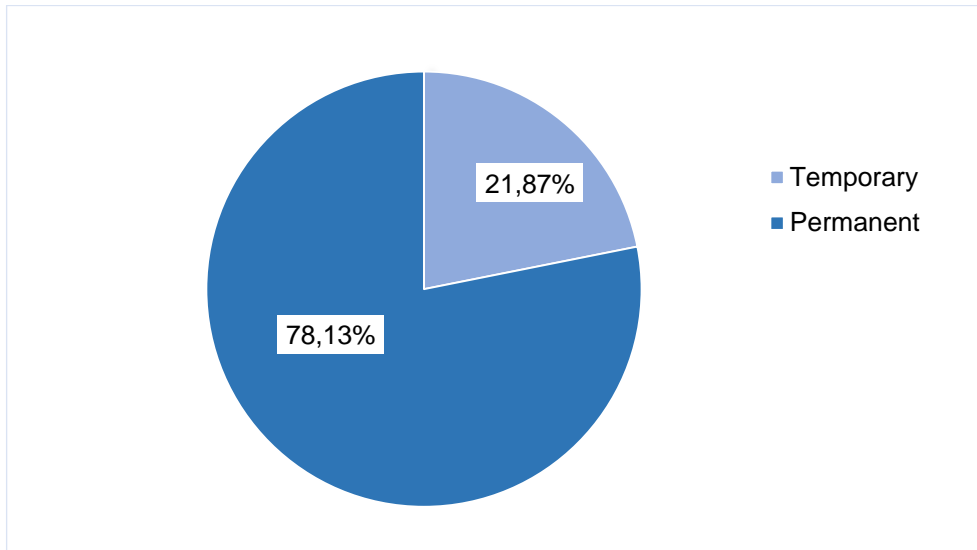
Source: Own Elaboration in the software *IBM SPSS Statistics 25*

4.2 Disabled and Reduce-Mobility' Passenger Profile

The Disabled and Reduce-mobility passenger profile considers the reduce mobility' type; impairment' nature; number of times travelled through Faro Airport; whether it was the first time PRMs requested MyWay Services; PRMs who had travelled before the airport restoration of 2018; channel that was used to book the special assistance; arrival earliness to the airport prior to departure time of the flight; type of assistance service' requested; travel companion; and airline (company) which PRMs travelled with.

In terms of reduce mobility' type, more than one third of the participants have a permanent reduce mobility 78,13% (268 PRMs), and only 21,87% (75 PRMs) have a temporary one (Figure 4-7); for terms of our study, it is considered a temporary reduce mobility due to medical reasons for example, fractures or broken bones, immobilization, and post-surgical procedure.

Figure 4-7: Sample distribution by reduce mobility type

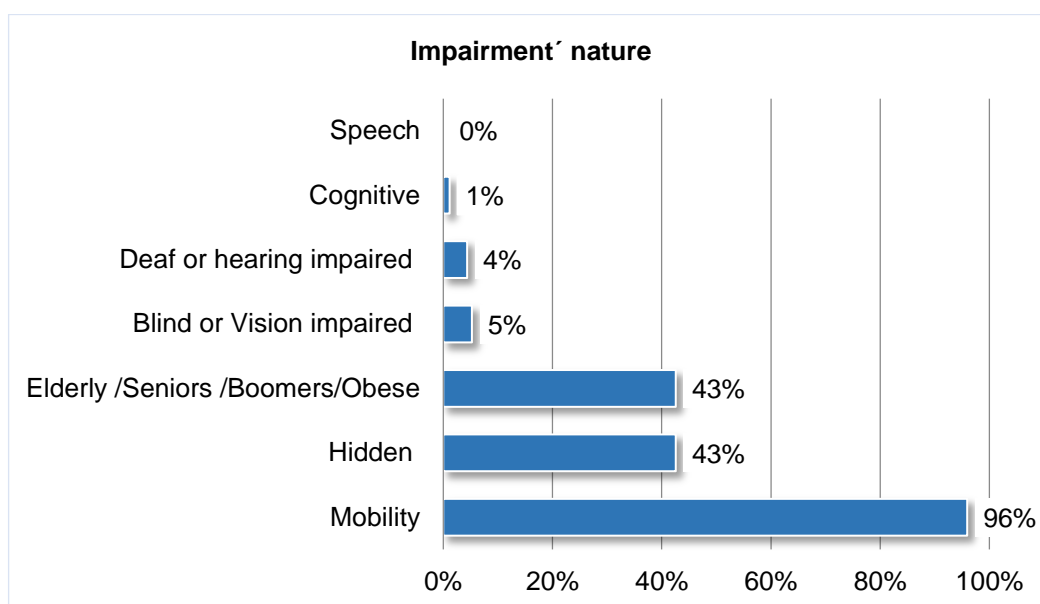


Source: Own Elaboration in the software *IBM SPSS Statistics 25*

One of the most important questions of the questionnaire is about the impairment nature of the PRMs surveyed, this in order to determinate what are the specific needs and wants, that Faro Airport, based on the literature review proposed in the Chapter 2 of this research, should meet to provide valuable services and facilities to this market niche.

In Figure 4-8 and Table 4-2 as can be seen, nearly all the sample has a Mobility impairment 96% (329 PRMs), followed by Hidden diseases with 43% (146 PRMs) of the sample, as equal as Elderly/Seniors/Boomers/Obese with 43%, then a Blind and Vision impairment with 5% (18 PRMs), a Deaf or Hearing impairment with 4%, and last a Cognitive one with just 1%. In the sample, there are not any PRMs with a Speech deficiency.

Figure 4-8: Sample distribution by impairment nature



Note: Own Elaboration in the software *IBM SPSS Statistics 25*

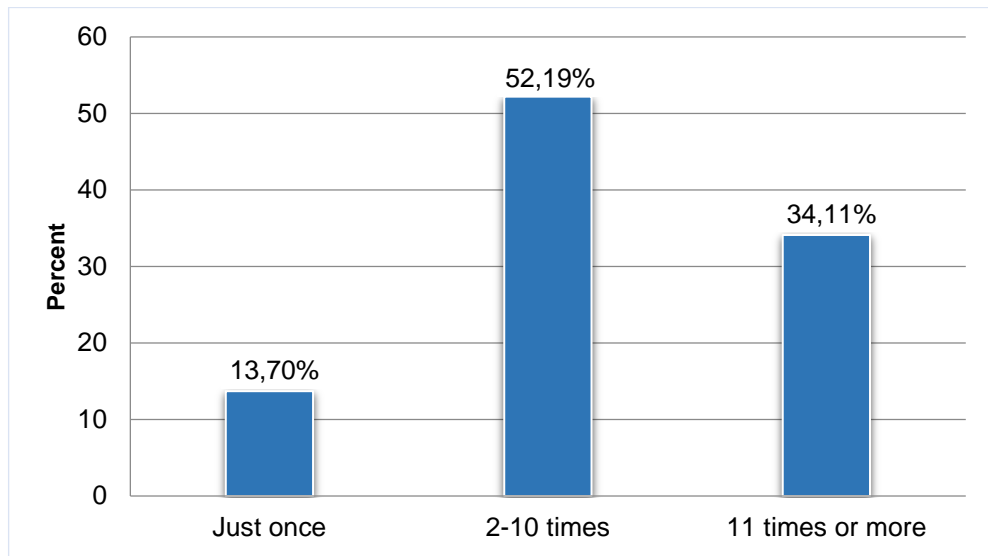
Table 4-2: Sample figures of impairment nature

What is the nature of your impairment?	Count	Column N %	Responses	Column Responses %
Deaf or hearing impaired	15	4%	15	2%
Speech	0	0%	0	0%
Cognitive	4	1%	4	1%
Hidden (Variety of illnesses. e.g. Heart problems, blood pressure, breathing difficulties, diabetes, epilepsy...)	146	43%	146	22%
Elderly /Seniors /Boomers/Obese	146	43%	146	22%
Mobility	329	96%	329	50%
Blind or Vision impaired	18	5%	18	3%
Subtotal	343	100%	658	100%
Total	343	100%	658	100%

Note: Own Elaboration in the software *IBM SPSS Statistics 25*

In Figure 4-9, it is noticeable that 86,3% of the Disabled and Reduce-mobility passengers surveyed have travelled more than twice and even by more than 11 times through Faro Airport, what it means PRMs is a very loyal and frequent market. In detail, 52,19% (179 PRMs) have travelled between 2-10 times, 34,11% (117 PRMs) 11 times or more, and only 13,70% have travelled just once through this airport.

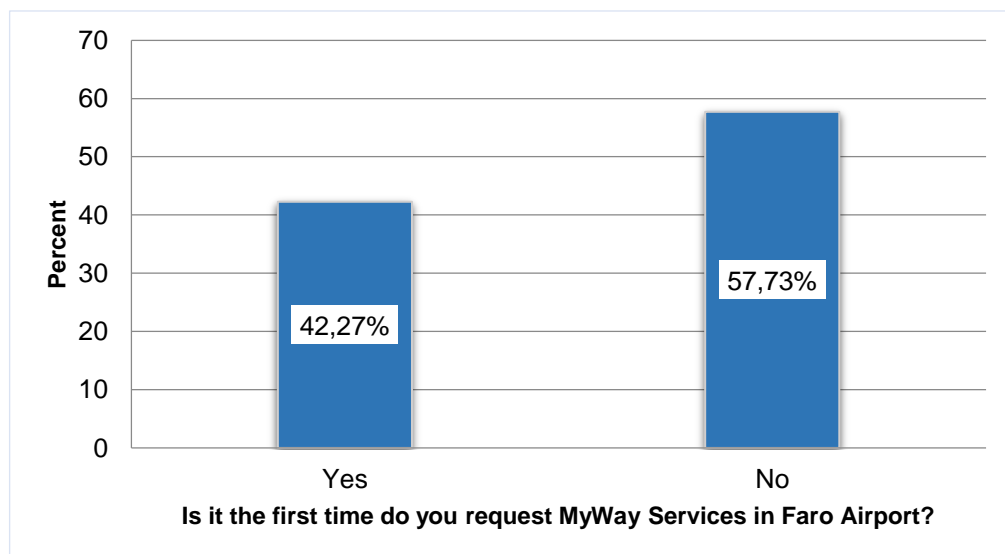
Figure 4-9: Sample distribution by number of times traveled through Faro Airport



Source: Own Elaboration in the software IBM SPSS Statistics 25

Concerning whether it was the first time PRMs requested MyWay services in Faro Airport, 42,27% (145 PRMs) answer it does is the first time that request this service in the airport, and 57,73% (198 PRMs) of the sample answer it is not the first time that request the special assistance as it is shown in Figure 4-10 below.

Figure 4-10: Sample distribution to determine whether it was the first time PRMs requested MyWay services in Faro Airport



Source: Own Elaboration in the software IBM SPSS Statistics 25

The next question about PRMs who had travelled before the airport restoration of 2018 and if they considered that there were some improvements for reduced-

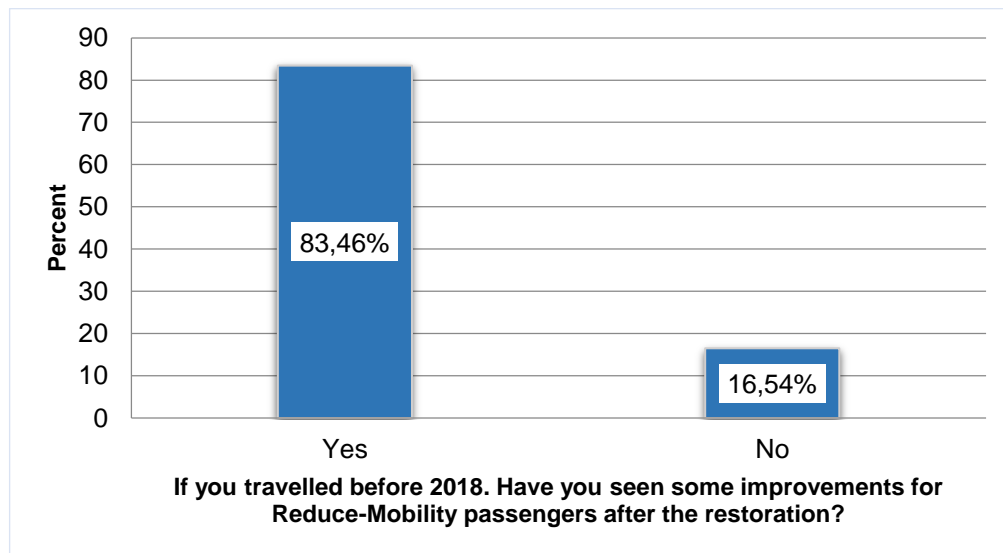
mobility passengers are only considered 272 respondents, because it is the part of the sample that experienced this scenario as shown in Table 4-2. Based in this new sample, 83,5% contestants consider there were some improvements for reduced-mobility passengers after the restoration, and 16,5% ponder there were not any upgrading for them (Figure 4-11).

Table 4-3: Frequencies of PRMs who had travelled before the airport restoration of 2018 and considered that there were some improvements for reduced-mobility passengers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	227	66,2	83,5	83,5
	No	45	13,1	16,5	100,0
	Total	272	79,3	100,0	
Missing	System	71	20,7		
Total		343	100,0		

Source: Own Elaboration in the software *IBM SPSS Statistics 25*

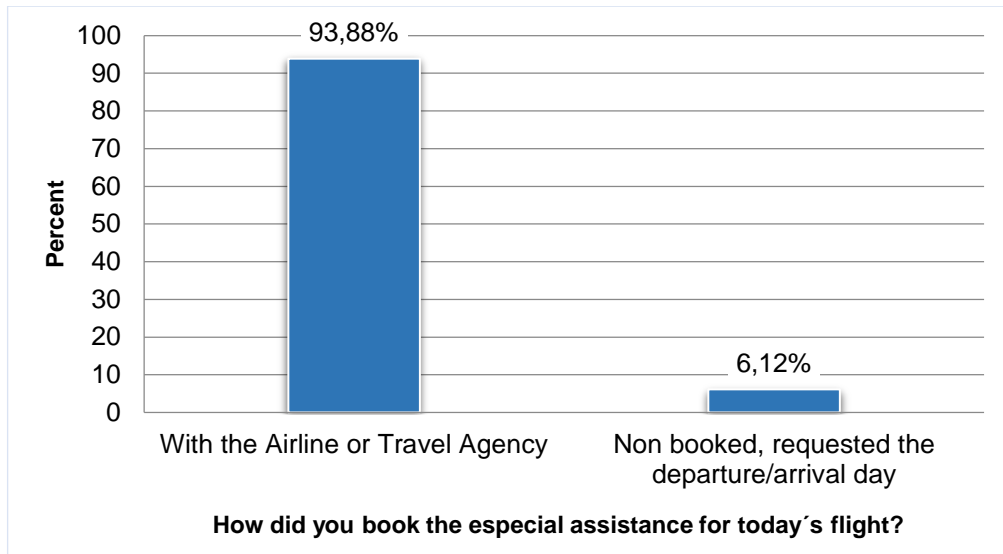
Figure 4-11: Sample distribution by PRMs who had travelled before the airport restoration of 2018, and if they considered that there were some improvements for reduced-mobility passengers



Source: Own Elaboration in the software *IBM SPSS Statistics 25*

In Figure 4-12 can be appreciated the sample distribution by the channel that was used to book the special assistance. A remarkable 93.33% (322 PRMs) of participants already booked the service with airline or travel agency, and 6,12%(21 PRMs) did not book the service, it was requested the very last moment on departure/arrival day in the airport.

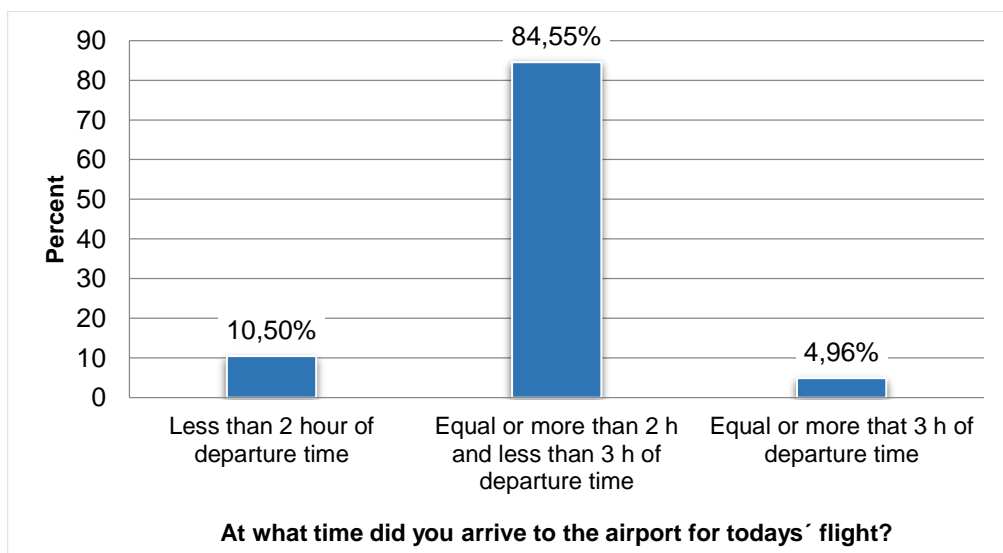
Figure 4-12: Sample distribution by the channel that was used to book the special assistance



Source: Own Elaboration in the software *IBM SPSS Statistics 25*

Regarding arrival earliness to Faro Airport prior to departure time of the flight, in Figure 4-13 can be seen that a significant 84,55% (290 PRMs) of contestants arrive to Faro Airport equal or more than 2 hours and less than 3 hours of departure time, followed by 10,50% less than 2 hours, and last 4,96% equal or more than 3 hours of departure time.

Figure 4-13: Sample distribution by arrival earliness to Faro Airport prior to departure time of the flight

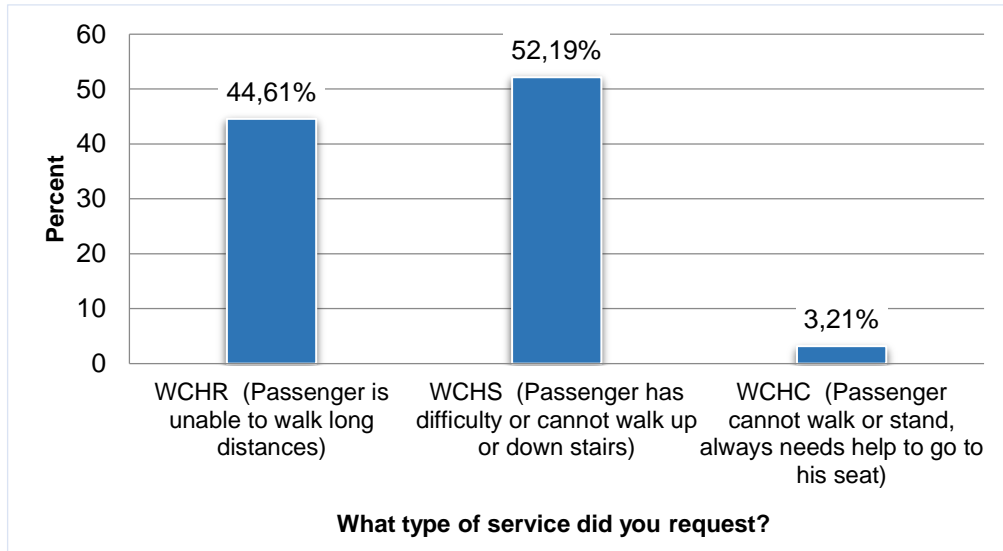


Source: Own Elaboration in the software *IBM SPSS Statistics 25*

The Figure 4-14 reveals the most assistance service request by contestants, in the top we have the WCHS -Passenger has difficulty or cannot walk up or down stairs- with 52,19% (179 PRMs), then WCHR -Passenger is unable to walk long

distances- with 44,61% (153 PRMs), and last WCHC –Passenger cannot walk or stand, always need help to go to his seat- with 3,21% (11 PRMs).

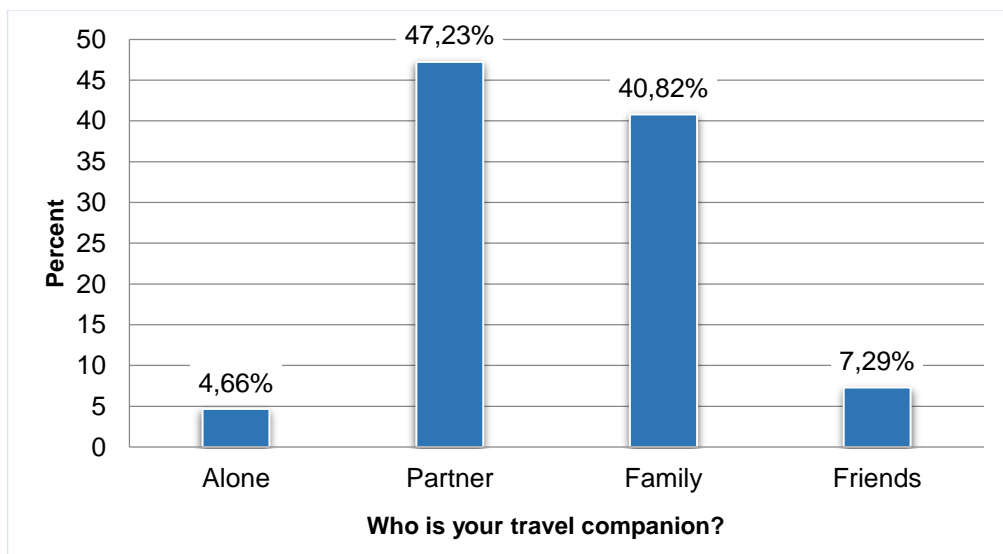
Figure 4-14: Sample distribution by the type of assistance service´ requested



Source: Own Elaboration in the software *IBM SPSS Statistics 25*

Concerning travel companion, in Figure 4-15 we can analyse that majority of Disabled and Reduce-mobility air passengers surveyed travel with their partners or family. As a result, 47,23% (162 PRMs) travel with their husband/wife, 40,82% (140 PRMs) with family members, 7,29% (25 PRMs) with friends, and 4,66% (16 PRMs) travel alone.

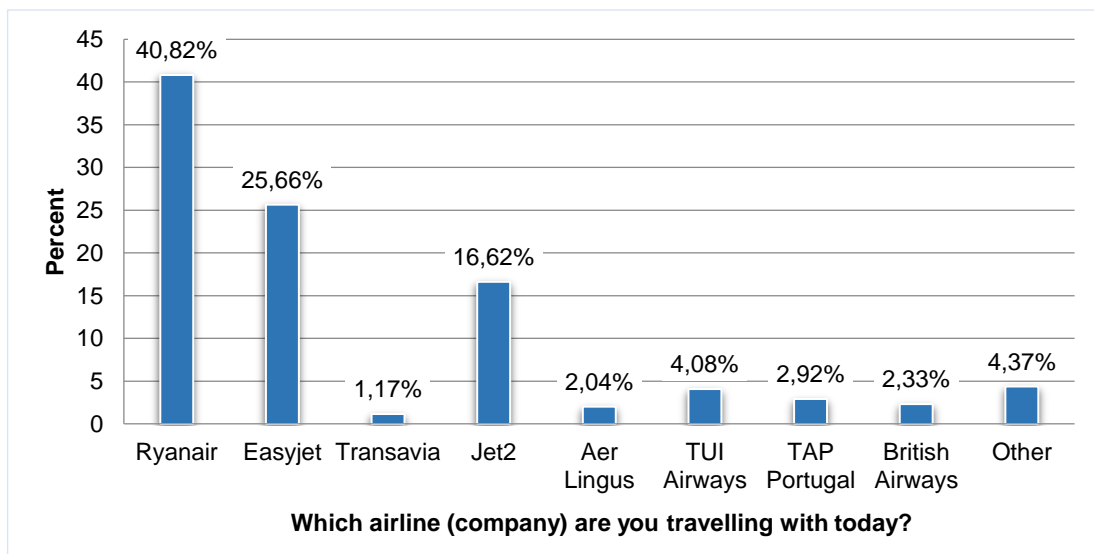
Figure 4-15: Sample distribution by travel companion



Source: Own Elaboration in the software *IBM SPSS Statistics 25*

The last question relating to Disabled and Reduce-mobility passenger profile is the airline which the sample survey travelled with. Accordingly, Ryanair with 40,82% (140 PRMs) of participant is the most commonly chosen airline, second Easyjet with 25,66% (88 PRMs), third Jet2 with 16,62% (57 PRMs), and the last 16,91% is divided between Transavia, Aer Lingus, TUI, TAP, British Airways and other.

Figure 4-16: Sample distribution by airline (company) which PRMs travelled



Source: Own Elaboration in the software *IBM SPSS Statistics 25*

4.3 Satisfaction Levels of Disabled and Reduce-Mobility Air Passengers

The satisfaction levels of Disabled and Reduce-Mobility air passengers take into the account the survey results about accessible facilities, services and staff, measured with the Likert-type-5 point-scale.

First, there is exposed a table (Table 4-4) with the results obtained of the 27 attributes which were inquired to the PRMs; second, those 27 attributes are divided into the six factors that were established in the specific objectives of this dissertation, which are: (i) Accessible Facilities, (ii) Accessible Services, (iii) Punctuality, (iv) Quality of Equipment-devices, (v) Inclusive Marketing, and (vi) Staff (professionalism, attitude and approach).

Afterwards, there are the sample results about discrimination feeling or undignified treatment; next, the marks of overall satisfaction with Faro Airport; and last, the sample distribution to determine whether The Algarve meets the condition to received Reduce Mobility tourists.

Table 4-4: Relatives frequencies of PRMs' satisfaction levels with Accessible Facilities, Services and Staff of Faro Airport

Accessible Facilities and Services														
Attribute	1- Very Unsatisfied		2-Unsatisfied		3-Neutral		4-Satisfied		5 -Very Satisfied		No Answer		TOTAL	Satisfied + Very Satisfied
	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %		
Distance between parking lot and terminal	24	7%	35	10%	23	7%	67	20%	187	55%	6	2%	100%	74%
Ease of finding Assistance Counter or Telephone Point to announce your arrival at the terminal	28	8%	57	17%	56	16%	50	15%	136	40%	16	5%	100%	54%
Exclusive Check-In counter for the flight	28	8%	15	4%	16	5%	33	10%	248	72%	3	1%	100%	82%
Condition of the Pick-up area for the assistance	3	1%	12	3%	10	3%	62	18%	255	74%	1	0%	100%	92%
Waiting time for the assistance staff	22	6%	22	6%	39	11%	72	21%	188	55%	0	0%	100%	76%
Security procedures with priority line	9	3%	1	0%	2	1%	25	7%	306	89%	0	0%	100%	97%
Passport Control procedures with priority line	6	2%	0	0%	4	1%	28	8%	289	84%	15	4%	100%	92%
Accessibility to retail areas and food court	11	3%	12	3%	35	10%	41	12%	185	54%	59	17%	100%	66%
Condition of the waiting area at the boarding gate	0	0%	11	3%	21	6%	93	27%	208	61%	10	3%	100%	88%
Priority Boarding line	6	2%	2	1%	4	1%	19	6%	80	23%	231	67%	100%	29%
Waiting time for assistance at connecting flights (If applicable)	6	2%	1	0%	2	1%	5	1%	8	2%	320	93%	100%	4%
Signaling and screens clear and easy to understand	15	4%	40	12%	57	17%	72	21%	148	43%	11	3%	100%	64%
Flight information announcements clear and easy to understand	160	47%	44	13%	47	14%	35	10%	47	14%	9	3%	100%	24%
Alternative accessible information (e.g. Braille, screens, hearing loops...)	15	4%	21	6%	49	14%	10	3%	11	3%	236	69%	100%	6%
Slip resistant floor and Barrier-free environment	6	2%	9	3%	20	6%	62	18%	233	68%	13	4%	100%	86%
Condition of the wheelchairs	0	0%	0	0%	4	1%	40	12%	287	84%	12	3%	100%	95%
Condition of the Ambu-lift (If applicable)	0	0%	5	1%	18	5%	27	8%	129	38%	164	48%	100%	45%
Assistance disembarking aircraft, baggage claim and through to arrivals	18	5%	24	7%	35	10%	73	21%	137	40%	56	16%	100%	61%

Passport control area when arrived	0	0%	1	0%	15	4%	52	15%	238	69%	36	10%	100%	85%
Condition of the Baggage claim area	7	2%	3	1%	15	4%	60	17%	197	57%	61	18%	100%	75%
Inclusive marketing	69	20%	62	18%	67	20%	14	4%	34	10%	96	28%	100%	14%
Staff (Professionalism, Attitude and Approach)														
Attribute	1- Very Unsatisfied		2-Unsatisfied		3-Neutral		4-Satisfied		5 -Very Satisfied		No Answer		TOTAL	Satisfied + Very Satisfied
	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %		
Assistance staff	3	1%	3	1%	2	1%	27	8%	308	90%	0	0%	100%	98%
Trained and qualified Assistance staff	1	0%	5	1%	2	1%	39	11%	295	86%	1	0%	100%	97%
Airline staff	0	0%	4	1%	22	6%	81	24%	235	69%	0	0%	100%	92%
Security staff	1	0%	0	0%	18	5%	58	17%	266	78%	0	0%	100%	94%
Passport Control staff (if applicable)	1	0%	0	0%	10	3%	60	17%	258	75%	14	4%	100%	93%
Duty Free, Retail and Food Court staff	1	0%	0	0%	15	4%	37	11%	111	32%	178	52%	100%	43%

Source: Own Elaboration in the software *IBM SPSS Statistics 25*

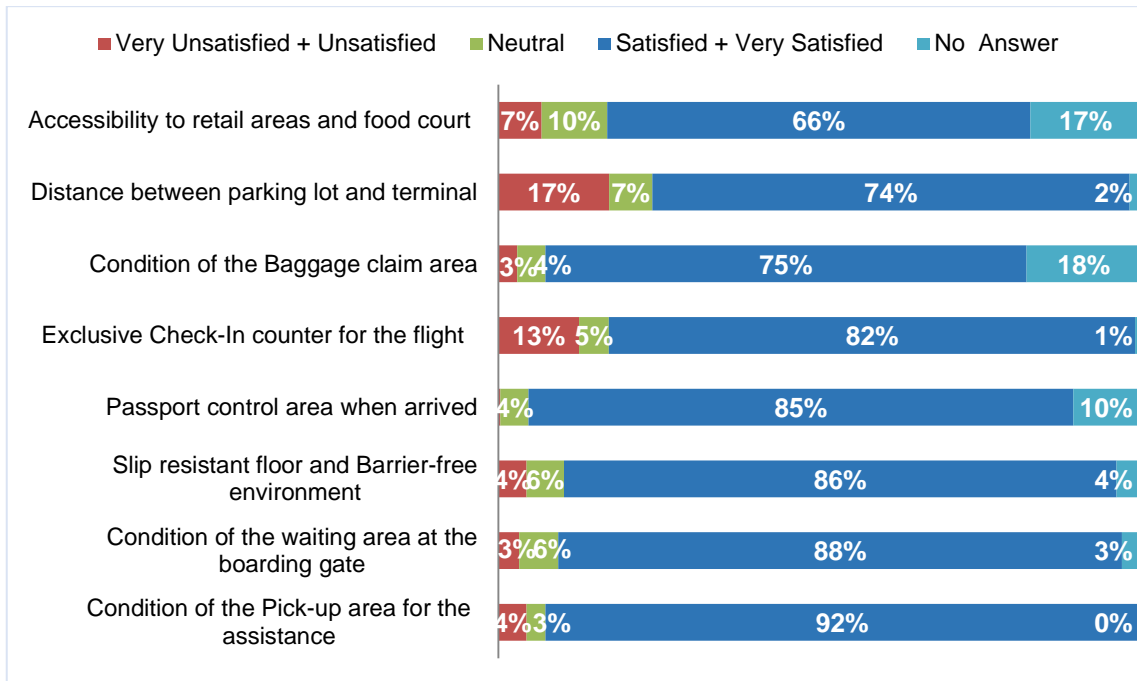
The Table 4-4 above shows all the relative frequencies of PRMs' satisfaction levels divided in accessible facilities and services, and in staff of Faro Airport. The table is presented in the same logical order of procedure to embark/disembark that was used in the implementation of the questionnaire. Moreover, each response category (1-Very unsatisfied, 2-Unsatisfied, 3-Neutral, 4-Satisfied, 5-Very satisfied and No answer) has the respective count and representative percentage out of 100% of the sample; it was added the sum of categories "Very Unsatisfied + Unsatisfied" and "Satisfied + Very Satisfied" responses in order to facilitate data analysis. Consequently, following are presenting the results of the attributes corresponding to each factor in ascending order by satisfaction level.

4.3.1 Factor Accessible Facilities

As can be appreciated in Figure 4-17 and Table 4-5 eight attributes has been attributed to the accessible facilities factor, where 92% (mean=4,62) of participants are Satisfied + Very Satisfied with the "*Condition of the Pick-up area for the assistance*", being the highest attribute of accessible facilities scored of Faro Airport. The attributes of "*Condition of the waiting area at the boarding gate*", "*Slip resistant floor and Barrier-free environment*", and "*Passport control area when arrived*" are evaluate as Satisfied + Very Satisfied by more than 85% of the sample.

In contrast, there are three accessible facilities' attributes which respondents are more likely to be Very Unsatisfied + Unsatisfied or Neutral are "*Exclusive Check-In counter for the flight*" with 13% Very Unsatisfied + Unsatisfied and 5% Neutral (Std. Deviat. 1,256), "*Distance between parking lot and terminal*" with 17% Very Unsatisfied + Unsatisfied and 7% Neutral (Std. Deviat. 1,298), and "*Accessibility to retail areas and food court*" with 7% Very Unsatisfied + Unsatisfied and 10% Neutral (Std. Deviat. 1,091).

Figure 4-17: Sample distribution by PRMs' satisfaction levels with Accessible Facilities of Faro Airport



Source: Own Elaboration

Table 4-5: Relatives frequencies of PRMs' satisfaction levels with Accessible Facilities of Faro Airport

Factor Accessible Facilities	Attribute	Satisfaction Level				Mean	Median	Mode	Std. Deviat.
		Very Unsatisfied+ Unsatisfied	Neutral	Satisfied + Very Satisfied	No Answer				
	Accessibility to retail areas and food court	7%	10%	66%	17%	4,33	5,00	5	1,091
	Distance between parking lot and terminal	17%	7%	74%	2%	4,07	5,00	5	1,298
	Condition of the Baggage claim area	3%	4%	75%	18%	4,55	5,00	5	0,847
	Exclusive Check-In counter for the flight	13%	5%	82%	1%	4,35	5,00	5	1,256
	Passport control area when arrived	0%	4%	85%	10%	4,72	5,00	5	0,565
	Slip resistant floor and Barrier-free environment	4%	6%	86%	4%	4,54	5,00	5	0,868
	Condition of the waiting area at the boarding gate	3%	6%	88%	3%	4,50	5,00	5	0,759
	Condition of the Pick-up area for the assistance	4%	3%	92%	0%	4,62	5,00	5	0,782

Source: Own Elaboration in the software IBM SPSS Statistics 25

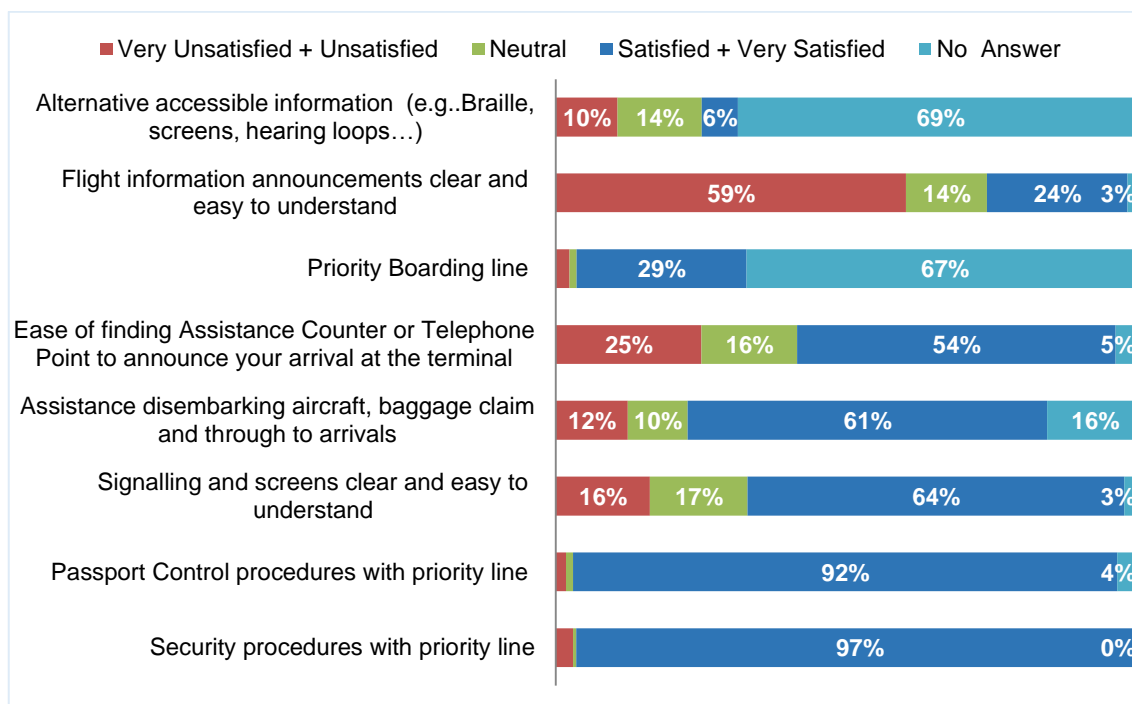
4.3.2 Factor Accessible Services

Among the eight accessible services' attributes, the attribute which respondents are most Satisfied + Very satisfied in Faro Airport are "*Security procedures with priority line*" and "*Passport Control procedures with priority line*" with 97% and 92% of the sample respectively (Figure 4-18 and Table 4-6).

On the other hand, there is a large proportion of PRMs surveyed who feel Very Unsatisfied + Unsatisfied or Neutral with attributes such as "*Signalling and screens are clear and easy to understand*" with 16% Very Unsatisfied + Unsatisfied and 17% Neutral (Std. Deviat. 1,225), "*Assistance disembarking aircraft, baggage claim and through to arrivals*" with 12% Very Unsatisfied + Unsatisfied and 10% Neutral (Std. Deviat. 1,266), and "*Ease of finding Assistance Counter or Telephone Point to announce your arrival at the terminal*" with 25% Very Unsatisfied + Unsatisfied and 16% Neutral (Std. Deviat. 1,390). Even though, the service attribute which should be given a special attention is the "*Flight information announcements clear and easy to understand*" in the PRMs' waiting areas in Area A and Area B in the Landside, because more than 70% of the respondents are Very Unsatisfied + Unsatisfied (59% PRMs) or Neutral (14% PRMs)

About "*Alternative accessible information (e.g. Braille, screens, hearing loops...)*", the high representative 69% of No Answer is important to analyse further in the discussion of the results, and regarding the attribute "*Priority Boarding line*", most of the questionnaires were implemented after the check-in and before the embarking; therefore, the high percentage of 67% No Answer is because the PRMs surveyed had no knowledge to evaluate this attribute yet.

Figure 4-18: Sample distribution by PRMs' satisfaction levels with Accessible Services of Faro Airport



Source: Own Elaboration

Table 4-6: Relatives frequencies of PRMs' satisfaction levels with Accessible Services of Faro Airport

Factor Accessible Services	Attribute	Very Unsatisfied+ Unsatisfied	Neutral	Satisfied + Very Satisfied	No Answer	Mean	Median	Mode	Std. Deviat.
		Alternative accessible information (e.g. Braille, screens, hearing loops...)	10%	14%	6%	69%	2,82	3,00	3
Flight information announcements clear and easy to understand	59%	14%	24%	3%	2,29	2,00	1	1,494	
Priority Boarding line	2%	1%	29%	67%	4,49	5,00	5	1,043	
Ease of finding Assistance Counter or Telephone Point to announce your arrival at the terminal	25%	16%	54%	5%	3,64	4,00	5	1,390	
Assistance disembarking aircraft, baggage claim and through to arrivals	12%	10%	61%	16%	4,00	4,00	5	1,226	
Signalling and screens clear and easy to understand	16%	17%	64%	3%	3,90	4,00	5	1,225	
Passport Control procedures with priority line	2%	1%	92%	4%	4,82	5,00	5	0,629	
Security procedures with priority line	3%	1%	97%	0%	4,80	5,00	5	0,710	

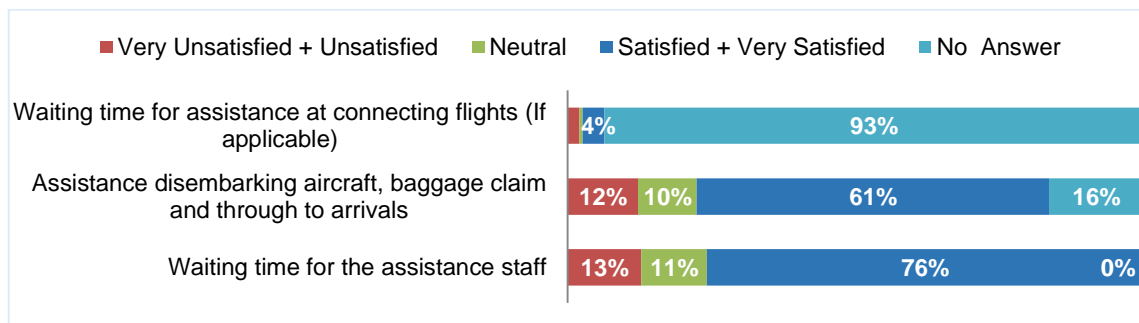
Source: Own Elaboration in the software IBM SPSS Statistics 2

4.3.3 Factor Punctuality

In factor punctuality there are 3 attributes to assess of Faro Airport, as can be seen in Figure 4-19 and Table 4-7. Concerning the attribute “*Waiting time for the assistance staff*” 76% of PRMs surveyed are Satisfied + Very Satisfied, against 13% who are Very Unsatisfied + Unsatisfied, and 13% who have Neutral opinion (Mean=4,11 and Std. Deviat. 1,219). The attribute “*Assistance disembarking aircraft, baggage claim and through to arrivals*” is evaluate in both factors, Accessible Services and Punctuality, because there were lot PRMs remarks about the waiting time for assistance staff after disembarking; therefore 61% of respondents are Satisfied + Very Satisfied with this attribute, 10% are Neutral and 12% are Very Unsatisfied + Unsatisfied (Mean=4,00 and Std. Deviat. 1,226).

The last attribute “*Waiting time for assistance at connecting flights (If applicable)*” has a high percentage of No Answer 93%, for the reason that Faro Airport does not operate many connecting flight.

Figure 4-19: Sample distribution by PRMs’ satisfaction levels with Punctuality of Faro Airport



Source: Own Elaboration

Table 4-7: Relatives frequencies of PRMs’ satisfaction levels with Punctuality of Faro Airport

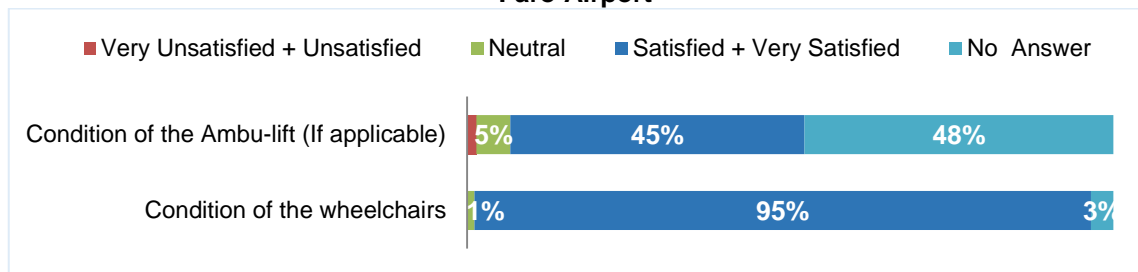
Factor Punctuality	Attribute	Very Unsatisfied+ Unsatisfied	Neutral	Satisfied + Very Satisfied	No Answer	Mean	Median	Mode	Std. Deviat.
	Waiting time for assistance at connecting flights (If applicable)	2%	1%	4%	93%	3,36	4,00	5	1,677
	Assistance disembarking aircraft, baggage claim and through to arrivals	12%	10%	61%	16%	4,00	4,00	5	1,226
	Waiting time for the assistance staff	13%	11%	76%	0%	4,11	5,00	5	1,219

Source: Own Elaboration in the software IBM SPSS Statistics 2

4.3.4 Factor Equipment-devices

The two attributes scored of equipment-devices' factor are "Condition of the Ambu-lift (If applicable)" and "Condition of the wheelchairs". For the first attribute, 45% of sample is Satisfied + Very Satisfied, 6% is Very Unsatisfied + Unsatisfied (Mean=4,56 and Std. Deviat. 0,786), and 48% No Answer this questions because do not use the Ambu-lift in Faro Airport. Concerning the second attribute, 95% participants are Satisfied + Very Satisfied with the state of the wheelchairs, and just 1% feeling Neutral (Mean=4,85 and Std. Deviat. 0,385) as shown in Figure 4-20 and Table 4-8.

Figure 4-20: Sample distribution by PRMs' satisfaction levels with Equipment-devices of Faro Airport



Source: Own Elaboration

Table 4-8: Relatives frequencies of PRMs' satisfaction levels with Equipment-devices of Faro Airport

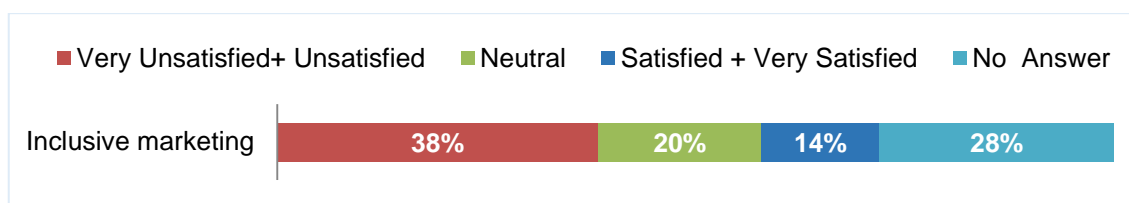
Factor Equipment-devices	Attribute	Very Unsatisfied+ Unsatisfied	Neutral	Satisfied + Very Satisfied	No Answer	Mean	Median	Mode	Std. Deviat.
	Condition of the Ambu-lift (If applicable)	1%	5%	45%	48%	4,56	5,00	5	0,786
	Condition of the wheelchairs	0%	1%	95%	3%	4,85	5,00	5	0,385

Source: Own Elaboration in the software IBM SPSS Statistics 2

4.3.5 Factor Inclusive Marketing

The factor inclusive marketing refers to any special offer or advertisings target to Disabled and reduce-mobility in retail commercial areas and food court in Faro Airport terminal. The results in Figure 4-21 and Table 4-9 indicates the sample is not to satisfied with this attribute; indeed, 38% of interviewers are Very Unsatisfied + Unsatisfied, 20% are Neutral and just 14% are Satisfied + Very Satisfied (Mean=2.52 and Std. Deviat. 1,327), 28% of the sample No Answer to this question.

Figure 4-21: Sample distribution by PRMs' satisfaction levels with Inclusive Marketing of Faro Airport



Source: Own Elaboration

Table 4-9: Relatives frequencies of PRMs' satisfaction with Faro Airport' Inclusive Marketing

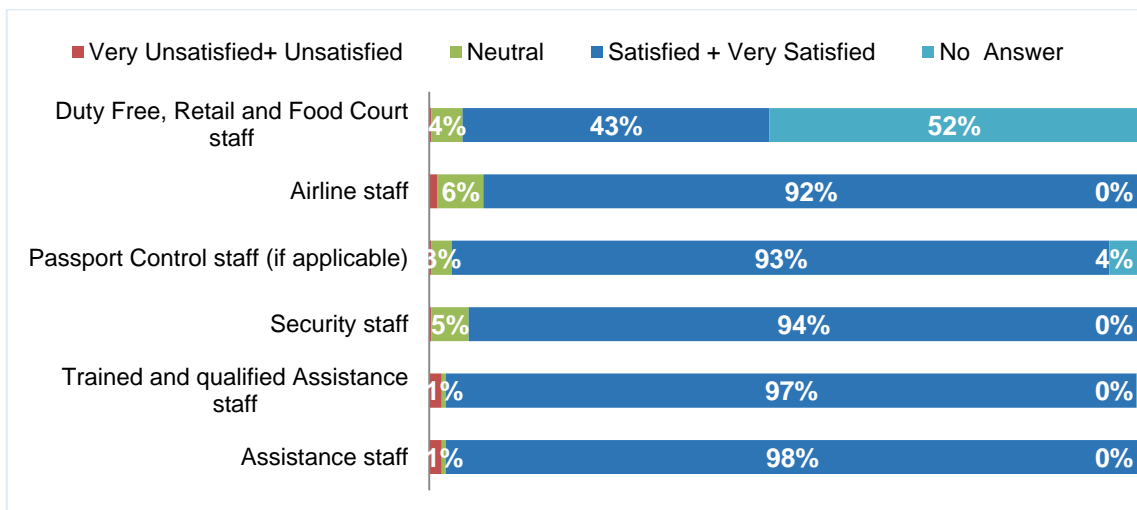
Factor Inclusive Marketing	Attribute	Very Unsatisfied+ Unsatisfied	Neutral	Satisfied + Very Satisfied	No Answer	Mean	Median	Mode	Std. Deviat.
	Inclusive marketing	38%	20%	14%	28%	2,52	2,00	1	1,327

Source: Own Elaboration in the software IBM SPSS Statistics 2

4.3.6 Factor Staff

The last factor, Staff (professionalism, attitude and approach) meets six attributes as is illustrated in Figure 4-22 and Table 4-10. On the whole, the results indicate Disabled and Reduced-mobility passengers sample are very satisfied with the staff of Faro Airport. In fact, more than 90% of the respondents are Very Satisfied + Satisfied with the following five attributes: “*Assistance staff*” (mean=4,57), “*Trained and qualified Assistance staff*” (mean=4,74), “*Security staff*” (mean=4,71), “*Passport Control staff (if applicable)*” (mean=4,60), and “*Airline staff*” (mean=4,82). Regarding the last attribute, “*Duty Free, Retail and Food Court staff*” there is a high proportion of No Answer, 52% (mean=4,85).

Figure 4-22: Sample distribution by PRMs' satisfaction levels with Staff of Faro Airport



Source: Own Elaboration

Table 4-10: Relatives frequencies of PRMs' satisfaction with Faro Airport' Staff (professionalism, attitude and approach)

Factor Staff (professionalism, attitude and approach)	Attribute	Very Unsatisfied+ Unsatisfied	Neutral	Satisfied + Very Satisfied	No Answer	Mean	Median	Mode	Std. Deviat.
	Duty Free, Retail and Food Court staff	0%	4%	43%	52%	4,85	5,00	5	0,546
	Airline staff	1%	6%	92%	0%	4,82	5,00	5	0,533
	Passport Control staff (if applicable)	0%	3%	93%	4%	4,60	5,00	5	0,664
	Security staff	0%	5%	94%	0%	4,71	5,00	5	0,587
	Trained and qualified Assistance staff	2%	1%	97%	0%	4,74	5,00	5	0,537
	Assistance staff	2%	1%	98%	0%	4,57	5,00	5	0,710

Source: Own Elaboration in the software *IBM SPSS Statistics 2*

In conclusion, the Figure 4-18 shows the overall satisfaction of the sample surveyed with Faro Airport' facilities, services and staff. Therefore, more than half of the respondents are Very Satisfied 57,73% (198 PRMs), followed by 39,36% (135 PRMs) are Satisfied, and 2,92% (10 PRMs) are just Neutral regarding overall satisfaction. None of the sample is either Unsatisfied or Very Unsatisfied through their journeys in Faro Airport (Mean=4.55 and Std. Deviat. 0,554).

Figure 4-238: Sample distribution by overall satisfaction with Faro Airport´ facilities, services and staff



Source: Own Elaboration in the software *IBM SPSS Statistics 25*

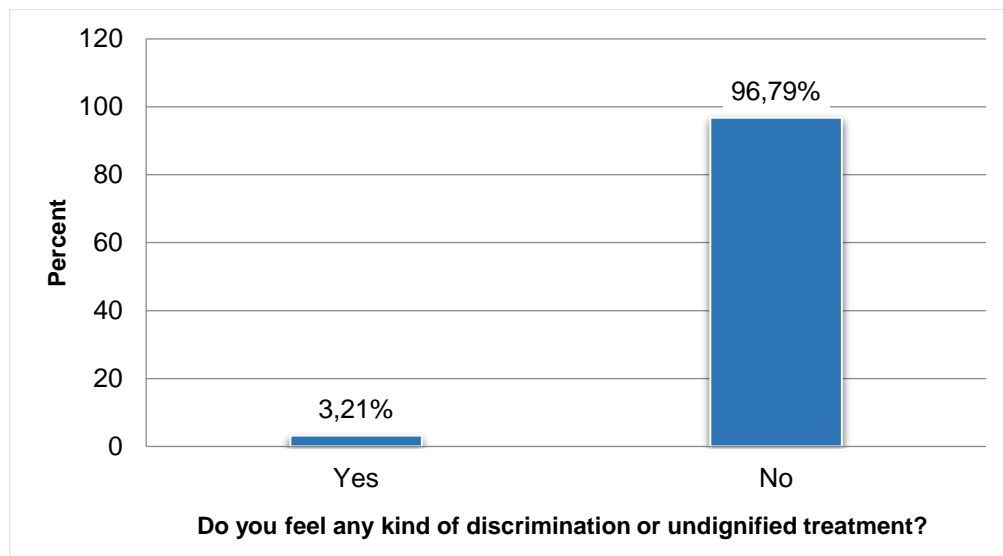
Table 4-11: Relatives frequencies of PRMs´ overall satisfaction with Faro Airport´ facilities, services and staff

Attribute Overall satisfaction	1- Very Unsatisfied	2- Unsatisfied	3- Neutral	4-Satisfied + Very Satisfied	No Answer	Mean	Median	Mode	Std. Deviat.
Overall satisfaction	0%	0%	3%	97%	0%	4,55	5,00	5	0,554

Source: Own Elaboration in the software *IBM SPSS Statistics 2*

In addition to the questions of socio-demographic profile, PRMs passenger profile and satisfaction levels, following question is just as important because indicate if PRMs experienced any kind of discrimination or undignified treatment though their journeys along Faro Airport terminal. In Figure 4-17 as we can analyse, 3,21% (11 PRMs) feel some discrimination or undignified treatment, and 96,79% (332 PRMs) did not feel any discomfort about this issue. The causes of these results will be explained in detail in the section Discussion of the Results further in this chapter.

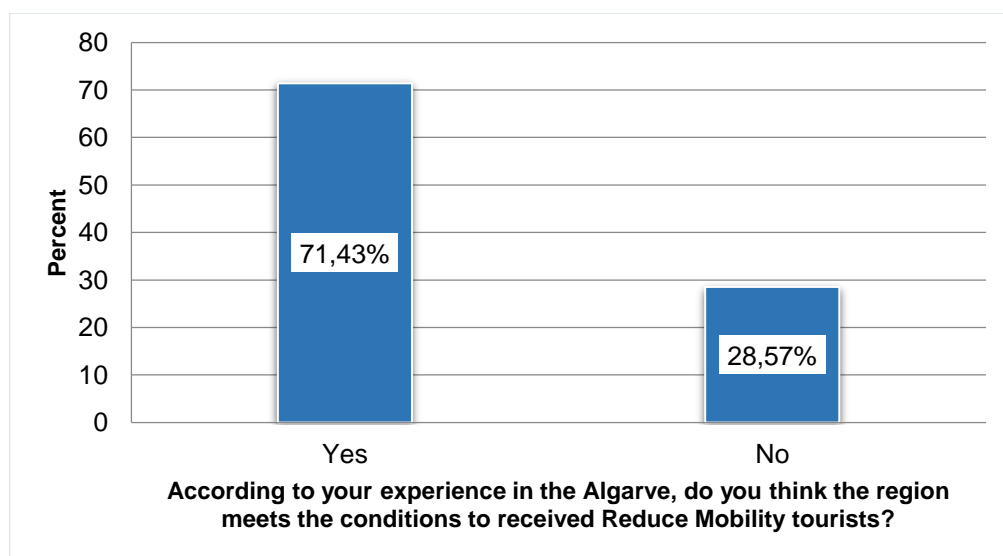
Figure 4-247: Sample distribution by feeling of discrimination or undignified treatment



Source: Own Elaboration in the software *IBM SPSS Statistics 25*

At last, taking advantage of the willingness and presence of the respondents, the last questions is looking to determinate if the sample consider, according to their personal experience, The Algarve meets the conditions to received Reduce Mobility tourists. Consequently, 71,3% (245 PRMs) consider the Algarve does meet the conditions, against a 28,57% (98% PRMs) that think the opposite.

Figure 4-25: Sample distribution to determine whether The Algarve meets the condition to received Reduce Mobility tourists



Source: Own Elaboration in the software *IBM SPSS Statistics 25*

4.4 Interviews with MyWay Staff

There were implemented unstructured interviews to three staff of MyWay²¹ of Faro Airport; this in order to identify their views of which services and facilities needs to be improved, to give the best possible service to Disabled and Reduced-mobility air passengers in the terminal. The interviews were anonymous and confidential, thus staff could honestly express their personal opinions.

The staff interviewed comments that among the aspects may be improved are as follows:

- The main aspect is to raise personnel in the high season, because they argue that the existing assistance staff is not sufficient to supply the entirety of the PRMs services request;
- They explain sometimes it is not possible to accomplish the service standards of waiting times considered in the MyWay Quality Commitment due to a lack of staff. Moreover in some occasions, the assistance staff carry these passengers to the gates too close to embarking time, and not immediately after gates open as it should be;
- The staff training should be more extensive in terms of concepts, theory and learning material;
- On the three MyWay meeting points (Arrivals, PRMs waiting zone in Area A and PRMs waiting zone in Area B) should be a permanent staff to provide a more customize service and to answer doubts;
- More wheelchairs equipment and upgrade the existing Ambu-lifts;
- As there is just one escalator at each gate, it must be change the

²¹ MyWay staff, interview with the author of the dissertation, October 25, 26 and 27, 2018, Faro Airport terminal

escalators' direction (up or down) according to the boarding or disembarking procedure, which produces into practice more time-consuming;

- ➔ Either enlarge the elevators or have more, because the existing ones do not cover the high demand of the PRMs wheelchairs, babies' strollers, and cleaning staff equipment;
- ➔ After the restoration, the larger wheelchairs do cross through the neither Security Check Area nor Passport Control, therefore the PRMs should get up from wheelchair and cross walking in these two areas;
- ➔ Should be given to the arrival assistance requests the same importance as the departures services request, because sometimes after disembarking the PRMs have to wait for too long for an assistance staff to carry them to Passport Control, and/or Baggage Claim. As a consequence, on occasions the PRMs miss their transfers to hotels or places where they plan to stay.

Finally, after collect the data set results through the implementation of 343 questionnaires to Disabled and Reduce-mobility air passengers, and having worth information with the assistance staff interviews in Faro Airport terminal; in the next section of our research, it will be discussed the results.

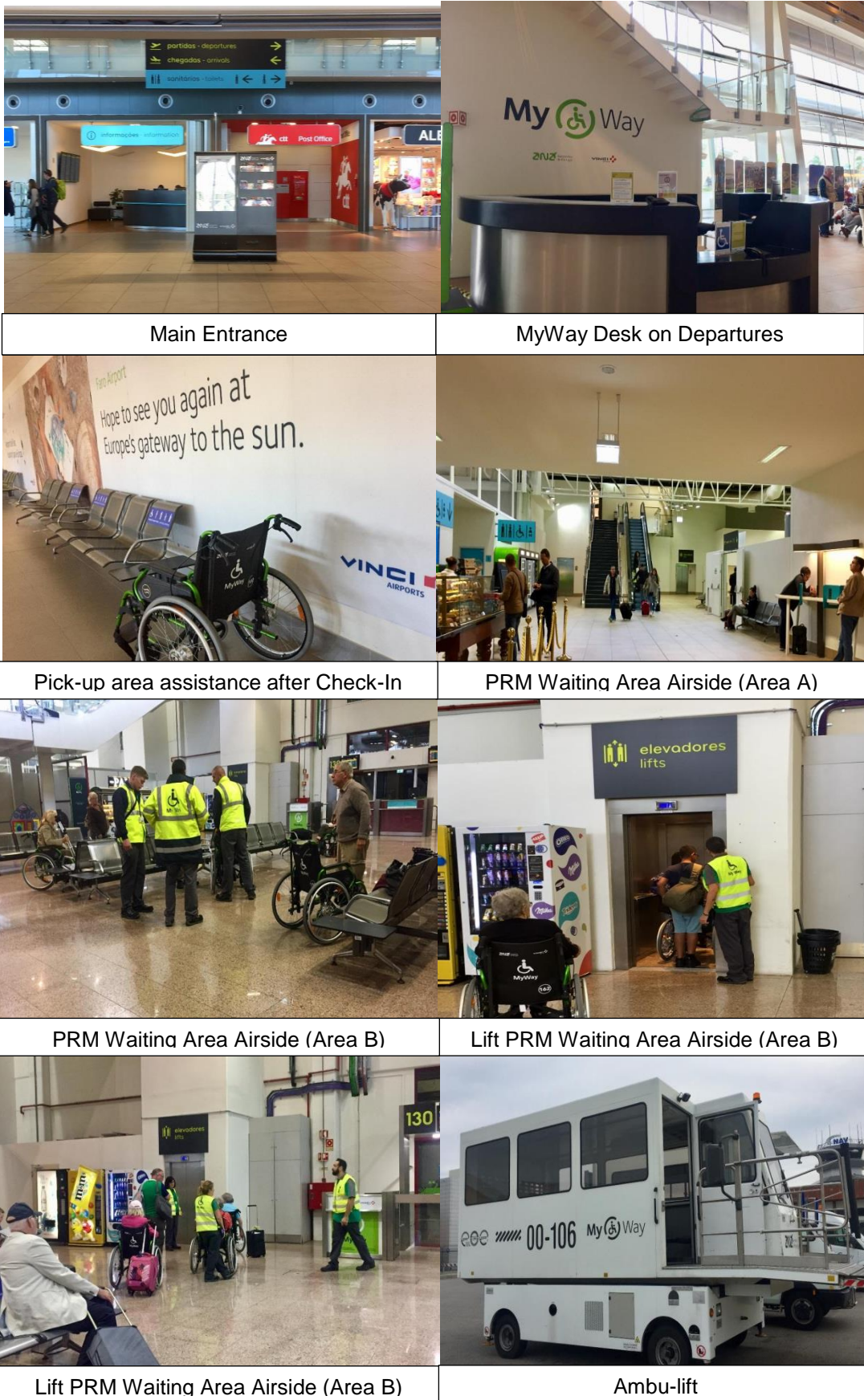
4.5 Discussion of the Results

After the presentation of the results obtained through the collect data instruments, it is possible to confirm that our dissertation' research problem and specific objectives named in the Introduction Chapter were achieved. Recalling the research problem, it was intended to identify and measure satisfaction levels of Disabled and Reduce-mobility air passengers during their journeys through Faro Airport, Portugal in three areas: access, departures and/or arrivals; and as specific objectives, there had been to identify Disabled and Reduce-mobility passengers' opinion towards accessible facilities and services

of Faro Airport; evaluate professionalism, attitude and approach of airport staff towards these passenger market; and, recognise areas that have room for improvement in order to provide better quality facilities and services to Disabled and Reduce-mobility passengers in Faro Airport terminal.

In order to have a broader understanding of our research venue and survey results, then follow some pictures that were taken by the author of the dissertation (Figure 4-26):

Figure 4-26: Pictures of Faro Airport



Source: Own Elaboration

In terms of socio-demographic characterization, most of the Disabled and Reduce-mobility air passengers surveyed in Faro Airport are female (64,1%); in contrast with the Chang & Chen´ study (2011:1215) implemented in Taiwan, “Identifying Mobility Service Needs for Disabled Air Passengers”, which 56,8% of its sample were male. The respondents´ age mean is 70 years old, which 62,7% of sample are between 70-90 years old; also different results compared to Chang´ study which was between 40-49 years old (2011:1215). Therefore, our finding reveals Faro Airport is dealing with an elderly population of PRMs. Concerning nationality, there are mainly five (English, Irish, Portuguese, French, and German), England has the largest representation with 70,9% of the sample. More than half, 68,2% of respondents are married or in consensual union, and 68,8% have a Secondary (44%) or College degree (24,8%); the latter is consistent with Chang´ study which 40,3% of its sample had a high school diploma (2011, p. 1215). Last, the major professional status of the sample is retired (76,7%), followed just by 11,1% who are employed.

More precisely, the results of Disabled and Reduce-Mobility´ Passenger Profile reveal that 78,1% have a permanent type of reduce mobility, what means this passengers could be frequent and loyal flyers of MyWay service when travel through Faro Airport, because they will always need to request the special assistance. Regarding impairment´ nature, 96% of the PRMs have mobility impairment, 43% have hidden diseases and 43% have Elderly/Seniors/Boomers/Obese. These three impairments which are the most recurrent of our sample need the following inclusive dimensions of access, in order to provide them independence with equity and dignity as Buhalis & Darcy describe; first, for mobility impairment, it is necessary continuous pathways, circulation space, specialist equipment, low-floor buses, customer service attitude, wayfinding systems, and information system; second for hidden diseases must be chemical free environments, dietary considerations, non-smoking areas, organisational promotion, customer service attitude, clearly labelled areas, and information system; and third, for ageing/health is basic to have medical support, supportive environment, opportunities for group travel, customer service attitude, specialist equipment, and information system (Buhalis & Darcy, 2011:56).

Continuing with PRMs passenger profile, it is possible to determine the respondents have a travel history and closer relation with Faro Airport, because 86,3% have travelled more than once through the terminal (52,2%, 2-10 times and 34,2%, 11 times or more), and 57,7% have already requested MyWay service in the past. In fact, they are loyal and frequent clients, and the results reinforce what Smith *et al.* (2013) affirm, “When they feel their needs are adequately addressed, these clients tend to be more loyal to their holiday destinations and service providers” (Smith *et al.*, 2013:9).

Moreover, 83,5% of the PRMs who had travelled before the airport restoration of 2018 consider that there were some improvements for Disabled and Reduced-mobility passengers, such as cleaner facilities; better floor surface for pushing wheelchairs; open duty free; better wheelchairs; staff well trained, more aware and speed of assistance; brighter terminal; more organizer and bigger spaces to move around; more modern; clear check in counters; better accessibility to shops, restaurants, and toilets in PRM waiting zone in Area A (in the Airside); and specialised waiting area and route to departures. In contrast, 26,5% considered the absence of upgrading, some reasons following: there are a lot of ups and downs along the terminal which difficult them to move independently with a wheelchair or mobility aids devices such as canes, crutches, walkers and so on; and, also they complaint that in Area A (in the Airside) the shops and restaurants are now located on the second floor, and the PRM waiting zone is on the first floor, consequently, they cannot go upstairs by themselves because they would have to take elevator or escalator, or request an assistance staff to carry them, which does not make them feel independents.

The 93,9% of PRMs book the special assistance with the airline or travel agency at least 48 hours before the published time of departure of the flight, and 89,5% arrive to Faro Airport prior more than 2 hours of flight´ departure time. In fact, these both results reconfirm what Bezerra & Gomes (2015) exposes in their research, “The Effects of Service Quality Dimensions and Passenger Characteristics on Passenger's Overall Satisfaction with an Airport”, applied in Guarulhos International Airport in Brazil,

“The positive effect of “Earliness of arrival” suggests that the earlier the passenger arrives at the airport, the more likely he/she is to present a higher overall satisfaction. This may be associated with the fact that passenger's level of stress is related to the amount of time available for complying with the required checkpoints. Previous research has found passengers are more stressed before check-in and immediately before boarding. Also, the total amount of time passengers spend at the airport is often much greater than their processing time.” (Bezerra & Gomes, 2015:79)

Regarding to the type of assistance service´ requested, 52,2% request WCHS (Passenger has difficulty or cannot walk up or down stairs), 44,6% WCHR (Passenger is unable to walk long distances) and 3,2% WCHC (Passenger cannot walk or stand, always need help to go to his seat). These outcomes are pretty much similar to the figures exposed by Mr. Vitor Andrade, Faro Airport Product Manager and Passenger Service, in his presentation of 2015 where the distribution was 46% WCHS, 38% WCHR, and 3% WCHC (Andrade, 2015:38).

As could be reviewed in the Literature Review, the UNWTO emphasises that one of the benefits of Accessible Tourism is that “It is multi-customer because most of the time disabled people are accompanied by able-bodied assistants, family and friends” (2015:4). Indeed, our results are in line with this UNWTO´ statement, because 95,3% of PRMs surveyed in Faro Airport travel with his/her wife/husband, family and/or friends; and only 4,7% travel alone.

To close the Disabled and Reduce-Mobility´ Passenger profile analysis, our respondents choose to travel by Ryanair (40,8%), Easyjet (25,7%) and Jet2 (16,6%), the two last exclusively with flights from/to United Kingdom.

About satisfaction levels of PRMs, the division of the 27 attributes into the six factors enables a better analyse and manage information of the questionnaire´ findings. Also, this division facilitates Faro Airport Management to identify what they have been doing well and keep it, and to determine the areas that have room for improvement.

According to the results, 97% of Disabled and Reduce-mobility air passengers are widely Satisfied + Very Satisfied with Faro Airport. Consequently, the attributes of each factor with which respondents are more satisfied and happy in

Faro Airport terminal according to the results obtained are: Factor 1 (*Accessible Facilities*), condition of the Pick-up area for the assistance; condition of the waiting area at the boarding gate; slip resistant floor and barrier-free environment; passport control area when arrived; and exclusive check-in counter for the flight. Factor 2 (*Accessible Services*), security and passport control procedures with priority line. Our results of Facilities and Services, for good, differ from Chang & Chen´ results (2012) in Taiwan airports, because their sample of passengers with disabilities are dissatisfied with slippery floor, barrier-free restaurants, restrooms, waiting areas at the boarding gate, and also needed to wait too long in line for passport control and security inspection, and do not have time to shop (Chang & Chen, 2012:533).

Factor 3 (*Punctuality*), waiting time for the assistance staff. Factor 4 (*Quality of Equipment-devices*), condition of the wheelchairs and the Ambu-lift. Factor 5 (*Inclusive Marketing*), only 14% contestants are Satisfied + Very satisfied with this attribute. And, Factor 6 (*Staff-professionalism, attitude and approach*), in overall respondents are delighted and very satisfied with Faro Airport staff´, consider that the especial assistance´ staff is well trained, qualified and friendly, as well as the passport control and ground airline staff.

In contrast, the attributes with PRMs surveyed feel very unsatisfied, unsatisfied or neutral are: Factor 1 (*Accessible Facilities*), distance between parking lot and terminal; and accessibility to retail areas and food court. Factor 2 (*Accessible Services*), ease of finding assistance counter or telephone point to announce the arrival at the terminal; signalling and screens are clear and easy to understand; and flight information announcements clear and easy to understand. Factor 3 (*Punctuality*), the waiting time for an assistance staff to carry them through Passport Control; and baggage claim after disembarking aircraft. Factor 4 (*Quality of Equipment-devices*), there is not any attribute of this factor contestants feel unsatisfied. And Factor 5 (*Inclusive Marketing*), 58% of interviewers are very unsatisfied, unsatisfied or neutral with this factor.

The research outcomes show there are seven areas (attributes) which required immediate attention and improvement by Faro Airport Management, which are:

Accessible Services

1. *Flight information announcements clear and easy to understand (73% Very Unsatisfied + Unsatisfied + Neutral)*: In PRMs' waiting zones, in Area A and B (Airside), the information announcements do not have a high enough level to be able to hear the flight information clearly, or sometimes there is not any announcement at all. Therefore, as being the attribute which respondents are less satisfied in Faro Airport, it is important the Airport Management look in detail a solution, and mainly for blind passengers, because as Buhalis & Darcy (2011) explain,

“Blind people tend to fear missing information dealing with a change of gate or flight schedule – especially in the case of connecting flights – as they cannot read the electronic signs. Participants reported feeling insecure about hearing or understanding messages relayed on the public announcement system due to airport noise or lack of familiarity with local accents. They specifically mentioned a preference for quiet spaces where they can more easily hear airport staff announcements.” (Buhalis & Darcy, 2011:165)

2. *Ease of finding assistance counter or telephone point to announce your arrival at the terminal (41% Very Unsatisfied + Unsatisfied + Neutral)*: PRMs surveyed recurrently comment that is difficult to find the MyWay counter from the main entry of the terminal in Departures, because there is not a big and clear sign at the entry indicating the location of the especial assistance desk. Consequently, they need to ask to any passengers or staff to know where they should be heading. Besides, for these passengers who have reduce mobility and carry mobility aid devices plus the baggage, the MyWay' counter is well away from the main door.

3. *Alternative accessible information (e.g. Braille, screens, hearing loops...)* (33% Very Unsatisfied + Unsatisfied + Neutral and 69% No Answer): the major concern about this attribute is the high proportion of PRMs who do not answer this attribute. The main reason is they are unaware if Faro Airport provides alternative accessible information, for example the prohibit articles in the cabin in Braille or hearing loops, because they were not informed about it. Thus, it is important to remember what the Regulation 1106/2006 notifies,

“All essential information provided to air passengers should be provided in alternative accessible formats to disabled persons and persons with reduced mobility, and should be in at least the same languages as the information made available to other passengers. Such as Braille, screens, and so on. (Official Journal of the European Union, 2016).

4. *Signalling and screens are clear and easy to understand (33% Very Unsatisfied + Unsatisfied + Neutral)*: the respondents express that the screens and the font size to check the flight information are too small, as a respondent says “*Bigger screens, for people with sight issues is not easy to read*”. Moreover, the screens are still some away from the PRMs waiting area; hence, they propose to locate a screen in the middle of each PRM waiting zone to be more comfortable and easily accessible. In fact, as the ACI exposes in the provision of the airport infrastructure,

“Airport safeguard that its infrastructure is compatible with the needs of people with reduced mobility and that this part of the service is provided in an efficient manner. This includes: Information provided both audibly and visually ...” (ACI Europe - Airports Council International Europe, 2001)

Punctuality

5. *Assistance disembarking aircraft, baggage claim and through to arrivals (22% Very Unsatisfied + Unsatisfied + Neutral)*: the most common complain about punctuality is on arrivals, because right after PRMs are disembarked, sometimes they are left on the wheelchairs for around 20-40 minutes waiting to then carry them to Passport Control and Baggage claim. As a result, in some occasions the PRMs miss their transfers to hotels or places where they plan to stay; and some respondents express “*There is not enough assistance staff, looks like they are always out of time*” and “*Still think there should be more staff available, it seems to be always shortage.*”

Inclusive Marketing

6. *Inclusive marketing (58% Very Unsatisfied + Unsatisfied + Neutral and 28% No Answer)*: the PRMs surveyed do not find any special advertising or promotions addressed to them, leading to not be incentive to shop. It is

important companies realise the potential of this market, as Buhalis & Darcy explain straightforward (2011),

“Despite the critical need to understand the disabled as consumers, the general focus has been on satisfying a set of costly rules for a customer group that is often not even desired. Building ramps, giving up prime parking spaces, constructing disability-friendly ... and installing expensive technology reflect some of the more common requirements that have soured the perceptions of travel-related businesses towards the disabled. This is a serious mistake. While traditional marketing researchers frequently employ segmentation studies on ethnicity, age, and socioeconomic sub-groups, the potential of the disabled market segment in terms of size, access and responsiveness is largely ignored. Research needs to address the particular problems, needs, behavioural patterns and choice models used by consumers who are physically or emotionally challenged” (Buhalis & Darcy, 2011:65)

Staff-professionalism, attitude and approach

7. *Staff of Duty Free, Retail and Food Court staff (52% No Answer)*: this attribute is closely linked to the previous one, because as many PRMs do not shop or consume in the commercial zone in Faro Airport, they are lack of opinion and experience to measure the professionalism, attitude and approach of Duty Free, retail and food court staff.

4.6 Recommendations, Limitations and Future Research

Having reviewed and analysed the results of the collect data instruments, some further recommendations through observation method may be necessary to enhance the service to Faro Airport´ Disabled and Reduce Mobility air passengers. Following, noteworthy suggestions are exposed, such as:

- From the taxi area to the terminal when is raining the floor is very slippery to walk with crutches or any mobility aid device, because there is not a roof to protect against rain;
- At flight check-in´ counters, the screens should inform which counter is the exclusive one to PRMs, because some of them make the entire line without knowing they have priority to register;
- There should be permanently assistance staff on the Departure desk,

rather than having to just use the phone, and in PRM´ waiting areas in the Airside; because, when there is not any assistance staff around in the PRMs areas to clarify doubts and questions, these passengers tend to feel more anxious and abandoned. In addition, assisted passengers should be taken them to boarding gates first, thus, they do not miss priority boarding;

- When PRMs are placed in the waiting areas in the Airside, the Assistance staff does not provide clear information of how long they will come to carry them to boarding gates; as a consequence, they do not feel free to go to retail areas and restaurants, making them too dependent on assistance staff. Moreover, PRM´ waiting areas in the Airside are long distance to retail area and food court, and there are not many choices close to. At this point, it would be valuable to recall the Special Protocol to Meet the Needs of People with Reduced Mobility of the ACI Europe which determinates: “PRMs must be enabled to remain independent to the greatest possible extent...” (ACI Europe - Airports Council International Europe, 2001);
- Some PRMs brief they should be dropped off at the taxi and rent-a-car areas in both, Arrivals and Departures, because they had to walk a very long distance with baggage as well. Moreover, locate more wheelchairs at the parking lot;
- PRMs surveyed recommend providing wheelchair with a compartment to place the carry-on luggage to be more comfortable (Figure 4-26), due to the fact nowadays they should put the cabin baggage between legs;

Figure 4-27: Passenger Transit Wheelchair



Source: Melrose Kiwi Concept Chairs (n.d.)

- Regarding accessible travel information: upgrade the ANA Portuguese Airport website and app to make it accessible for visually impaired passengers; chat for passengers with hearing impairments; customize ANA MyWay video to Faro Airport in order to show the real facilities and procedures, as a result PRMs will be more familiar with the terminal before arrive; and a PDF brochure able to print it from Faro Airport website with all the information about Disabled and Reduce-mobility passengers, hence they will have on hand the details of MyWay service and the terminal.

With regards to the limitations of this research, there are two main issues. First, literature review and scientific approach about levels of satisfaction of Disabled and Reduce-mobility air passengers is very limited worldwide, most of the theoretical framework is just about regulations, codes and accessible facilities than a truly concern about the satisfaction´ levels of these customers, and to be considered as a potential tourism market. And second, the survey questionnaire has some questions that should be reformulated to be more understandable and accurate. In addition, the questionnaire is implementing mostly to English speakers because the dissertation´ author speaks only English, Spanish, and Portuguese, as a consequence the data set may currently be limited because there is not taking into account representatives nationalities of passengers to Faro Airport such as German, French, and Dutch.

For future research, the questionnaire´ implementation can be expanded to the missing nationalities to cover a higher and more diversified sample, and also to understand much deeper the needs and wants of PRM segment. Moreover, it is highly recommend continuing and replicating this scientific research in all Portuguese airports, and in the major European airports to validate and compare the outcomes of the current study.

Besides, further analysis with parametric test as t-test and ANOVA to determinate the relationship between some variables of the socio-demographic and the Disabled and Reduce-Mobility´ passenger profile with the levels of satisfaction results, for example the overall satisfaction level by earliness of

arrival. Finally, compare previous data analysis of Faro Airport Management and MyWay with the results of this dissertation.

CHAPTER 5 – CONCLUSION

The main aim of the research was to identify and measure satisfaction levels of Disabled and Reduce-mobility air passengers with Faro Airport' accessible facilities, services and staff during their journeys through this terminal, and recognise areas that have room for improvement in order to meet wants and needs of this market segment. The research goal has been successfully achieved through the combination of a scientific and practical approach; in fact, this study is a contribution of valuable recommendations to Faro Airport Management and MyWay Assistance Service.

Along the dissertation were addressed relevant subjects to have a better understanding and framework of who is a Disabled and Reduce-mobility air passenger, the different types of disability, the accessible facilities, services, and trained staff, the legislation and aviation codes that protect them, and the special assistance service which they are entitled to received when traveling by air. As well as a customer satisfaction approach.

Moreover, the study area and the three collect data instruments (survey questionnaire, interviews and observation) were implemented with success. The results reflected the attributes and actions that Faro Airport has been doing well, that are the majority, to offer quality assistance services and facilities to their Disabled and Reduce Mobility air passengers. Likewise, these findings enable Faro Airport Management to establish strategies and actions for the attributes that need to be enhancing, and in this way to build a lasting relationship with satisfied and loyal customers.

It was concluded that the 27 attributes assessed, there are just seven attributes which require immediate attention and enhance: (i) Flight information announcements clear and easy to understand; (ii) Ease of finding assistance counter or telephone point to announce your arrival at the terminal; (iii) Alternative accessible information; (iv) Signalling and screens are clear and easy to understand; (v) Assistance disembarking aircraft, baggage claim and

through to arrivals; (vi) Inclusive marketing; and (vi) Staff of Duty Free, Retail and Food Court staff.

A customer survey to measure satisfaction levels should be a continuous and stable assessing process by firms, in order to work in pro of better quality of facilities and services to have happy, satisfied and loyal customers. In our specific case, to have happy and satisfied Disabled and Reduce mobility air passengers who choose to travel through Faro Airport in Portugal.

To conclude, Disabled and Reduce-mobility air passengers more than being a list of laws, regulations and specifications of infrastructure and services which companies must accomplish, are truly a big opportunity and valued customers to increase number of passengers and to raise destinations image. It is necessary the tourism industry, indeed the aviation, should be involved and committed to provide both, facilities and services that fit the needs and wants of these passengers and to allow them to function independently along the air travel journey.

BIBLIOGRAPHY

- Abeyratne, R. (1995). Proposals and Guidelines for the Carriage of Elderly and Disabled Persons by Air. *Journal of Travel Research*, 33(3), 52-59.
- ACI Europe - Airports Council International Europe. (05 de 2001). *Airport Voluntary Commitment on Air Passenger Service*. Recuperado el 25 de 07 de 2018, de Department of Transport, Tourism and Sport of Ireland: www.dttas.ie/sites/default/files/publications/aviation/english/airport-voluntary-commitment-air-passenger-service/oct-2002-airport-voluntary-commitment-air-passenger-service.pdf
- Adey, P. (2006). If Mobility is Everything Then it is Nothing: Towards a Relational Politics of (Im)mobilities. *Mobilities*, 75-94.
- Aeroporto de Faro. (2016). *Faro Airport*. Retrieved 08 15, 2017, from Reduced mobility - Special assistance for passengers of reduced mobility: www.aeroporto Faro.pt/en/fao/services-shopping/essential-services/reduced-mobility
- Almeida, C. (2012). The New Challenges of Tourism Airports - The Case of Faro Airport. *Tourism & Management Studies*, 7, 1646-2408.
- ANA - Aeroporto de Portugal S.A. (2018, 12 26). *Technical Note - Airport Service Quality Regime*. Retrieved 01 03, 2019, from ANA - Aeroporto de Portugal S.A.: www.ana.pt/download_file?file_id=181381
- ANA - Aeroportos Algarve & VINCI Airports. (2013, 07 05). *Plano de Desenvolvimento do Aeroporto de Faro*. Retrieved 11 02, 2018, from Plano de Desenvolvimento do Aeroporto de Faro: <https://planodedesenvolvimentofao.wordpress.com/2013/07/05/abertura-p6-e-arruamento-9/>
- ANA - Aeroportos Algarve & VINCI Airports. (n.d.). Faro Airport Development Plan - New Terminal. *Faro Airport New Terminal*. Faro.
- ANA - Aeroportos Algarve S.A. & VINCI Airports. (n.d.). Brochure Faro Airport Development Plan - New Terminal. *Faro Airport New Terminal*. Faro.
- ANA - Aeroportos de Portugal S.A. (2015, 10 27). *A Better Airport Comes to Life*. Retrieved 12 01, 2018, from YouTube: www.youtube.com/watch?v=494KkjEfnp8
- ANA - Aeroportos de Portugal S.A. (2016). *Our Business Activity*. Retrieved 09 01, 2017, from ANA - Aeroportos de Portugal S.A.: www.ana.pt/en/institutional/ana/our-business-activity
- ANA - Aeroportos de Portugal S.A. (2016). *Passenger Guide: Check-in*. Retrieved 12 04, 2018, from www.aeroporto Faro.pt/en/fao/passenger-guide/plan-your-trip/check-in
- ANA - Aeroportos de Portugal S.A. (2016). *Reduced mobility*. Recuperado el 30 de 01 de 2019, de Faro Airport: www.aeroporto Faro.pt/en/fao/services-shopping/essential-services/reduced-mobility

- ANA - Aeroportos de Portugal S.A. (2017, 07 17). *Faro Airport opens New Terminal*. Retrieved 09 03, 2018, from ANA - Aeroportos de Portugal S.A.: www.ana.pt/en/corporate/press/2017/07/17/new-terminal-of-faro-airport-opened
- ANA - Aeroportos de Portugal S.A. (n.d.). *Airports Services & Shopping*. Retrieved 11 16, 2018, from ANA Faro Airport & VINCI: www.aeroporto Faro.pt/en/fao/home
- ANA - Aeroportos de Portugal S.A. (n.d.). *Our Airports*. Retrieved 10 11, 2018, from ANA - Aeroportos de Portugal: www.ana.pt/en/business/airlines/our-airports
- ANA- Aeroportos de Portugal S.A. (n.d.). *MyWay*. Retrieved 12 04, 2018, from Web Resources ANA: http://webresources.ana.pt/myway/ana_myway.html
- ANAC – Autoridade Nacional da Aviação Civil. (2015, 07). *Civil Glossário da Aviação Civil*. Retrieved 10 5, 2018, from ANAC – Autoridade Nacional da Aviação : www.inac.pt/SiteCollectionDocuments/Publicacoes/estudos/glossario_da_aviao_civil.pdf
- ANAC – Autoridade Nacional da Aviação Civil. (n.d.). *Ação de Sensibilização de Segurança da Aviação Civil*. Gabinete de Facilitação e Segurança da Aviação Civil.
- Andrade, V. (2015). *Passageiros de Mobilidade Reduzida* . Faro Aeroporto, Faro.
- Bezerra, G., & Gomes, C. (2015). The effects of service quality dimensions and passenger characteristics on passenger's overall satisfaction with an airport. *Journal of Air Transport Management*, 44-45, 77-81.
- BME Faculty of Natural Sciences. (n.d.). *t-test*. Retrieved 01 05, 2019, from http://www.cogsci.bme.hu/~ktkuser/KURZUSOK/BMETE47MC38/2015_2016_1/7_The%20t-test.pdf
- Buhalis, D., & Darcy, S. (2011). *Accessible Tourism: Concepts and Issues*. Bristol: Channel View Publications.
- Caruana, A., Money, A., & Berthon, P. (2000). Service Quality and Satisfaction - The Moderating role of Value. *European Journal of Marketing*, 34, 1338-1352.
- Chang, Y.-C., & Chen, C.-F. (2011). Identifying mobility service needs for disabled air passengers. *Tourism Management*, 32, 1214-1217.
- Chang, Y.-C., & Chen, C.-F. (2012). Meeting the Needs of Disabled Air Passengers: Factors that Facilitate Help from Airlines and Airports. *Tourism Management*, 33, 529-536.
- Chapman, S., & McNeill, P. (2005). *Research Methods Third Edition*. Oxon: Routledge.
- Chumakova, A. (2014). *Customer satisfaction on facility services in terminal 2 of Tampere Airport*. Tampere University of Applied Sciences. Tampere: Tampere University of Applied Sciences.
- Civil Aviation Authority UK. (2016). *Accessible air travel: Airport performance report 2015/16*. Gatwick: Civil Aviation Authority.

- Classen, A. B., Helm, S., Rudolph, F., Urban, B., & Werner, C. (2014). Integration of Landside Processes into the Concept of Total Airport Management. *Journal of Air Transport Studies - JATS*, 5(1), 55-73.
- Cohen, L., & Manion, L. (1994). Survey. In N. Bennett, R. Glatter, & R. Levacic, *Improving Educational Management: Through Research and Consultancy* (pp. 127-134). London: Paul Chapman Publishing.
- Cohen, L., Manion, L., & Morrison, K. (2011). *Research Methods in Education*. Oxon: Routledge.
- Crocker, D. (2007). *The Airlines Pilot*. (A. & Black, Ed.) Recuperado el 01 de 08 de 2018, de Dictionary of Aviation: www.theairlinepilots.com/forumarchive/aviation-regulations/aviationdictionary.pdf
- Custódio, M. (2013). *Dissertation Motivação, Satisfação E Fidelização Dos Visitantes Do Festival Mediterrâneo De Loulé*. Faro: Universidade do Algarve.
- Darcy, S., & Dickson, T. (2009). A Whole of Life Approach to Tourism: The Case for Accessible Tourism Experiences. *Journal of Hospitality and Tourism Management*, 32-44.
- Davidson, J. (1970). *Outdoor Recreation Surveys: The Design and Use of Questionnaires for Site Surveys*. London: Countryside Commission.
- Denninghaus, M. (21 de 05 de 2016). *European Disability Forum*. Recuperado el 05 de 12 de 2017, de 10 Years of Air Passengers' Right for Persons with Disabilities: www.edf-feph.org/newsroom/news/10-years-air-passengers-rights-persons-disabilities
- Diário da República. (30 de 07 de 2009). *Resolução da Assembleia da República n.º 57/2009*. Recuperado el 17 de 02 de 2018, de Diário da República Eletrónico: <https://dre.pt/application/file/a/493122>
- Disability Rights Education & Defense Fund - DREDF. (n.d.). *International Laws*. Recuperado el 01 de 07 de 2018, de International Laws: dredf.org/legal-advocacy/international-disability-rights/
- Dodge, M., & Kitchin, R. (2004). Flying Through Code/Space: the Real Virtuality of Air Travel. *Environment and Planning A*, 36(2), 195-211.
- ECAC - European Civil Aviation Conference. (17 de 12 de 2003). *ECAC*. Recuperado el 15 de 07 de 2018, de Code of Good Conduct in Ground Handling for Persons with Reduce Mobility: www.ecac-ceac.org/about?p_p_id=101&p_p_lifecycle=0&p_p_state=maximized&p_p_mode=view&_101_struts_action=%2Fasset_publisher%2Fview_content&_101_returnToFullPageURL=%2F&_101_assetEntryId=40853&_101_type=document&redirect=https%3A%2F%2Fwww.ecac-ceac
- ECAC - European Civil Aviation Conference. (2016, 09). *European Civil Aviation Conference*. Retrieved 08 01, 2018, from About ECAC: www.ecac-ceac.org/about-ecac

- EUR-Lex Access to European Union Law. (15 de 02 de 2016). *Rights of People with Reduced Mobility — Air Travel*. Recuperado el 20 de 07 de 2018, de EUR-Lex Access to European Union Law: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=LEGISSUM:l24132#document1>
- European Network for Accessible Tourism - ENAT. (01 de 12 de 2007). *Services and Facilities for Accessible Tourism in Europe*. Recuperado el 07 de 10 de 2018, de European Network for Accessible Tourism: accessibletourism.org/resources/enat_study-2_services_and_facilities_en.pdf
- Finnair. (2018). *Finnair*. Recuperado el 25 de 07 de 2018, de The Airlines Passenger Commitment: www.finnair.com/in/gb/info/passenger-rights
- Fogelman, K. (2002). Surveys and Sampling. In M. Coleman, A. R. Briggs, M. Coleman, & A. R. Briggs (Eds.), *Research Methods in Educational Leadership and Management* (pp. 93-107). London: Paul Chapman Publishing.
- Fowler, F. J. (2009). *Survey Research Methods*. California: Sage Publications.
- FRACareServices GmbH. (n.d.). *Company*. Retrieved 08 09, 2018, from FRACareServices GmbH: www.fracareservices.com/english/company/
- Frank, F. H. (2014). *The Characterization of Surf Tourists in the Algarve*. Faro: Universidade do Algarve.
- Frye, A. (2010). Air Passenger Rights for Disabled People. *12th International Conference on Mobility and Transport for Elderly and Disabled Persons (TRANSED)*. Hong Kong: Monash University.
- Frye, A. (n.d.). *Accessible Air Transportation: Challenges and Options*. Recuperado el 05 de 08 de 2018, de United Nations: www.un.org/disabilities/documents/desa/df_1_ann_frye.pdf
- Frye, A. (n.d.). *PassePartout Training Ltd*. Recuperado el 16 de 08 de 2018, de www.passepartouttraining.com/about-us/ann-frye/
- Gideon, L. (2012). *Handbook of Survey Methodology for the Social Sciences*. (S. S. Media, Ed.) New York: Springer Science & Business Media.
- Goldsmith, S. (1997). *Designing for the Disabled: The New Paradigm*. New York: Architectural Press .
- González, M. E., Comesaña , L. R., & Brea, J. A. (2007). Assessing Tourist Behavioural Intentions through Perceived Service Quality and Customer Satisfaction. *Journal of Business Research*, 153-160.
- Grigoroudis, E., & Siskos, Y. (2010). *Customer Satisfaction Evaluation*. New York: Springer US.
- Guerreiro, M. (2017). Seminar on Satisfaction in Tourism. Faro: Universidade do Algarve.
- Gupta, R., & Venkaiah, V. (2015). Airport Passengers: Their Needs and Satisfaction. *SCMS Journal of Indian Management*, 46-57.
- Heathrow Airport. (n.d.). *Passengers with Reduced Mobility (PRM) Codes*. Retrieved

08 01, 2018, from Heathrow Airport: www.heathrow.com/file_source/Heathrow/Static/PDF/Airport_guide/Passengers_with_Reduced_Mobility_codes.pdf

Heathrow Airport. (n.d.). *Request Special Assistance at Heathrow*. Recuperado el 09 de 08 de 2018, de Heathrow Airport: www.heathrow.com/airport-guide/special-assistance/how-to-get-help

Heathrow Airport. (n.d.). *Passengers with Reduced Mobility (PRM) Codes*. Retrieved 08 01, 2018, from Heathrow Airport: www.heathrow.com/file_source/Heathrow/Static/PDF/Airport_guide/Passengers_with_Reduced_Mobility_codes.pdf

Higuera, N. (2016). *Essay Disable People'S Tourism Experience: Concepts, Disabled Consumer, Motivations, Requirements And Practice*. Essay, Universidade do Algarve, Faculty of Economics, Faro.

Higuera, N. (2017). *Quality & Satisfaction Management*. Assignment, Universidade do Algarve, Faculty of Economics, Faro.

Higuera, N. (2017). *Report about a Master Dissertation in Tourism: Visitor Perspectives of Ecotourism in The Maldives by Ikleela Ismail*. Assignment , Universidade do Algarve, Faculty of Economics, Faro.

IATA - International Air Transport Association . (n.d.). *Consumer Protection*. Retrieved 26 07, 2018, from Accesibility: www.iata.org/policy/consumer-pax-rights/consumer-protection/pages/index.aspx

IATA - International Air Transport Association. (06 de 2002). *EAGOSH - European Aviation Group for Occupational Safety and Health*. (IATA, Ed.) Recuperado el 20 de 07 de 2018, de Resolution 700: Acceptance and Carriage of Incapacitated Passengers: www.eagosh.org/eagosh-files/articles_presentations_infos/sars/iata_who/iata_reso_700_e.pdf

IATA. (2018). *Current Airlines Members*. Recuperado el 01 de 08 de 2018, de IATA: www.iata.org/about/members/Pages/airline-list.aspx?All=true

IATA. (n.d.). *IATA*. Retrieved 09 10, 2018, from IATA Codes: www.iata.org/services/Pages/codes.aspx

IATA, A. (2012, 04 01). *All Passengers This Way*. Retrieved 07 26, 2018, from <http://airlines.iata.org/analysis/all-passengers-this-way>

IATA.Airlines. (2012, 04 01). *All Passengers This Way*. Retrieved 07 26, 2018, from <http://airlines.iata.org/analysis/all-passengers-this-way>

INR. (2008). *Instituto Nacional para a Reabilitação*. Recuperado el 01 de 09 de 2017, de Direitos das Pessoas com Deficiência e das Pessoas com Mobilidade Reduzida no Transporte Aéreo: www.inr.pt/bibliopac/diplomas/dl_241_2008.htm

Instituto Nacional de Estatística, I. P. (2018). *Estatísticas do Turismo 2017*. Retrieved 08 15, 2018, from Instituto Nacional de Estatística: www.ine.pt/xportal/xmain?xpid=INE&xpgid=ine_publicacoes&PUBLICACOESpub_boui=320462327&PUBLICACOESmodo=2

- Ismail, I. (2008). *Visitor Perspectives of Ecotourism in the Maldives*. Dunedin: University of Otago.
- Kim, T. K. (2015). T test as a parametric statistic. *Korean Journal of Anesthesiology*, 540-546.
- Kotler, P. (2000). *Marketing Management* (10th Edition ed.). New Jersey: Prentice-Hall.
- Kozak, M. (1996). *Destination Benchmarking: Concepts, Practices and Operations*. Turkey: CABI.
- Leipzig-Halle Airport. (2010, 1 01). *Quality Standards for Looking after Disabled Passengers and Passengers with Reduced Mobility at Leipzig-Halle Airport*. Retrieved 02 10, 2018, from Barrier-free Travel: www.leipzig-halle-airport.de/mediapool/qualitaetsstandards_eng.pdf?t=h69q9rgykm
- Lemer, A. C. (1988). Measuring Airport Landside Capacity. *Airport Landside Planning Techniques(1199)*, 12-18. Washington D.C.: Transportation Research Board.
- Lenny, F. P. (2010). *What current barriers impede the delivery of a seamless inclusive coach travel service in Ireland?* Salford: The University of Salford School of the Built Environment.
- LimeSurvey. (n.d.). Retrieved 07 01, 2018, from www.limesurvey.org
- Machado, N. (2016). *Dissertation A Avaliação Da Experiência Turística: O Caso Dos Cruzeiristas No Porto De Portimão*. 2016: Universidade do Algarve.
- Madrid-Barajas Airport. (n.d.). *Service for People with Reduce Mobility (PRM)*. Recuperado el 09 de 08 de 2018, de Madrid-Barajas Airport: www.aeropuertomadrid-barajas.com/eng/reduced-mobility.htm
- Melrose Kiwi Concept Chairs. (n.d.). *Wheelchairs*. Retrieved 01 20, 2019, from Melrose Kiwi Concept Chairs: www.wheelchairs.co.nz/custommade/terminal.html#
- Mendes, J. (2017, 04). Seminar Quality and Satisfaction Management. *Master in Tourism Organizations*. Faro: Universidade do Algarve.
- Ministério das Obras Públicas, Transportes e Comunicações. (2008, 12 17). *Decreto-Lei n.º 241/2008*. Retrieved 06 15, 2018, from Diário da República: <https://dre.pt/pesquisa-avancada/-/asearch/443889/details/maximized?perPage=100&anoDR=2008&types=SERIEI&search=Pesquisar>
- Morrison, M., & Scott, D. (2006). *Key Ideas in Educational Research*. London: Continuum International Publishing Group .
- MyWay- ANA Aeroportos de Portugal. (2010, 08). MyWay. Portugal.
- MyWay. (n.d.). *MyWay - Livening Up your Mobility*. Retrieved 08 08, 2018, from MyWay: http://webresources.ana.pt/myway/ana_myway.html
- n.d. (n.d.). *Terminal Faro Airport*. Retrieved 10 05, 2018, from Faro Airport - Guide to Faro Algarve Airport (FAO): www.faro-airport.com/terminal.php

- National Academies of Sciences, Engineering, and Medicine. (2010). *Airport Passenger Terminal Planning and Design, Volume 1: Guidebook*. Washington, DC: The National Academies Press.
- Official Journal of the European Union. (2016, 07 05). *EUR-Lex Access to European Union Law*. Retrieved 12 07, 2018, from Regulation N° 1107/2016: The Rights of Disabled Persons and Persons with Reduce Mobility when Travelling by Air: www.eur-lex.europa.eu/legal-content/EN/TXT/?qid=1531410340279&uri=CELEX:32006R1107
- Oliver, R. L. (2015). *Satisfaction - A Behavioral Perspective on the Consumer* (2nd Edition ed.). New York: Routledge.
- OSSATE One-Stop-Shop for Accessible Tourism in Europe. (2005). *Accessibility Market and Stakeholder Analysis*. University of Surrey.
- Ostertagová, E., & Ostertag, O. (2013). American Journal of Mechanical Engineering, 2013, Vol. 1, No. 7, 256-261 Available online at <http://pubs.sciepub.com/ajme/1/7/21> © Science and Education Publishing DOI:10.12691/ajme-1-7-21. *American Journal of Mechanical Engineering*, 1(7), 256-261.
- Pine, B. J., & Gilmore, J. H. (1999). *The Experience Economy: Work is Theatre and Every Business a Stage*. Boston: Harvard Business School Press.
- Ponto, J. (2015). Understanding and Evaluating Survey Research. *Journal of the Advanced Practitioner in Oncology*, 6(2), 168-171.
- Schleien, S., Ray, M., & Green, F. (1997). *Community Reaction and People with Disabilities: Strategies for Inclusion* (2nd ed ed.). Baltimore: Paul Brooke.
- Seetanah, B., Teeroovengadum, V., & Nunkoo, R. (2018). Destination Satisfaction and Revisit Intention of Tourists: Does the Quality of Airport Services Matter? *Journal of Hospitality & Tourism Research*, 1-15.
- Silva, J. (2017). Seminar on Tourism Economics. *Master in Tourism Organizations Management*. Faro: Universidade do Algarve.
- Smith, M. L., Amorim, É., & Umbelino, J. (2013). Accessible Tourism and Disability Service Information Provided on Leading Airline Websites: A Content Analysis. *International Journal for Responsible Tourism*, 2(4), 7-23.
- Sousa, E. (2012). *Dissertation Motivações, Satisfação E Fidelização Nos Eventos: O Caso Da Concentração De Motos De Faro*. Faro: Universidade do Algarve.
- Stumbo, N., & Pegg, S. (2005). Travellers and tourists with disabilities: A matter of priorities and loyalties. *Tourism Review International*, 195-209.
- Thales - Security Solutions & Services Division. (n.d.). *Airport Infrastructure Security Towards Global Security*. Vélizy Cedex: Thales Group.
- Transportation Research Board. (2008). *Innovations for Airport Terminal Facilities*. Washington, D.C.: Transportation Research Board.

- UK Civil Aviation Authority. (2016). *Civil Aviation Authority*. Recuperado el 01 de 09 de 2017, de New CAA report rates airports on quality of assistance for passengers with a disability or reduced mobility: www.caa.co.uk/News/New-CAA-report-rates-airports-on-quality-of-assistance-for-passengers-with-a-disability-or-reduced-mobility/
- UK Department for Transport. (2008). *Access to air travel for disabled persons and persons with reduced mobility*. Code of practice, London.
- United Nations. (2006). *United Nations*. Retrieved 05 30, 2018, from Convention on the Rights of Persons with Disabilities and Optional Protocol: www.un.org/disabilities/documents/convention/convoptprot-e.pdf
- UNWTO. (2013). *Messages of the World Committee on Tourism Ethics on Accessible Tourism*. Madrid: World Tourism Organization.
- UNWTO. (2013). *Recommendations on Accesible Tourism*. Madrid: World Tourism Organization.
- UNWTO. (2015). *Executive Summary Manual on Accessible Tourism for All: Public-Private Partnership and Good Practices*. Madrid: World Tourism Organization.
- UNWTO. (2016). *Manual on Accesible Tourism for All: Principles, Tools and Best Practices, Module I: Accessible Tourism – Definition and Context*. Madrid: World Tourism Organization (UNWTO).
- UNWTO. (2016). *Manual on Accessible Tourism for All: Principles, Tools and Best Practices - Module V: Best Practices in Accessible Tourism*. Madrid: World Tourism Organization (UNWTO).
- VINCI Airports. (n.d.). *Portugal Faro Airport*. Retrieved 12 20, 2018, from VINCI Airports: www.vinci-airports.com/en/airports/faro-airport
- WHO. (1980). *International Classification of Impairments, Disabilities, and Handicaps*. Geneve: World Tourism Organization.
- WHO. (2011). *World Disability Report*. Geneve: World Health Organization.
- Zurich Airport. (n.d.). *Passengers with Reduced Mobility*. Retrieved 08 09, 2018, from Zurich Airport: www.zurich-airport.com/passengers-and-visitors/airport-services-en/reduced-mobility

ANNEXES

Annexe A – Regulation 1107/2016

26.7.2006	EN	Official Journal of the European Union	L 204/1	
I				
<i>(Acts whose publication is obligatory)</i>				
REGULATION (EC) No 1107/2006 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL				
of 5 July 2006				
concerning the rights of disabled persons and persons with reduced mobility when travelling by air				
(Text with EEA relevance)				
THE EUROPEAN PARLIAMENT AND THE COUNCIL OF THE EUROPEAN UNION,				
Having regard to the Treaty establishing the European Community, and in particular Article 80(2) thereof,				
Having regard to the proposal from the Commission,				
Having regard to the opinion of the European Economic and Social Committee ⁽¹⁾ ,				
Having consulted of the Committee of the Regions,				
Acting in accordance with the procedure laid down in Article 251 of the Treaty ⁽²⁾ ,				
Whereas:				
(1) The single market for air services should benefit citizens in general. Consequently, disabled persons and persons with reduced mobility, whether caused by disability, age or any other factor, should have opportunities for air travel comparable to those of other citizens. Disabled persons and persons with reduced mobility have the same right as all other citizens to free movement, freedom of choice and non-discrimination. This applies to air travel as to other areas of life.				
(2) Disabled persons and persons with reduced mobility should therefore be accepted for carriage and not refused transport on the grounds of their disability or lack of mobility, except for reasons which are justified on the grounds of safety and prescribed by law. Before accepting reservations from disabled persons or persons with reduced mobility, air carriers, their agents and tour operators should make all reasonable efforts to verify whether there is a reason which is justified on the grounds of safety and which would prevent such persons being accommodated on the flights concerned.				
		(3) This Regulation should not affect other rights of passengers established by Community legislation and notably Council Directive 90/314/EEC of 13 June 1990 on package travel, package holidays and package tours ⁽³⁾ and Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to air passengers in the event of denied boarding and of cancellation or long delay of flights ⁽⁴⁾ . Where the same event would give rise to the same right of reimbursement or rebooking under either of those legislative acts as well as under this Regulation, the person so entitled should be allowed to exercise that right once only, at his or her discretion.		
		(4) In order to give disabled persons and persons with reduced mobility opportunities for air travel comparable to those of other citizens, assistance to meet their particular needs should be provided at the airport as well as on board aircraft, by employing the necessary staff and equipment. In the interests of social inclusion, the persons concerned should receive this assistance without additional charge.		
		(5) Assistance given at airports situated in the territory of a Member State to which the Treaty applies should, among other things, enable disabled persons and persons with reduced mobility to proceed from a designated point of arrival at an airport to an aircraft and from the aircraft to a designated point of departure from the airport, including embarking and disembarking. These points should be designated at least at the main entrances to terminal buildings, in areas with check-in counters, in train, light rail, metro and bus stations, at taxi ranks and other drop-off points, and in airport car parks. The assistance should be organised so as to avoid interruption and delay, while ensuring high and equivalent standards throughout the Community and making best use of resources, whatever airport or air carrier is involved.		
⁽¹⁾ OJ C 24, 31.1.2006, p. 12.				
⁽²⁾ Opinion of the European Parliament of 15 December 2005 (not yet published in the Official Journal), and Council Decision of 9 June 2006.				
		⁽³⁾ OJ L 158, 23.6.1990, p. 59.		
		⁽⁴⁾ OJ L 46, 17.2.2004, p. 1.		

- (6) To achieve these aims, ensuring high quality assistance at airports should be the responsibility of a central body. As managing bodies of airports play a central role in providing services throughout their airports, they should be given this overall responsibility.
- (7) Managing bodies of airports may provide the assistance to disabled persons and persons with reduced mobility themselves. Alternatively, in view of the positive role played in the past by certain operators and air carriers, managing bodies may contract with third parties for the supply of this assistance, without prejudice to the application of relevant rules of Community law, including those on public procurement.
- (8) Assistance should be financed in such a way as to spread the burden equitably among all passengers using an airport and to avoid disincentives to the carriage of disabled persons and persons with reduced mobility. A charge levied on each air carrier using an airport, proportionate to the number of passengers it carries to or from the airport, appears to be the most effective way of funding.
- (9) With a view to ensuring, in particular, that the charges levied on an air carrier are commensurate with the assistance provided to disabled persons and persons with reduced mobility, and that these charges do not serve to finance activities of the managing body other than those relating to the provision of such assistance, the charges should be adopted and applied in full transparency. Council Directive 96/67/EC of 15 October 1996 on access to the groundhandling market at Community airports ⁽¹⁾ and in particular the provisions on separation of accounts, should therefore apply where this does not conflict with this Regulation.
- (10) In organising the provision of assistance to disabled persons and persons with reduced mobility, and the training of their personnel, airports and air carriers should have regard to document 30 of the European Civil Aviation Conference (ECAC), Part I, Section 5 and its associated annexes, in particular the Code of Good Conduct in Ground Handling for Persons with Reduced Mobility as set out in Annex J thereto at the time of adoption of this Regulation.
- (11) In deciding on the design of new airports and terminals, and as part of major refurbishments, managing bodies of airports should, where possible, take into account the needs of disabled persons and persons with reduced mobility. Similarly, air carriers should, where possible, take such needs into account when deciding on the design of new and newly refurbished aircraft.
- (12) Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data ⁽²⁾ should be strictly enforced in order to guarantee respect for the privacy of disabled persons and persons with reduced mobility, and ensure that the information requested serves merely to fulfil the assistance obligations laid down in this Regulation and is not used against passengers seeking the service in question.
- (13) All essential information provided to air passengers should be provided in alternative formats accessible to disabled persons and persons with reduced mobility, and should be in at least the same languages as the information made available to other passengers.
- (14) Where wheelchairs or other mobility equipment or assistive devices are lost or damaged during handling at the airport or during transport on board aircraft, the passenger to whom the equipment belongs should be compensated, in accordance with rules of international, Community and national law.
- (15) Member States should supervise and ensure compliance with this Regulation and designate an appropriate body to carry out enforcement tasks. This supervision does not affect the rights of disabled persons and persons with reduced mobility to seek legal redress from courts under national law.
- (16) It is important that a disabled person or person with reduced mobility who considers that this Regulation has been infringed be able to bring the matter to the attention of the managing body of the airport or to the attention of the air carrier concerned, as the case may be. If the disabled person or person with reduced mobility cannot obtain satisfaction in such way, he or she should be free to make a complaint to the body or bodies designated to that end by the relevant Member State.
- (17) Complaints concerning assistance given at an airport should be addressed to the body or bodies designated for the enforcement of this Regulation by the Member State where the airport is situated. Complaints concerning assistance given by an air carrier should be addressed to the body or bodies designated for the enforcement of this Regulation by the Member State which has issued the operating licence to the air carrier.

⁽¹⁾ OJ L 272, 25.10.1996, p. 36. Directive as amended by Regulation (EC) No 1882/2003 of the European Parliament and of the Council (OJ L 284, 31.10.2003, p. 1).

⁽²⁾ OJ L 281, 23.11.1995, p. 31. Directive as amended by Regulation (EC) No 1882/2003.

- (18) Member States should lay down penalties applicable to infringements of this Regulation and ensure that those penalties are applied. The penalties, which could include ordering the payment of compensation to the person concerned, should be effective, proportionate and dissuasive.
- (19) Since the objectives of this Regulation, namely to ensure high and equivalent levels of protection and assistance throughout the Member States and to ensure that economic agents operate under harmonised conditions in a single market, cannot sufficiently be achieved by the Member States and can therefore, by reason of the scale or effects of the action, be better achieved at Community level, the Community may adopt measures, in accordance with the principle of subsidiarity as set out in Article 5 of the Treaty. In accordance with the principle of proportionality as set out in that Article, this Regulation does not go beyond what is necessary in order to achieve those objectives.
- (20) This Regulation respects the fundamental rights and observes the principles recognised in particular by the Charter of Fundamental Rights of the European Union.
- (21) Arrangements for greater cooperation over the use of Gibraltar airport were agreed in London on 2 December 1987 by the Kingdom of Spain and the United Kingdom of Great Britain and Northern Ireland in a joint declaration by the Ministers of Foreign Affairs of the two countries. Such arrangements have yet to enter into operation.

HAVE ADOPTED THIS REGULATION:

Article 1

Purpose and scope

1. This Regulation establishes rules for the protection of and provision of assistance to disabled persons and persons with reduced mobility travelling by air, both to protect them against discrimination and to ensure that they receive assistance.
2. The provisions of this Regulation shall apply to disabled persons and persons with reduced mobility, using or intending to use commercial passenger air services on departure from, on transit through, or on arrival at an airport, when the airport is situated in the territory of a Member State to which the Treaty applies.
3. Articles 3, 4 and 10 shall also apply to passengers departing from an airport situated in a third country to an airport situated in the territory of a Member State to which the Treaty applies, if the operating carrier is a Community air carrier.
4. This Regulation shall not affect the rights of passengers established by Directive 90/314/EEC and under Regulation (EC) No 261/2004.

5. In so far as the provisions of this Regulation conflict with those of Directive 96/67/EC, this Regulation shall prevail.

6. Application of this Regulation to Gibraltar airport is understood to be without prejudice to the respective legal positions of the Kingdom of Spain and the United Kingdom of Great Britain and Northern Ireland with regard to the dispute over sovereignty over the territory in which the airport is situated.

7. Application of this Regulation to Gibraltar airport shall be suspended until the arrangements included in the Joint Declaration made by the Foreign Ministers of the Kingdom of Spain and the United Kingdom of Great Britain and Northern Ireland on 2 December 1987 enter into operation. The Governments of Spain and of the United Kingdom shall inform the Council of the date of entry into operation.

Article 2

Definitions

For the purposes of this Regulation the following definitions shall apply:

- (a) 'disabled person' or 'person with reduced mobility' means any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers;
- (b) 'air carrier' means an air transport undertaking with a valid operating licence;
- (c) 'operating air carrier' means an air carrier that performs or intends to perform a flight under a contract with a passenger or on behalf of another person, legal or natural, having a contract with that passenger;
- (d) 'Community air carrier' means an air carrier with a valid operating licence granted by a Member State in accordance with Council Regulation (EEC) No 2407/92 of 23 July 1992 on licensing of air carriers⁽¹⁾;
- (e) 'tour operator' means, with the exception of an air carrier, an organiser or retailer within the meaning of Article 2(2) and (3) of Directive 90/314/EEC;
- (f) 'managing body of the airport' or 'managing body' means a body which notably has as its objective under national legislation the administration and management of airport infrastructures, and the coordination and control of the activities of the various operators present in an airport or airport system;

⁽¹⁾ OJ L 240, 24.8.1992, p. 1.

- (g) 'airport user' means any natural or legal person responsible for the carriage of passengers by air from or to the airport in question;
- (h) 'Airport Users Committee' means a committee of representatives of airport users or organisations representing them;
- (i) 'reservation' means the fact that the passenger has a ticket, or other proof, which indicates that the reservation has been accepted and registered by the air carrier or tour operator;
- (j) 'airport' means any area of land specially adapted for the landing, taking-off and manoeuvres of aircraft, including ancillary installations which these operations may involve for the requirements of aircraft traffic and services including installations needed to assist commercial air services;
- (k) 'airport car park' means a car park, within the airport boundaries or under the direct control of the managing body of an airport, which directly serves the passengers using that airport;
- (l) 'commercial passenger air service' means a passenger air transport service operated by an air carrier through a scheduled or non-scheduled flight offered to the general public for valuable consideration, whether on its own or as part of a package.

Article 3

Prevention of refusal of carriage

An air carrier or its agent or a tour operator shall not refuse, on the grounds of disability or of reduced mobility:

- (a) to accept a reservation for a flight departing from or arriving at an airport to which this Regulation applies;
- (b) to embark a disabled person or a person with reduced mobility at such an airport, provided that the person concerned has a valid ticket and reservation.

Article 4

Derogations, special conditions and information

1. Notwithstanding the provisions of Article 3, an air carrier or its agent or a tour operator may refuse, on the grounds of disability or of reduced mobility, to accept a reservation from or to embark a disabled person or a person with reduced mobility:

- (a) in order to meet applicable safety requirements established by international, Community or national law or in order to meet safety requirements established by the authority that issued the air operator's certificate to the air carrier concerned;

- (b) if the size of the aircraft or its doors makes the embarkation or carriage of that disabled person or person with reduced mobility physically impossible.

In the event of refusal to accept a reservation on the grounds referred to under points (a) or (b) of the first subparagraph, the air carrier, its agent or the tour operator shall make reasonable efforts to propose an acceptable alternative to the person in question.

A disabled person or a person with reduced mobility who has been denied embarkation on the grounds of his or her disability or reduced mobility and any person accompanying this person pursuant to paragraph 2 of this Article shall be offered the right to reimbursement or re-routing as provided for in Article 8 of Regulation (EC) No 261/2004. The right to the option of a return flight or re-routing shall be conditional upon all safety requirements being met.

2. Under the same conditions referred to in paragraph 1, first subparagraph, point (a), an air carrier or its agent or a tour operator may require that a disabled person or person with reduced mobility be accompanied by another person who is capable of providing the assistance required by that person.

3. An air carrier or its agent shall make publicly available, in accessible formats and in at least the same languages as the information made available to other passengers, the safety rules that it applies to the carriage of disabled persons and persons with reduced mobility, as well as any restrictions on their carriage or on that of mobility equipment due to the size of aircraft. A tour operator shall make such safety rules and restrictions available for flights included in package travel, package holidays and package tours which it organises, sells or offers for sale.

4. When an air carrier or its agent or a tour operator exercises a derogation under paragraphs 1 or 2, it shall immediately inform the disabled person or person with reduced mobility of the reasons therefor. On request, an air carrier, its agent or a tour operator shall communicate these reasons in writing to the disabled person or person with reduced mobility, within five working days of the request.

Article 5

Designation of points of arrival and departure

1. In cooperation with airport users, through the Airport Users Committee where one exists, and relevant organisations representing disabled persons and persons with reduced mobility, the managing body of an airport shall, taking account of local conditions, designate points of arrival and departure within the airport boundary or at a point under the direct control of the managing body, both inside and outside terminal

buildings, at which disabled persons or persons with reduced mobility can, with ease, announce their arrival at the airport and request assistance.

2. The points of arrival and departure referred to in paragraph 1, shall be clearly signed and shall offer basic information about the airport, in accessible formats.

Article 6

Transmission of information

1. Air carriers, their agents and tour operators shall take all measures necessary for the receipt, at all their points of sale in the territory of the Member States to which the Treaty applies, including sale by telephone and via the Internet, of notifications of the need for assistance made by disabled persons or persons with reduced mobility.

2. When an air carrier or its agent or a tour operator receives a notification of the need for assistance at least 48 hours before the published departure time for the flight, it shall transmit the information concerned at least 36 hours before the published departure time for the flight:

- (a) to the managing bodies of the airports of departure, arrival and transit, and
- (b) to the operating air carrier, if a reservation was not made with that carrier, unless the identity of the operating air carrier is not known at the time of notification, in which case the information shall be transmitted as soon as practicable.

3. In all cases other than those mentioned in paragraph 2, the air carrier or its agent or tour operator shall transmit the information as soon as possible.

4. As soon as possible after the departure of the flight, an operating air carrier shall inform the managing body of the airport of destination, if situated in the territory of a Member State to which the Treaty applies, of the number of disabled persons and persons with reduced mobility on that flight requiring assistance specified in Annex I and of the nature of that assistance.

Article 7

Right to assistance at airports

1. When a disabled person or person with reduced mobility arrives at an airport for travel by air, the managing body of the airport shall be responsible for ensuring the provision of the assistance specified in Annex I in such a way that the person is able to take the flight for which he or she holds a reservation, provided that the notification of the person's particular needs for

such assistance has been made to the air carrier or its agent or the tour operator concerned at least 48 hours before the published time of departure of the flight. This notification shall also cover a return flight, if the outward flight and the return flight have been contracted with the same air carrier.

2. Where use of a recognised assistance dog is required, this shall be accommodated provided that notification of the same is made to the air carrier or its agent or the tour operator in accordance with applicable national rules covering the carriage of assistance dogs on board aircraft, where such rules exist.

3. If no notification is made in accordance with paragraph 1, the managing body shall make all reasonable efforts to provide the assistance specified in Annex I in such a way that the person concerned is able to take the flight for which he or she holds a reservation.

4. The provisions of paragraph 1 shall apply on condition that:

- (a) the person presents himself or herself for check-in:
 - (i) at the time stipulated in advance and in writing (including by electronic means) by the air carrier or its agent or the tour operator, or
 - (ii) if no time is stipulated, not later than one hour before the published departure time, or
- (b) the person arrives at a point within the airport boundary designated in accordance with Article 5:
 - (i) at the time stipulated in advance and in writing (including by electronic means) by the air carrier or its agent or the tour operator, or
 - (ii) if no time is stipulated, not later than two hours before the published departure time.

5. When a disabled person or person with reduced mobility transits through an airport to which this Regulation applies, or is transferred by an air carrier or a tour operator from the flight for which he or she holds a reservation to another flight, the managing body shall be responsible for ensuring the provision of the assistance specified in Annex I in such a way that the person is able to take the flight for which he or she holds a reservation.

6. On the arrival by air of a disabled person or person with reduced mobility at an airport to which this Regulation applies, the managing body of the airport shall be responsible for ensuring the provision of the assistance specified in Annex I in such a way that the person is able to reach his or her point of departure from the airport as referred to in Article 5.

7. The assistance provided shall, as far as possible, be appropriate to the particular needs of the individual passenger.

*Article 8***Responsibility for assistance at airports**

1. The managing body of an airport shall be responsible for ensuring the provision of the assistance specified in Annex I without additional charge to disabled persons and persons with reduced mobility.

2. The managing body may provide such assistance itself. Alternatively, in keeping with its responsibility, and subject always to compliance with the quality standards referred to in Article 9(1), the managing body may contract with one or more other parties for the supply of the assistance. In cooperation with airport users, through the Airport Users Committee where one exists, the managing body may enter into such a contract or contracts on its own initiative or on request, including from an air carrier, and taking into account the existing services at the airport concerned. In the event that it refuses such a request, the managing body shall provide written justification.

3. The managing body of an airport may, on a non-discriminatory basis, levy a specific charge on airport users for the purpose of funding this assistance.

4. This specific charge shall be reasonable, cost-related, transparent and established by the managing body of the airport in cooperation with airport users, through the Airport Users Committee where one exists or any other appropriate entity. It shall be shared among airport users in proportion to the total number of all passengers that each carries to and from that airport.

5. The managing body of an airport shall separate the accounts of its activities relating to the assistance provided to disabled persons and persons with reduced mobility from the accounts of its other activities, in accordance with current commercial practice.

6. The managing body of an airport shall make available to airport users, through the Airport Users Committee where one exists or any other appropriate entity, as well as to the enforcement body or bodies referred to in Article 14, an audited annual overview of charges received and expenses made in respect of the assistance provided to disabled persons and persons with reduced mobility.

*Article 9***Quality standards for assistance**

1. With the exception of airports whose annual traffic is less than 1 500 000 commercial passenger movements, the managing body shall set quality standards for the assistance specified in Annex I and determine resource requirements for meeting them, in cooperation with airport users, through the Airport Users Committee where one exists, and organisations representing disabled passengers and passengers with reduced mobility.

2. In the setting of such standards, full account shall be taken of internationally recognised policies and codes of conduct concerning facilitation of the transport of disabled persons or persons with reduced mobility, notably the ECAC Code of Good Conduct in Ground Handling for Persons with Reduced Mobility.

3. The managing body of an airport shall publish its quality standards.

4. An air carrier and the managing body of an airport may agree that, for the passengers whom that air carrier transports to and from the airport, the managing body shall provide assistance of a higher standard than the standards referred to in paragraph 1 or provide services additional to those specified in Annex I.

5. For the purpose of funding either of these, the managing body may levy a charge on the air carrier additional to that referred to in Article 8(3), which shall be transparent, cost-related and established after consultation of the air carrier concerned.

*Article 10***Assistance by air carriers**

An air carrier shall provide the assistance specified in Annex II without additional charge to a disabled person or person with reduced mobility departing from, arriving at or transiting through an airport to which this Regulation applies provided that the person in question fulfils the conditions set out in Article 7(1), (2) and (4).

*Article 11***Training**

Air carriers and airport managing bodies shall:

- (a) ensure that all their personnel, including those employed by any sub-contractor, providing direct assistance to disabled persons and persons with reduced mobility have knowledge of how to meet the needs of persons having various disabilities or mobility impairments;
- (b) provide disability-equality and disability-awareness training to all their personnel working at the airport who deal directly with the travelling public;
- (c) ensure that, upon recruitment, all new employees attend disability-related training and that personnel receive refresher training courses when appropriate.

*Article 12***Compensation for lost or damaged wheelchairs, other mobility equipment and assistive devices**

Where wheelchairs or other mobility equipment or assistive devices are lost or damaged whilst being handled at the airport or

transported on board aircraft, the passenger to whom the equipment belongs shall be compensated, in accordance with rules of international, Community and national law.

Article 13

Exclusion of waiver

Obligations towards disabled persons and persons with reduced mobility pursuant to this Regulation shall not be limited or waived.

Article 14

Enforcement body and its tasks

1. Each Member State shall designate a body or bodies responsible for the enforcement of this Regulation as regards flights departing from or arriving at airports situated in its territory. Where appropriate, this body or bodies shall take the measures necessary to ensure that the rights of disabled persons and persons with reduced mobility are respected, including compliance with the quality standards referred to in Article 9(1). The Member States shall inform the Commission of the body or bodies designated.

2. Member States shall, where appropriate, provide that the enforcement body or bodies designated under paragraph 1 shall also ensure the satisfactory implementation of Article 8, including as regards the provisions on charges with a view to avoiding unfair competition. They may also designate a specific body to that effect.

Article 15

Complaint procedure

1. A disabled person or person with reduced mobility who considers that this Regulation has been infringed may bring the matter to the attention of the managing body of the airport or to the attention of the air carrier concerned, as the case may be.

2. If the disabled person or person with reduced mobility cannot obtain satisfaction in such way, complaints may be made to any body or bodies designated under Article 14(1), or to any

other competent body designated by a Member State, about an alleged infringement of this Regulation.

3. A body in one Member State which receives a complaint concerning a matter that comes under the responsibility of a designated body of another Member State shall forward the complaint to the body of that other Member State.

4. The Member States shall take measures to inform disabled persons and persons with reduced mobility of their rights under this Regulation and of the possibility of complaint to this designated body or bodies.

Article 16

Penalties

The Member States shall lay down rules on penalties applicable to infringements of this Regulation and shall take all the measures necessary to ensure that those rules are implemented. The penalties provided for must be effective, proportionate and dissuasive. The Member States shall notify those provisions to the Commission and shall notify it without delay of any subsequent amendment affecting them.

Article 17

Report

The Commission shall report to the European Parliament and the Council by 1 January 2010 at the latest on the operation and the effects of this Regulation. The report shall be accompanied where necessary by legislative proposals implementing in further detail the provisions of this Regulation, or revising it.

Article 18

Entry into force

This Regulation shall enter into force on the 20th day following that of its publication in the *Official Journal of the European Union*.

It shall apply with effect from 26 July 2008, except Articles 3 and 4, which shall apply with effect from 26 July 2007.

This Regulation shall be binding in its entirety and directly applicable in all Member States.

Done at Strasbourg, 5 July 2006.

For the European Parliament

The President

J. BORRELL FONTELLES

The President

For the Council

P. LEHTOMÄKI

ANNEX I

Assistance under the responsibility of the managing bodies of airports

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 mentioned in Article 5,
- move from a 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 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 a designated point,
- reach connecting flights when in transit, with assistance on the air and land sides and within and between terminals as needed,
- move to the toilet facilities if required.

Where a disabled person or person with reduced mobility is assisted by an accompanying person, this person must, if requested, be allowed to provide the necessary assistance in the airport and with embarking and disembarking.

Ground handling of all necessary mobility equipment, including equipment such as electric wheelchairs subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods.

Temporary replacement of damaged or lost mobility equipment, albeit not necessarily on a like-for-like basis.

Ground handling of recognised assistance dogs, when relevant.

Communication of information needed to take flights in accessible formats.

—

ANNEX II

Assistance by air carriers

Carriage of recognised assistance dogs in the cabin, subject to national regulations.

In addition to medical equipment, transport of up to two pieces of mobility equipment per disabled person or person with reduced mobility, including electric wheelchairs (subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods.

Communication of essential information concerning a flight in accessible formats.

The making of all reasonable efforts to arrange seating to meet the needs of individuals with disability or reduced mobility on request and subject to safety requirements and availability.

Assistance in moving to toilet facilities if required.

Where a disabled person or person with reduced mobility is assisted by an accompanying person, the air carrier will make all reasonable efforts to give such person a seat next to the disabled person or person with reduced mobility.

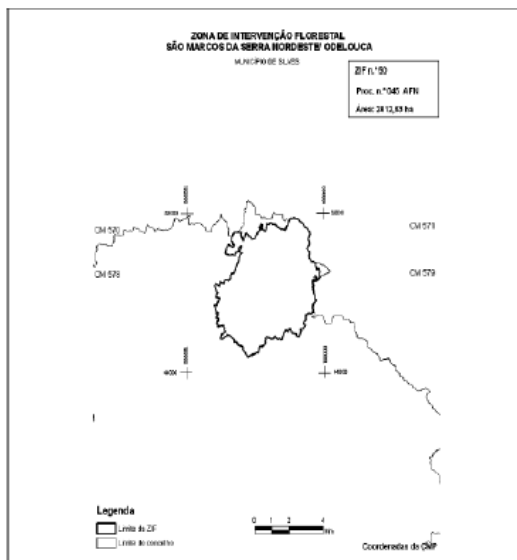
—

faz parte integrante, englobando vários prédios rústicos da freguesia de São Marcos da Serra.

2.º A gestão da zona de intervenção florestal S. Marcos da Serra Nordeste/Odelouca é assegurada pela Associação In Loco de Intervenção, Formação e Estudos para o Desenvolvimento Local, com o número de pessoa colectiva 502091835, com sede na Avenida da Liberdade, sítio da Campina, 8150-101 São Brás de Alportel.

3.º A presente portaria produz efeitos no dia seguinte ao da sua publicação.

Pelo Ministro da Agricultura, do Desenvolvimento Rural e das Pescas, *Ascenso Luis Seixas Simões*, Secretário de Estado do Desenvolvimento Rural e das Florestas, em 12 de Dezembro de 2008.



**MINISTÉRIO DAS OBRAS PÚBLICAS,
TRANSPORTES E COMUNICAÇÕES**

Decreto-Lei n.º 241/2008

de 17 de Dezembro

Tendo por base o princípio de que o mercado único dos serviços aéreos deve beneficiar todos os cidadãos, sem qualquer excepção, o acesso ao transporte aéreo por pessoas com deficiência e com mobilidade reduzida por deficiência, idade ou qualquer outro factor, em condições comparáveis às dos outros cidadãos, constitui uma preocupação a nível comunitário. Deste modo, foi publicado o Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho, relativo aos direitos das pessoas com deficiência e das pessoas com mobilidade reduzida no transporte aéreo, cujo objectivo principal assenta na garantia da prestação da assistência necessária e adequada às necessidades específicas destes cidadãos.

A este propósito, destaca-se a imposição legal quanto ao transporte das pessoas com deficiência e das pessoas com mobilidade reduzida, excepto quando existam razões de segurança previstas na lei que justifiquem a recusa, não

devendo o mesmo ser recusado com fundamento na deficiência ou falta de mobilidade das pessoas em causa.

Neste contexto, o Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho, incumbe o legislador nacional do seu desenvolvimento no que respeita à matéria de designação do organismo responsável pelo seu cumprimento e execução, determinação dos requisitos e condições da prestação, por terceiros, do serviço de assistência e dos mecanismos de liquidação e aprovação das taxas a cobrar pela prestação do mencionado serviço de assistência.

Adicionalmente, e para garantir o efectivo cumprimento dessas mesmas normas, o referido regulamento prevê que os Estados membros estabeleçam regras relativas às sanções aplicáveis em caso de infracção ao regime jurídico ali contido, bem como assegurar a sua aplicação, devendo tais sanções ser efectivas, proporcionadas e dissuasivas.

Assim, cumpre agora dar cumprimento ao Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho, nas matérias acima referidas. No que respeita à matéria das taxas a cobrar pela prestação dos mencionados serviços de assistência, as mesmas têm aplicação apenas a partir do final do período de Inverno IATA 2008-2009, ou seja, a partir de 29 de Março de 2009. Até esta data, a definição da taxa devida como contrapartida da prestação do serviço de assistência às pessoas com deficiência ou com mobilidade reduzida nos aeroportos é definida por portaria do ministro responsável pela área das finanças e pelo ministro responsável pelo sector do transporte aéreo.

Foram ouvidos os órgãos de governo próprio das Regiões Autónomas.

Foram ouvidos, a título facultativo, a ANA — Aeroportos de Portugal, S. A., a ANAM — Aeroportos e Navegação Aérea da Madeira, S. A., a TAP Portugal, S. A., a Groundforce, a RENA — Associação Representativa das Empresas de Navegação Aérea, a SERVISAIR e a Associação Portuguesa de Deficientes.

Foi, ainda, promovida a audição da Sata Air Açores — Serviço Açoreano de Transportes Aéreos, E. P., do Município de Vila Real, do Município de Cascais e do Município de Bragança, da APORTAR — Associação Portuguesa de Transporte Aéreo, da Portway — Handling de Portugal, S. A., da Netjets — Transportes Aéreos, S. A., da LAS — Louro Aeronaves e Serviços, da Aeronorte — Transportes Aéreos, S. A., do Comité de Utilizadores do Aeroporto Internacional do Porto, do Comité de Utilizadores do Aeroporto de Lisboa, da ACAPO (Associação dos Cegos e Amblíopes de Portugal) e da FPAS (Federação Portuguesa das Associações de Surdos).

Assim:

Nos termos da alínea a) do n.º 1 do artigo 198.º da Constituição, o Governo decreta o seguinte:

Artigo 1.º

Objecto

O presente decreto-lei estabelece as condições de aplicação do regime jurídico contido no Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho, relativo aos direitos das pessoas com deficiência e das pessoas com mobilidade reduzida no transporte aéreo, nomeadamente quanto à designação do organismo responsável pelo seu cumprimento e fiscalização, bem

como o regime sancionatório aplicável às situações de incumprimento.

Artigo 2.º

Organismo responsável

1 — Em cumprimento do disposto no n.º 1 do artigo 14.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho, fica designado o Instituto Nacional de Aviação Civil, I. P. (INAC, I. P.), como organismo responsável por assegurar o cumprimento e execução do mencionado regulamento comunitário, no que respeita a voos com partida ou destino nos aeroportos situados no território português, sem prejuízo das competências atribuídas por lei a outras entidades, que devem comunicar ao INAC, I. P., o resultado da sua actividade.

2 — Compete, ainda, ao INAC, I. P., fiscalizar o cumprimento do disposto no presente decreto-lei e no Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho.

Artigo 3.º

Prestação de assistência nos aeroportos

1 — As entidades gestoras dos aeroportos são responsáveis pela assistência às pessoas com deficiência e com mobilidade reduzida, podendo, para o efeito, aquelas entidades prestar, elas mesmas, tal assistência nos aeroportos por si geridos.

2 — A prestação de serviços da assistência referida no número anterior pode ser realizada por terceiros, desde que estes cumpram os requisitos da prestação de serviços de assistência em escala a terceiros, expressamente previstos no Decreto-Lei n.º 275/99, de 23 de Julho.

3 — Os requisitos previstos no número anterior são verificados no âmbito do procedimento pré-contratual para aquisição dos serviços de assistência referidos no n.º 1, o qual é efectuado de acordo com os princípios gerais e normas de contratação pública aplicáveis, devendo as respectivas peças do procedimento ser aprovadas pelo INAC, I. P.

Artigo 4.º

Independência

1 — No exercício das funções de prestador de assistência às pessoas com deficiência e com mobilidade reduzida, as entidades gestoras dos aeroportos devem manter aquela actividade independente, através de uma separação adequada, da sua actividade relativa à gestão aeroportuária.

2 — Para efeitos do disposto no número anterior, as entidades gestoras dos aeroportos devem organizar a respectiva contabilidade, efectuando uma rigorosa separação contabilística entre as actividades ligadas à prestação de assistência às pessoas com deficiência e com mobilidade reduzida e as restantes actividades.

Artigo 5.º

Taxas

1 — Como contrapartida da prestação do serviço de assistência às pessoas com deficiência ou com mobilidade reduzida nos aeroportos, é devida uma taxa a pagar pelas transportadoras aéreas utilizadoras do aeroporto, calculada

em função do número total anual de passageiros que transportam com partida ou destino nesse aeroporto.

2 — A partir de 29 de Março de 2009, o montante da taxa referida no número anterior é fixado, por passageiro embarcado, por deliberação do conselho directivo do INAC, I. P., após proposta da entidade gestora do aeroporto, devidamente instruída com o parecer dos utilizadores do aeroporto ou do respectivo *comité*, quando exista.

3 — A taxa referida nos números anteriores deve ser fixada de acordo com a seguinte fórmula:

$$\frac{TCn\ PMR + Kn}{P \times n}$$

em que:

a) $TCn\ PMR$ = total de custos com a prestação do serviço aprovados para o ano n , compreendendo os custos operacionais e de capital inerentes à actividade;

b) Kn = factor de correcção, destinado a corrigir eventuais excessos ou défices que se verifiquem num determinado ano, calculado de acordo com a fórmula:

$$Kn = TCn-2\ PMR - TR\ n-2$$

em que:

i) $TCn-2\ PMR$ = total de custos reais aprovados no ano $n-2$;

ii) $TR\ n-2$ = total de proveitos reais do ano $n-2$;

c) $P \times n$ = número previsto de passageiros taxáveis para o ano n .

4 — Para efeitos do disposto no n.º 2, deve a entidade gestora do aeroporto fornecer a previsão fundamentada dos custos inerentes à actividade de prestação de assistência a passageiros com deficiência ou com mobilidade reduzida ao INAC, I. P., aos utilizadores do aeroporto ou do respectivo *comité*, quando exista.

5 — Os custos a que se referem as alíneas a) e b) do n.º 3 são aprovados pelo INAC, I. P., tendo em conta os custos dos anos anteriores, a previsão apresentada e as regras definidas para as taxas aplicadas aos serviços regulados prestados pelo gestor aeroportuário.

6 — A taxa referida nos números anteriores constitui receita das entidades gestoras dos aeroportos, devendo o respectivo período de facturação ser idêntico ao período praticado para as taxas de serviço a passageiros.

7 — No caso dos aeroportos geridos em rede, a entidade gestora do aeroporto deve ter um sistema de tarifação que assegure a aplicação de um valor por passageiro comum aos vários aeroportos.

Artigo 6.º

Processamento das contra-ordenações

1 — Compete ao INAC, I. P., instaurar e instruir os processos de contra-ordenação relativos às infracções previstas no presente decreto-lei, bem como proceder à aplicação das respectivas coimas e sanções acessórias a que haja lugar.

2 — A punição por contra-ordenação pode ser publicitada, nos termos previstos no artigo 13.º do Decreto-Lei n.º 10/2004, de 9 de Janeiro.

Artigo 7.º

Contra-ordenações

1 — Para efeitos de aplicação do regime das contra-ordenações aeronáuticas civis, aprovado pelo Decreto-Lei n.º 10/2004, de 9 de Janeiro, constituem contra-ordenações muito graves:

a) A recusa, por parte da transportadora aérea, de uma reserva para um voo com partida num aeroporto situado no território português, com fundamento na deficiência ou na mobilidade reduzida, em violação do disposto na alínea *a)* do artigo 3.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho, desde que a recusa não se enquadre no n.º 1 do artigo 4.º desse mesmo regulamento;

b) A recusa, por parte da transportadora aérea, de embarque de uma pessoa com deficiência ou com mobilidade reduzida num aeroporto situado no território português, quando a pessoa em causa tenha um bilhete e uma reserva válidos, em violação do disposto na alínea *b)* do artigo 3.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho, desde que a recusa não se enquadre no n.º 1 do artigo 4.º desse mesmo regulamento;

c) A prestação da assistência prevista no anexo I em violação das normas de qualidade previstas no n.º 1 do artigo 9.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho;

d) A falta de disponibilização ao público, por parte das transportadoras aéreas ou dos seus representantes ou agentes, das regras de segurança aplicáveis ao transporte de pessoas com deficiência e de pessoas com mobilidade reduzida, bem como de eventuais restrições ao seu transporte ou ao transporte do seu equipamento de mobilidade devido às dimensões da aeronave, nos termos e condições previstos no n.º 3 do artigo 4.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho;

e) A falta de disponibilização, por parte dos operadores turísticos, das regras de segurança aplicáveis ao transporte de pessoas com deficiência e de pessoas com mobilidade reduzida, bem como de eventuais restrições ao seu transporte ou ao transporte do seu equipamento de mobilidade devido às dimensões da aeronave, relativamente aos voos que organizam, vendem ou oferecem para venda, integrados em viagens organizadas, férias organizadas ou circuitos organizados, em violação do disposto no n.º 3 do artigo 4.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho;

f) A falta de informação, devidamente fundamentada, por parte das transportadoras aéreas, dos seus agentes ou dos operadores turísticos, à pessoa com deficiência ou à pessoa com mobilidade reduzida, da aplicação das derrogações previstas nos n.ºs 1 ou 2 do artigo 4.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho, em violação do n.º 4 desse mesmo artigo;

g) A não transmissão, por parte da transportadora aérea, do seu agente ou do operador turístico, da informação relativa à necessidade de assistência, em violação dos n.ºs 2 e 3 do artigo 6.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho;

h) A falta de informação, por parte da transportadora aérea, à entidade gestora do aeroporto de destino, do número de pessoas com deficiência e com mobilidade reduzida que requerem assistência, bem como da natureza dessa assis-

tência, em violação do disposto no n.º 4 do artigo 6.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho;

i) A entidade gestora do aeroporto não assegurar a prestação da assistência especificada no anexo I ao Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho, sempre que um passageiro com deficiência ou com mobilidade reduzida chegue a um aeroporto para efectuar uma viagem, em violação do disposto no n.º 1 do artigo 7.º do mencionado regulamento;

j) A falta de autorização, por parte da transportadora aérea, do seu agente ou do operador turístico, de assistência, quando for solicitada, de um cão auxiliar reconhecido, em conformidade com as normas nacionais aplicáveis ao transporte de cães auxiliares na cabina de aeronaves, em violação do n.º 2 do artigo 7.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho;

l) A entidade gestora do aeroporto ou a empresa por ela contratada não assegurar a prestação da assistência especificada no anexo I ao Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho, sempre que uma pessoa com deficiência ou com mobilidade reduzida esteja em trânsito num aeroporto ou for transferida por uma transportadora aérea ou por um operador turístico do voo para o qual tem uma reserva para outro voo, em violação do n.º 5 do artigo 7.º do mencionado regulamento;

m) A entidade gestora do aeroporto não assegurar a prestação de assistência prevista no n.º 6 do artigo 7.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho;

n) A falta de separação contabilística, em violação do disposto no n.º 5 do artigo 8.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho;

o) A falta de divulgação, a divulgação não atempada ou a divulgação deturpada dos dados relativos à previsão dos custos, por parte da entidade gestora do aeroporto, em violação do disposto no n.º 4 do artigo 8.º do presente decreto-lei;

p) A falta de disponibilização do quadro anual das taxas recebidas e das despesas efectuadas nos termos e às entidades previstas no n.º 6 do artigo 8.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho;

q) A falta de estabelecimento de normas de qualidade, em violação do disposto no n.º 1 do artigo 9.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho;

r) A transportadora aérea e a entidade gestora do aeroporto não assegurarem que todo o seu pessoal, incluindo o pessoal empregado por subcontratantes, que preste assistência directa a pessoas com deficiência e a pessoas com mobilidade reduzida, disponha dos conhecimentos para satisfazer as necessidades das pessoas com as mais variadas deficiências ou tipos de mobilidade reduzida, em violação do disposto na alínea *a)* do artigo 11.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho;

s) A transportadora aérea e a entidade gestora do aeroporto não assegurarem nem proporcionarem formação específica a todo o pessoal que tenha contacto directo com pessoas com deficiência ou com mobilidade reduzida, em violação do disposto nas alíneas *b)* e *c)* do artigo 11.º do

Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho;

t) O não cumprimento, por parte da entidade gestora do aeroporto, das modalidades de assistência previstas no anexo I do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho;

u) O não cumprimento das modalidades de assistência previstas no anexo II ao Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho, por parte das transportadoras aéreas.

2 — Para efeitos de aplicação do regime das contra-ordenações aeronáuticas civis, aprovado pelo Decreto-Lei n.º 10/2004, de 9 de Janeiro, constituem contra-ordenações graves:

a) A violação da forma e do prazo de cinco dias previstos no n.º 4 do artigo 4.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho;

b) A falta de designação de pontos de chegada e de partida, por parte da entidade gestora do aeroporto, nos quais as pessoas com deficiência ou com mobilidade reduzida possam anunciar a sua chegada ao aeroporto e requerer assistência, em violação do n.º 1 do artigo 5.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho;

c) A violação do prazo de antecedência mínima de trinta e seis horas previsto no n.º 2 do artigo 6.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho;

d) A falta de prestação de informação ao INAC, I. P., sobre os critérios utilizados para o apuramento dos custos e para a separação contabilística a que se referem os n.ºs 4 e 5 do artigo 8.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho.

3 — Para efeitos de aplicação do regime das contra-ordenações aeronáuticas civis, aprovado pelo Decreto-Lei n.º 10/2004, de 9 de Janeiro, constituem contra-ordenações leves:

a) A falta de identificação dos pontos de chegada e de partida, bem como das informações previstas no n.º 2 do artigo 5.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho;

b) A falta de publicação das normas de qualidade, em violação do n.º 3 do artigo 9.º do Regulamento (CE) n.º 1107/2006, do Parlamento Europeu e do Conselho, de 5 de Julho.

Artigo 8.º

Regime subsidiário

Em tudo o que não se encontre previsto no presente decreto-lei é aplicável o regime das contra-ordenações aeronáuticas civis, aprovado pelo Decreto-Lei n.º 10/2004, de 9 de Janeiro.

Artigo 9.º

Aplicação às Regiões Autónomas

O regime do presente decreto-lei aplica-se às Regiões Autónomas dos Açores e da Madeira, sem prejuízo das adaptações decorrentes da estrutura própria da administração regional autónoma que possam ser introduzidos por diploma regional adequado.

Artigo 10.º

Regime transitório

Até à data referida no n.º 2 do artigo 5.º, a definição da taxa devida como contrapartida da prestação do serviço de assistência às pessoas com deficiência ou com mobilidade reduzida nos aeroportos é definida por portaria do ministro responsável pela área das finanças e pelo ministro responsável pelo sector do transporte aéreo.

Artigo 11.º

Entrada em vigor

O presente decreto-lei entra em vigor no dia seguinte ao da sua publicação.

Visto e aprovado em Conselho de Ministros de 4 de Setembro de 2008. — *José Sócrates Carvalho Pinto de Sousa* — *Manuel Lobo Antunes* — *Fernando Teixeira dos Santos* — *José Manuel Vieira Conde Rodrigues* — *Mário Lino Soares Correia* — *Pedro Manuel Dias de Jesus Marques*.

Promulgado em 26 de Novembro de 2008.

Publique-se.

O Presidente da República, ANÍBAL CAVACO SILVA.

Referendado em 28 de Novembro de 2008.

O Primeiro-Ministro, *José Sócrates Carvalho Pinto de Sousa*.

Annexe C – Airport Voluntary Commitment on Air Passenger Service



The Voice of Europe's Airports

AIRPORT VOLUNTARY COMMITMENT ON AIR PASSENGER SERVICE

PREAMBLE

European airports have developed an Airport Voluntary Commitment on Air Passenger Service following extensive consultation with representatives of consumers, European governments, the European Commission and the air transport industry.

Air passengers' expectations have grown considerably in recent years especially in regard to quality of service. Furthermore, as airports are working more and more in a competitive environment, quality criteria have been widely adopted by European airports as a means of competitive definition.

The Airport Voluntary Commitment on Air Passenger Service contains commitments to deliver a defined quality of service to air travellers. Although the commitments are not legally-binding, the signatories to the Airport Voluntary Commitment on Air Passenger Service will continue to strive to meet the needs of customers and achieve the quality set out in this Commitment on a consistent basis.

Signatory airports will each develop their own individual service plans incorporating the Airport Voluntary Commitment on Air Passenger Service.

Clearing the confusion between airport, airline and others

Clarification: When a passenger buys an air ticket their contract is with the airline. In fact no contractual relationship exists between passengers and airports. However, airport operators recognise that they have a duty of care towards the passengers.

Clarification: Many “airport services” are not performed by the airport operator at all and, although airports strive to work closely with all business partners and government agencies, often airports have little or no choice over the selection of these suppliers. This can include critical services such as ground handling, which is organised by airlines and covers matters such as check-in and baggage delivery, as well as security checks, border controls, airport access etc. Unfortunately, the airport operator cannot be held responsible should the level of these services fall below a desired level.

1. PERSONS WITH REDUCED MOBILITY

Each airport will prominently publicise the services it offers for assisting passengers with reduced mobility (PRMs). Most crucially each airport commits itself to the new special protocol on "Meeting the needs of people with reduced mobility" (attached).

2. PASSENGER INFORMATION ON LEGAL RIGHTS

Each airport will prominently display in key strategic locations:

- The European Commission's "Charter on Air Passenger Rights"
- Future material prepared by the European Commission which aims to inform passengers of their rights under European Union and other international law.

3. ASSISTANCE DURING PERIODS OF SIGNIFICANT DELAYS OR DISRUPTION

Each airport will make available the information given by airlines about expected delays and update passengers as frequently as possible.

Each airport will have contingency plans for assisting involuntarily stranded passengers suffering significant delay. This plan will address the most important needs of passengers, including appropriate seating arrangements, medical support and support for those with particular needs such as families with young children.

Each airport will make every effort to ensure catering concessionaires remain open during such periods.

Each airport will set up appropriate working arrangements with other organisations to provide effective care for passengers in this situation.

4. AIRPORT ACCESS AND GROUND TRANSPORTATION

Each airport will work closely with partners to develop and improve public transport. Wherever possible airports will encourage public transport timetables to be co-ordinated with airline schedules.

5. PROVISION OF INFRASTRUCTURE FOR CHECK-IN, BAGGAGE AND SECURITY

Each airport will provide appropriate infrastructure for business partners (airlines, ground handling companies etc) for serving passengers at check-in, baggage delivery, security and border control.

6. MAINTENANCE

Each airport will ensure that all equipment used to serve passengers is subject to regular and systematic maintenance in compliance with the manufacturers' recommended guidelines. This is particularly important for equipment critical for core airport operations – baggage handling systems, escalators, moving walkways, air conditioning, lifts, car park equipment etc.

7. TROLLEY MANAGEMENT

Each airport will ensure that sufficient trolleys for passengers with hold baggage are available and in good working order at all times at appropriate locations.

8. WAY-FINDING AND INFORMATION DESKS

Each airport will ensure user-friendly and comprehensive signage, taking account of local culture and language without compromising the benefits of consistency. All signs, brochures and other materials and any modern technology (such as Internet pages) will be used in the simplest and clearest way possible.

Each airport will have staffed information desks, wherever feasible, which will be open in line with the airport or terminal's operating hours.

9. CLEANLINESS

Each airport will ensure that all public areas are kept clean at all times. Particular care will be taken over the cleanliness of toilets and washrooms.

10. CUSTOMER COMMENT MANAGEMENT

Each airport will ensure that there are clearly promoted and understandable comment and complaint procedures. Customer comments will be stored for easy access and management.

Each airport will establish a reliable method of monitoring, investigating and evaluating customer compliments, comments and complaints. Under normal circumstances, each airport will provide a response to a complaint within 28 days of receipt. When this does not permit sufficient time for a complaint to be investigated, an interim response will be provided giving the reason for the delay.

11. REGULAR REPORTING

Each airport will produce regular consumer reports (at least once a year) based on passenger satisfaction results. These reports will be made available to the relevant national or international bodies.

The performance indicators will usually take the form of passenger satisfaction levels measured through regular monitoring in all those areas which are totally under the airports' control. Examples of exceptions to this are:

- During times where contingency plans are in operation to deal with severe disruption.
- When check-in, baggage handling and security is provided by a third party.
- On issues of airport access when services are provided by transport partners.

There will also be a performance indicator measuring the number of days taken to respond to passenger comment as defined in paragraph 10 "Customer comment management" above.

ATTACHMENT

SPECIAL PROTOCOL TO MEET THE NEEDS OF PEOPLE WITH REDUCED MOBILITY

Introduction

The purpose of this document is to improve the accessibility of air travel to people with reduced mobility by ensuring that their needs are understood and provided for, and that their safety and dignity are respected. It forms the basis on which a voluntary Code (or Codes) of Practice may be prepared by airports. When preparing Codes, the appropriate provisions of the European Civil Aviation Conference (ECAC) Document 30 (Section 5), and the International Civil Aviation Organisation (ICAO Annex 9) will be incorporated.

Definition of a person with reduced mobility (PRM)

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

Basic assumptions

- PRMs have the same rights as other citizens to freedom of movement and freedom of choice. This applies to air travel as to all other areas in life.
- Airports and related service providers have a responsibility to meet the needs of PRMs. PRMs also have a responsibility to identify their needs to the proper channels at the proper time.
- Information, using accessible formats, must be made available to enable PRMs to plan and make their journey.
- Disability should not be equated with illness and therefore PRMs must not be required to make medical declarations about their disability as a condition of travel.

- Organisations representing PRMs will be consulted on all issues relevant to PRMs.
- Staff will be given appropriate training in understanding and meeting the needs of PRMs.
- Control and security checks will be undertaken in a manner which respects the dignity of PRMs.
- PRMs must be enabled to remain independent to the greatest possible extent.
- The cost of providing for the needs of PRMs must not be passed directly to PRMs.

PROVISION OF INFRASTRUCTURE

Each airport will ensure that its infrastructure is compatible with the needs of people with reduced mobility and that this part of the service is provided in an efficient manner.

This will include:

- Access to landside and airside ground transport;
- Parking, pick-up, drop-off and transfer arrangements;
- Information provided both audibly and visually.

— END —

Annexe D – Code of Good Conduct in Ground Handling for Persons with Reduce Mobility



EUROPEAN CIVIL AVIATION CONFERENCE

CODE OF GOOD CONDUCT IN GROUND HANDLING FOR PERSONS WITH REDUCED MOBILITY

1.1 WHO SHOULD RECEIVE THE SERVICES

DEFINITION

A Person with reduced mobility (PRM) is understood to mean any person whose mobility is reduced due to 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 a person's needs of the service made available to all passengers



INTRODUCTION



The following specification provides guidance on the general nature and scope of the special assistance services to be provided and delivered at an airport in accordance with local, national & European legislation in order to ensure professional and seamless services to PRMs.

Air carriers, Ground Handling Companies and Airports should work together at a local level to organise special assistance for PRMs. Arrangements for the provision of special assistance must be in accordance with the Ground Handling Directive and PRMs must not be charged directly for the assistance they require.

PRMs have the same rights as other citizens to freedom of movement and freedom of choice. This applies to air travel as to all other areas in life. Discrimination towards PRMs in air travel must be prohibited. PRMs must not be refused booking or carriage due to their disability. PRMs must not be charged directly for the assistance they require.

1.3 STRATEGY FOR SPECIAL ASSISTANCE SERVICES

Individual Airport communities should work in partnership to review and develop the way that special assistance services for Persons with Reduced Mobility are organised in order to support the principle of a professional and seamless service set out in the introduction.

Key strategies:

- The service must be delivered in a harmonised, transparent, non-discriminatory way and must be subject to audits and reviews in accordance with the European Ground Handling Directive.
- To improve levels of customer service and safety to PRMs, through a seamless service from quality supplier/s, implemented with quality staff, equipment and a quality organisational structure, operating to meet and exceed prescribed customer service and safety standards

14 SCOPE

The services to be provided, should include:

All pre-booking services should enable the PRM to notify his/her specific needs in accordance with the current IATA codes.



- A pre-booking service, utilising all aspects of all common and modern media (Web sites, e-mail, telephone text etc. both nationally and locally, for all those PRMs requiring assistance on departure and arrival).
- Assistance from a customers point of set down at the airport to check-in.
- Assistance with registration at check-in and with security processes.
- Assistance in proceeding to the gate at the correct time for pre-boarding.
- Assistance in boarding and disembarking, including the provision of a suitable service for passengers who require special access to/from the aircraft (in accordance with local national regulatory requirements).
- Assistance in the retrieval of baggage, and with immigration and customs processes.
- Assistance from/to connecting flights both for landside and airside, inter and intra terminal connections.
- Assistance up to the first point of onward travel.
- Enabling the customer to use the airport facilities as requested, subject to sufficient time being available.
- Providing a wheelchair only service (non-assisted) as requested by passengers.
- Adequate assistance in case of (long) delays and/or cancellation of flights (covering the momentary needs of the PRM).

15 OPERATING PRINCIPLES

Provisions regarding the facilitation of the transport of passengers requiring special assistance have been consolidated into the eleventh edition of ICAO-Annex 9, Chapter 8.

The following principle should be reflected in the operation:

- Operating in accordance with the provisions laid down within the European Ground Handling Directive.
- Airlines will be able to self-handle or choose another service provider. The service provider (air carrier, ground handling company and/or airport) must not charge the PRM directly. In any case, the service delivered must be in accordance, as a minimum, with the standards as defined in ECAC Doc 30, Part 1.
- 'Handover' procedures must be avoided where possible.
- Seamless service should be provided where applicable.

- An effective system of prioritising, scheduling and achieving timely assistance should be achieved.
 - Clear guidelines for the customer in order that they understand the provisions of the services should be provided.
 - Waiting/meeting areas at strategic points within individual airports should be provided in a suitable manner.
 - Where buggies are used, they must be organised and managed in a way that maximises their efficient utilisation.
 - The efficiency of the operation, ensuring that the most effective processes for redeploying staff and equipment are utilised, must continually be reviewed and improved.
 - Training programmes, based on the requirements laid down within ECAC Doc 30, Part 1, appropriate to meet local regulations or national legislation, developed in partnership with national and European forums of disabled people (see service level).
-  All necessary equipment used to provide assistance to PRMs that must comply with local & national legislation and also local airport requirements including national security regulations should be kept in readiness and provided by the service provider. 
- It is recommended that airports allow blind passengers to be escorted by their guide dogs inside the terminals throughout their stay, provided airport regulations allow it, and under their conditions.

1.6 OPERATING HOURS AND LOCATIONS

The suppliers should operate the required service during operational hours in landside, terminal and airside areas according to local requirements. Set down and pick up points will include forecourts, public car parks, taxi ranks, coach and rail stations or other interchanges (where these exist within airport boundaries).

1.7 SERVICE STANDARDS AND PERFORMANCE MONITORING

These must be mutually agreed on by the local Airlines Operators Committee and the Airport Authority Service as well as all other stakeholders including airlines which self-handle. Service level targets and standards should be included in the contract.

The following standards represent the minimum levels of service to be applied to the handling of PRMs. They are subject to adjustments agreed on by the local Airlines Operators Committee, the Airport Authority and all other stakeholders in accordance with the size of airport and the type of traffic concerned.

FOR PRE-BOOKED DEPARTING CUSTOMERS

Upon arrival at the airport, once they have made themselves known:

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

FOR NON PRE-BOOKED DEPARTING CUSTOMERS

Upon arrival at the airport, once they have made themselves known:

- 80% of customers should wait no longer than 25 minutes
- 90% should wait no longer than 35 minutes
- 100% should wait no longer than 45 minutes.

Note: Waiting times over 15 minutes are subject to availability of waiting areas as referred to in 1.5.

FOR PRE-BOOKED ARRIVING CUSTOMERS

Assistance should be available at the gate-room/aircraft side for:

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



FOR NON PRE-BOOKED ARRIVING CUSTOMERS

Assistance should be available at the gate-room/aircraft side for:

- 80% of customers within 25 minutes of "on chocks"
- 90% within 35 minutes
- 100% within 45 minutes.

1.8 GENERAL

- All customers should be satisfied with the assistance provided.
- 100% of departing customers should reach their aircraft in time to enable timely preboarding and departure.
- Training is required for all employees including the management who deal directly with the travelling public at airports and shall be tailored to the employee's function. At least they should receive annual customer service training and disability awareness training, which should include the following:
 - Information on the range of disabilities incl. all types of temporary disability (broken legs, arms etc.)
 - Skills needed to communicate with disabled people, particularly those with a hearing impairment or learning difficulties.

To deliver at least the minimum standards of service as defined in ECAC Doc 30, Part 1, the service provider of the special assistance to PRMs will employ well-trained and educated staff only.

Note: Training Courses should be developed in partnership with local, national and European forums of people with a disability.

1.9 PERFORMANCE & QUALITY MONITORING

There will be regular reviews to monitor the service provider performance against these standards and to continually improve performance-monitoring systems. Performance against some or all of the standards should be used to publicise the services provided and these could also be included within any future passenger charter.

Whilst regular market research surveys will be undertaken to measure performance, the suppliers should be expected to introduce their own performance monitoring systems and to provide reasonable data as required by the airport community.



2 PROMOTING AWARENESS

The service provider will be expected to provide useful information to the public and other airport organisations promoting awareness of the special assistance services or arrangements available.

They should also emphasise the importance of pre-booking and exploit the growing use of the Internet ensuring that information provided is in all accessible formats. •••

APPENDIXES

Appendix 1 – Questionnaire

**Levels of satisfaction of
Reduce-Mobility Passengers in Faro Airport**

Dear Passenger,

My name is Natalia Higuera, master student of Tourism Organizations Management at the University of Algarve. As part of my dissertation, I am conducting a survey to measure levels of satisfaction of Disabled and Reduce-Mobility passengers of facilities, services and staff at Faro Airport. I would like to ask you for just **five minutes** of your journey to fill this questionnaire. The responses are confidential, anonymous and intended to statistical treatment only. Please try to answer sincerely as possible. **Thank you,**

Natalia Higuera, Master Student nataliahigueram@yahoo.com
Prof. Cláudia Almeida, Supervisor calmeida@ualg.pt.

There are 27 questions in this survey.

REDUCE-MOBILITY´ PASSENGER PROFILE

1. Do you have some type of Reduce Mobility?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
---------------------------------	--------------------------------

2. If you answered "Yes" to the previous question, is it? Choose one of the following answers

Temporary
 Permanent

3. What is the nature of your impairment? Check all that apply

Mobility
 Blind or Vision impaired
 Deaf or hearing impaired
 Speech
 Cognitive
 Elderly /Seniors /Boomers/Obese
 Hidden (Variety of illnesses. e.g. Heart problems, blood pressure, breathing difficulties, diabetes, epilepsy...)

4. How many times have you travelled via Faro Airport? Choose one of the following answers

Just once
 2-10 times
 11 times or more

5. If you travelled before 2018. Have you seen some improvements for Reduce-Mobility passengers after the restoration?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> No answer
---------------------------------	--------------------------------	---------------------------------------

6. If you answered "Yes" to the previous question, what?

7. Is it the first time do you request MyWay Services in Faro Airport?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
---------------------------------	--------------------------------

8. How did you book the especial assistance for today´s flight? Choose one of the following answers

With the Airline or Travel Agency
 Non booked, requested the departure/arrival day

9. At what time did you arrive to the airport for todays´ flight? Choose one of the following answers

Less than 2 hour of departure time
 Equal or more than 2 h and less than 3 h of departure time
 Equal or more that 3 h of departure time

10. What type of service did you request? Choose one of the following answers

- WCHR (Passenger is unable to walk long distances)
- WCHS (Passenger has difficulty or cannot walk up or down stairs)
- WCHC (Passenger cannot walk or stand, always needs help to go to his seat)
- WCBW (Wheelchair with dry or Wet Cell Battery)
- BLND (Passenger is blind or visually impaired)
- DEAF (Deaf or hard of hearing/Deaf without speech)
- Other: _____

11. Who is your travel companion? Choose one of the following answers

- Alone
- Family
- Partner
- Friends

12. Which airline (company) are you travelling with today? Choose one of the following answers

- Ryanair
- Jet2
- TAP Portugal
- Easyjet
- Aer Lingus
- British Airways
- Transavia
- TUI Airways
- Other: _____

LEVELS OF SATISFACTION ON FACILITIES, SERVICES AND STAFF

13. How satisfied are you with as follow accessible **FACILITIES AND SERVICES**?

	1- Very Unsatisfied	2- Unsatisfied	3- Neutral	4- Satisfied	5 -Very Satisfied	No Answer
Distance between parking lot and terminal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of finding Assistance Counter or Telephone Point to announce your arrival at the terminal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exclusive Check-In counter for the flight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of the Pick-up area for the assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waiting time for the assistance staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security procedures with priority line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Passport Control procedures with priority line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility to retail areas and food court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of the waiting area at the boarding gate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Priority Boarding line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waiting time for assistance at connecting flights (If applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signalling and screens clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flight information announcements clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alternative accessible information (e.g..Braille, screens, hearing loops...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Slip resistant floor and Barrier-free environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of the wheelchairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of the Ambu-lift (If applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance disembarking aircraft, baggage claim and through to arrivals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Passport control area when arrived	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of the Baggage claim area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inclusive marketing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. How satisfied are you with **STAFF´ COURTESY AND HELPFULNESS?**

	1- Very Unsatisfied	2- Unsatisfied	3- Neutral	4- Satisfied	5 -Very Satisfied	No Answer
Assistance staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trained and qualified Assistance staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Airline staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Passport Control staff (if applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duty Free, Retail and Food Court staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. In overall, how satisfied are you with Faro Airport´ facilities, services and staff?

	1- Very Unsatisfied	2- Unsatisfied	3- Neutral	4- Satisfied	5 -Very Satisfied	No Answer
Overall satisfaction with Faro Airport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. If you answered "Unsatisfied or Very unsatisfied" to the previous question, please explain briefly the reason

17. Do you feel any kind of discrimination or undignified treatment?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

18. If you answered "Yes" to the previous question, please explain briefly the reason

19. What else it could be improved in Faro Airport that was not taking into consideration along this questionnaire?

20. According to your experience in the Algarve, do you think the region meets the conditions to received Reduce Mobility tourists?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

SOCIAL AND DEMOGRAPHIC PASSENGER PROFILE

21. Gender

<input type="checkbox"/> Female	<input type="checkbox"/> Male
---------------------------------	-------------------------------

22. Age. Only numbers may be entered in this field. _____

23. Nationality. Choose one of the following answers

- | | | |
|----------------------------------|---------------------------------|---------------------------------------|
| <input type="checkbox"/> British | <input type="checkbox"/> German | <input type="checkbox"/> Portuguese |
| <input type="checkbox"/> French | <input type="checkbox"/> Irish | <input type="checkbox"/> Other: _____ |

24. Marital status. Choose one of the following answers

- | | |
|---|-----------------------------------|
| <input type="checkbox"/> Single | <input type="checkbox"/> Divorced |
| <input type="checkbox"/> Married/Consensual | <input type="checkbox"/> Widowed |

25. Professional Status. Choose one of the following answers

- | | | |
|--------------------------------------|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> Employed | <input type="checkbox"/> Unemployed | <input type="checkbox"/> Student |
| <input type="checkbox"/> Independent | <input type="checkbox"/> Retired | <input type="checkbox"/> Other: _____ |

26. Highest level of education. Choose one of the following answers

- | | | |
|---|--|--|
| <input type="checkbox"/> No schooling completed | <input type="checkbox"/> College degree | <input type="checkbox"/> Master degree |
| <input type="checkbox"/> Secondary degree | <input type="checkbox"/> Bachelor degree | <input type="checkbox"/> PhD degree |

27. Date. (Format dd.mm.yyyy) _____

Thank you for your cooperation! And welcome back to The Algarve!!

Natalia Higuera, Master student ☺

