



## Dublin Airport

# Taxi Operations Manual

Effective 1<sup>st</sup> May 2018

# Introduction

The purpose of the taxi operation at Dublin Airport is to provide a high-quality taxi service to customers travelling through Dublin Airport.

As the taxi service is often one of the first used services by visitors to Ireland, it is important that it is delivered to the highest international standards.

Dublin Airport (daa) is committed to working in conjunction with taxi service providers to ensure that these high standards are delivered and enjoyed by users of Dublin Airport. The key objectives of the taxi service are:

- To ensure taxi customer satisfaction
- To ensure a positive first impression to visitors of Ireland To positively reflect the Irish taxi industry
- To encourage customers to use the taxi service again and recommend it to others

This manual outlines the service standards and operating requirements of taxi drivers Operating within the taxi system at Dublin Airport.

Dublin Airport may vary any provisions contained in this manual from time to time and shall communicate such variations to all taxi permit holders.



# 1 Taxi Permits

Dublin Airport Taxi Permits are a requirement for taxi drivers wishing to operate/ply for hire from the taxi stands at Dublin Airport.

The taxi permits are issued by daa, or its assigned servants/agents, to authorise taxi drivers to provide a taxi service at Dublin Airport taxi stands in accordance with the requirements, service levels and procedures outlined in this manual.

**A taxi permit does not provide an automatic right of entry to Dublin Airport, the designated taxi holding area or taxi stand.**

The decision to apply for a Dublin Airport Taxi Permit and the decision to ply for hire at Dublin Airport taxi stands are made at the sole discretion of the taxi driver, however taxi drivers operating at Dublin Airport taxi stands must not unreasonably refuse a fare.

Only the taxi drivers named on the Taxi Permit are permitted to ply for hire from the taxi stands (in the vehicle described on the taxi permit) at Dublin Airport.

The Taxi Permit and associated tag at all times remains the property of daa.

daa may withdraw permission previously granted to a taxi driver to operate at Dublin Airport and insist on the return of the Taxi Permit where a taxi driver:

- Fails to meet the minimum requirements to operate a taxi service at Dublin Airport (as set out in this manual); or
- Fails to meet minimum Service Level Standards (as set out in this manual) when operating at Dublin Airport; or
- Fails to fully comply with the Taxi Management System in operation at Dublin Airport (as set out in this manual); or
- Fails to comply with legislation, including, but not limited to, the Road Traffic Acts 1961 to 2010, as amended, the Taxi Regulation Act 2003 as amended, the Airport and Aviation Acts, (including the Air Navigation and Transport Act, 1998) as amended and/or the Airport Bye Laws that are in force at the Airport from time to time; or
- Fails to comply with any regulations regarding the operation of a taxi as set out by the National Transport Authority, an Garda Síochána or legislation

daa may, at its sole discretion, choose not to approve issuing a Taxi Permit for a taxi driver in any proceeding year.

daa places a high degree of trust in Taxi Permit Holders to provide a good standard of service and interaction with its customers, permit holders and staff. Any behaviour which leads to a breach of trust in this relationship may lead to the withdrawal of permission for a taxi driver to operate at Dublin Airport and such taxi driver will be required to return his/her taxi permit and tag to daa.



It is the responsibility of the Taxi Permit Holder to ensure that the taxi permit and/or tag are only used by the registered taxi permit holder and/or a registered additional taxi driver.

Dublin Airport Taxi Administration Department (Taxi Administration) must be advised by Taxi Permit Holders of all changes relevant to the conditions of operating a taxi at Dublin airport, including but not limited to SPSV drivers and vehicle license PSV, vehicle, address, addition or removal of additional taxi drivers.

Taxi Administration must be contacted immediately with any issue relating to Taxi Permits or tags.

Taxi Permits shall at all times be displayed on the bottom of the front windscreen on the passenger's side of the taxi for which the Taxi Permit has been issued, whilst operating at Dublin Airport.

Lost or stolen Taxi Permits, and/or Dublin Airport taxi tag must be reported immediately to Taxi Administration on 01 9446333. The following information must be supplied at the time of the call:

- Taxi Permit Holder's name;
- Taxi Permit Holder's contact number;
- Taxi Permit Holder's plate number;
- and a brief message outlining the issue

Any breach of the provisions contained in this Manual, the Airport Bye-Laws or any relevant legislation that may from time to time be in force may result in withdrawal by daa of the Taxi Permit. daa reserves the right to notify any relevant third parties including, but not limited to, An Garda Síochána and or the National Transport Authority of any breach of this Manual, the Airport Bye-Laws, or any relevant legislation in force at the time.

daa Dublin Airport may inspect any taxi permit, tag, ID card and/ or any associated documentation at any time to ensure compliance.



# 2 Online Permit Application and Payment Portal

## Online Permit Application and Payment Portal

A secure online Permit Application and Payment Portal will be available enabling Permit Holders to:

- View this Taxi Operations manual
- Complete the annual permit application form online
- Upload legible softcopy of documentation as requested as part of the annual application process
- Make payment online by credit or debit card
- Update Permit Holder contact details

In order to facilitate an easier and more streamlined permit application process, the permit portal will maintain a secure online profile for each existing Permit Holder. This profile allows the online permit application form to be pre-populated with the Permit Holder's information as previously given; the Permit Holder can then simply confirm whether the details are correct or update them as required when completing his/her online application.

As part of your permit application we will ask you to confirm that you are happy for us to maintain this profile for you for use in future online permit applications, for administrative purposes and for financial reporting and auditing purposes in accordance with appropriate legislation

This profile will include:

- the Permit Holder's contact information, address and PSV expiry date
- the additional driver contact information, address and PSV expiry date (where an additional driver is applicable)
- vehicle information, such as registration, make and model and SPSV expiry date
- the history of the permits held by the Permit Holder will be maintained, including the payment transaction history and notifications issued to the Permit Holder
- the history of changes or updates applied to the profile

### Please note:

- Once the permit year has ended, all permit information for that year will be retained for a further six year period for administrative, reporting and audit purposes in accordance with the appropriate legislation.
- credit card / debit card information will not be stored in the permit portal at any time

Each Permit Holder will receive via SMS or email a username and password to access the online portal.



# 3 Minimum Requirements For Taxi Permit Application

The minimum requirements which must be met by the applicant when applying or renewing a Dublin Airport Taxi Permit are:

- A fully completed online application form;
- Soft copies of all documents as requested as part of the annual online application form;
- Valid payment of the permit fee

daa is not obliged to issue a taxi permit by reason of all minimum requirements being met.

All taxi drivers applying for a permit to operate at Dublin Airport must be compliant with National Transport Authority regulations regarding the operation of a taxi.

## Post 2016 Permit Holders

In addition to the above minimum requirements, Permit Holders who obtain their initial permit during or post the permit year 2016 must also comply with the following requirements:

- Wheelchair accessible vehicle
- Credit card machine for card payments
- Payment of the annual permit fee in full in advance by credit / debit card (VISA / Mastercard / Laser)



# 4 Application Process

Payment due dates are advised to all Taxi Permit Holders as part of the permit application process

1. Taxi Administration shall notify all taxi permit holders no later than two weeks in advance of the taxi permit renewal due date to advise that payment is due. Notifications relating to the permit application and/or permit payments will be issued by SMS or email.
2. It is then the responsibility of the taxi drivers to access the online Permit Application and Payment portal to complete the online application and pay the appropriate fee in advance of the payment due date.
3. The applicant must provide to daa all information as requested to determine whether or not to issue a Taxi Permit. Taxi Administration shall process all applications between the date the application is received and the payment due date.
4. The Taxi Permit will be issued once the application has been fully processed and approved by daa.
5. Where a new Taxi Permit is required it shall be dispatched by Taxi Administration once the application and payment have been fully processed **and approved by daa.**

## **Changes in Permit Holder Contact Details**

It is the responsibility of all Permit Holders to ensure that their contact details are correct and up to date. All changes to Permit Holder contact details must be submitted via the online Permit Application and Payment portal.

daa will not be responsible for any breakdown in communication which results from any permit holder failing to provide up to date contact information including mobile number and/or email address.



# 5 Payment Process

Payment must be made via the online Permit Application and Payment Portal on an annual, half yearly or quarterly basis (note the option to pay half yearly or quarterly does not apply to Taxi Permits that were initially issued from 2016 onwards).

Fees shall be advised on the taxi permit annual application form.

## Payment Methods

Please note the following in relation to payment methods daa can only accept the following forms of payment:

1. **Credit or Debit Card** (VISA / Mastercard / Laser)
  - payment to be made online via the online permit application and payment portal
  - payment will be processed and deducted immediately when the Permit Holder enters valid credit / debit card details
2. **Bank Draft or Postal Order (via the online permit application and payment portal)**
  - An Irish Bank Draft or Postal Order (for Euro only) made payable to daa.
  - The Bank Draft or Postal Order reference number as it appears at the bottom of the order should be entered via the payment details section of the online application form
  - The Permit Holder must write his/her name and plate number on the back of the Bank Draft / Postal Order for identification purposes and post it to Taxi Administration in the SSC.
  - Owing to the additional time that is required for the administration of Bank Drafts and Postal Orders, Permit Holders using these payment methods will be required to complete their application and payment submission two weeks in advance of the overall payment due date / closing date.
  - It is responsibility of the Permit Holder to ensure that the Bank Draft / Postal Order is for the correct amount, is identifiable and received within the specified timeframe by Taxi Administration
  - Permit Holders who obtained their initial permit during or post 2016 are not eligible to make payment by Bank Draft or Postal Order.

daa cannot accept cash or personal cheques and cannot be responsible for their return.

It is the responsibility of the Taxi Permit Holder to ensure that valid payment is provided no later than the payment due date. No permit will be issued until valid payment has been made. **daa WILL NOT pursue Taxi Permit Holders for payment of unpaid permit fees**





**Late Payment Charges**

Late permit applications and permit fees may be accepted at the sole discretion of the daa where serious and extenuating circumstances are demonstrated by the Permit Holder that prevented them from completing the permit application or permit payment before or on the due date.

In this case, late payment charges of €10 will be applied to any permit application or payments that are processed after the payment due date / closing date. The decision of daa will be final.

Where payment has not been provided in accordance with the terms set out above, either, the taxi driver will not be issued with a permit and in the case where half yearly / quarterly payments have not been provided the permit will be revoked.

**Payment Dates**

Exact payment dates will be advised via the online application form:

Payment Type	Payment Period	Taxi Permit Expires (Where payment is not received)
Annual*	01 May - 30 April	30 April
Half Year	01 May – 31 October	30 April
Half Year	1 November – 30 April	31 October
Quarterly	01 May - 31 July	30 April
Quarterly	1 August - 31 October	31 July
Quarterly	1 November - 31 January	31 October
Quarterly	1 February - 30 April	31 January

\*Permit Holders who obtained their initial permit during or post 2016 must pay the full annual permit fee in advance and are not eligible for half year or quarterly payments.

**Additional Driver**

No new additional drivers can be added to a Taxi Permit going forward. Existing additional drivers must, in addition to the Permit Holder, also review and accept the Terms and Conditions online.

Each additional driver will receive via SMS or email a password and permit reference number to access the online portal and accept the Terms and Conditions.

The Permit Holder (i.e. the person to whom the permit is issued and not the additional



driver) will be responsible for providing a legible softcopy of all documentation as requested as part of the annual application process. This includes documentation for the primary permit holder and for the additional driver.

Only once the Permit Holder has completed the permit application form, provide payment **and** the additional driver has accepted the Terms and Conditions will the permit application be processed and approved.

## Other Fees

daa applies administrative fees to the following transactions:

Item	Fee
Permanent Plate Changes	€20   €50
Lost Permit	€30
Lost / Misplaced Tags	€30

## Temporary Plate Changes

daa understand that from time to time vehicles require maintenance and so taxi drivers may move to a temporary plate change in these instances and a charge of €20 will be applied for the first temporary plate. A charge of €50 will be applied for any second or further temporary plate change. The payment will be taken by the Taxi Administration in advance.

Please note: temporary plate changes will **not** be processed via the online Permit Application Portal but will continue to be taken by Taxi Administration.

## Permanent Plate Changes

A charge of €20 will be applied for the first permanent plate change. A charge of €50 will be applied for any second or further permanent plate change. The payment will be taken by the Taxi Administration in advance.

**Failure by taxi drivers to provide payment for any fees due shall result in the withdrawal of permission to operate at Dublin Airport and the taxi driver shall be required to return his/her taxi permit, tag and any other associated documentation.**



# 6

## Taxi Operations

### Purpose of the Taxi Management System

The purpose of the taxi management system at Dublin Airport is to manage the supply of taxis to the taxi stands at the passenger terminals.

The Dublin Airport taxi management system is operated by daa or such third party as may be nominated by daa. While not always possible, daa actively endeavor to minimise taxi driver waiting times at the taxi stands. This is done by adjusting taxi supply levels for each terminal to meet expected demand and by 'shunting' cars from one taxi stand to another where there are no passengers at one terminal and flights have arrived into the other. Due to the nature of multi terminal airport operations and the customer's right to choose whether or not to avail of a taxi, daa cannot guarantee the following:

- That taxi drivers will get a fare
- That taxi drivers will get fares in sequence
- That there will be a maximum waiting period at a taxi stand or within the taxi queuing system

### Requirements to Operate at Dublin Airport

In order to be permitted to operate at Dublin Airport, taxi drivers and their vehicles must meet the following requirements prior to entering, and while operating at Dublin Airport:

- All taxi drivers plying for hire at taxi stands at Dublin Airport must be in possession of a **valid Taxi Permit**, Dublin Airport taxi tag and display an ID card at all times
- The details on the Taxi Permit must correspond with the taxi driver and the details of the vehicle on which it is displayed. These details must also match the tag.
- All Dublin Airport tags must be mounted in accordance with the supplier's specifications (Section 10 of this manual) and the instructions of daa staff and/or agents. The tags should not be removed from its mounted position while on the Dublin Airport Campus.
- All taxi drivers shall comply with the instructions of Airport Police, dedicated Dublin Airport operational staff, officials of daa or their servants or agents.



## Procedures for Taxi Operation

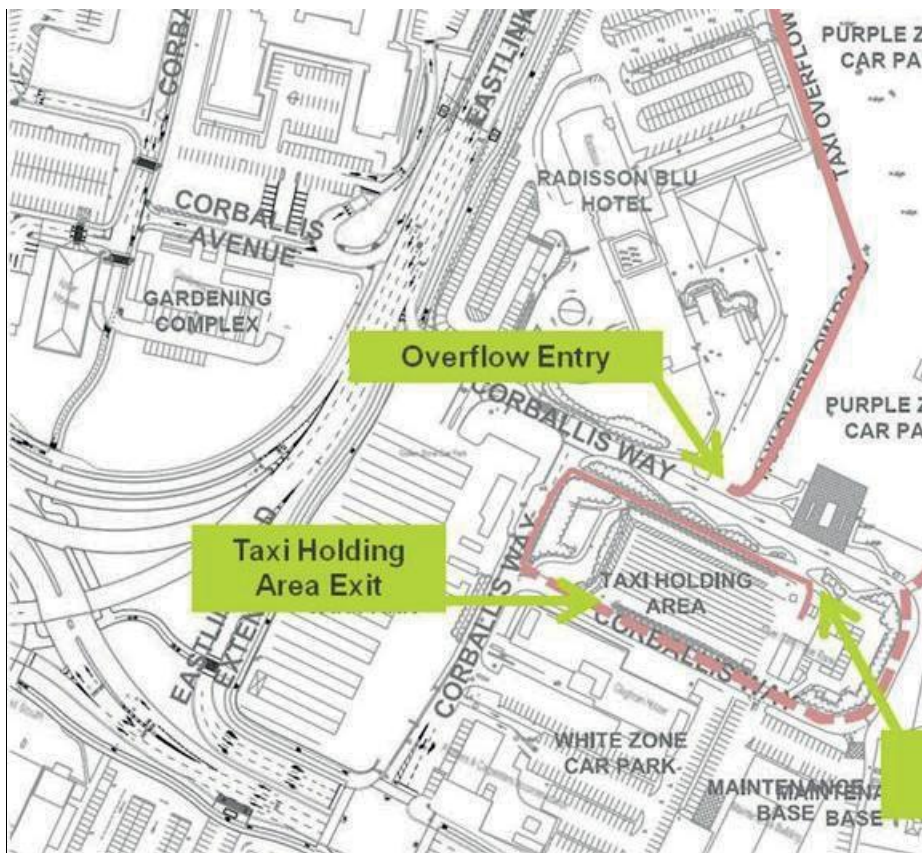
The following procedures outline the procedure for the operation of the taxi queuing system at Dublin Airport under normal operations.

On arriving at Dublin Airport, Taxi Permit Holders, unless otherwise advised by daa, must enter the taxi queuing system at the overflow area.

If the overflow area is full, the taxi driver must comply with instructions of Airport Police, dedicated operational staff, officials of daa or, their servants or agents, or relevant signage put in place by daa.

The taxi driver shall, when space is available, proceed into the taxi holding area and enter via the barrier. When a taxi driver enters the taxi holding area, he/she must enter the first available lane.

Please note that parking is only permitted in the lanes.. Parking is not permitted at the top of the taxi holding area near the VMS board.



The taxi driver shall wait in the taxi holding area until called to a terminal via the VMS



notification system.

The VMS board calls cars to their assigned terminal when there are passengers expected. *(Please note that due to the nature of airport operations and the customer's right to choose whether or not to avail of a taxi, daa Airport cannot guarantee taxi drivers a fare and cannot guarantee a maximum waiting time at a terminal).*

The VMS board displays the next 30 plate numbers in the queue. The information displayed on the VMS board is also displayed on a screen in the cafe in the taxi holding area.

When calling a car to a terminal, the VMS board shall display the number of the terminal to which the taxi driver is to proceed next to the taxi driver's plate number.

Taxi	Go To Terminal	Next
32825	2	28363
18718	2	25125
21536	2	22549
20908		18030
16896		25763
39945		20457
41974		42207
17418		23677
36495		31082
18206		30526

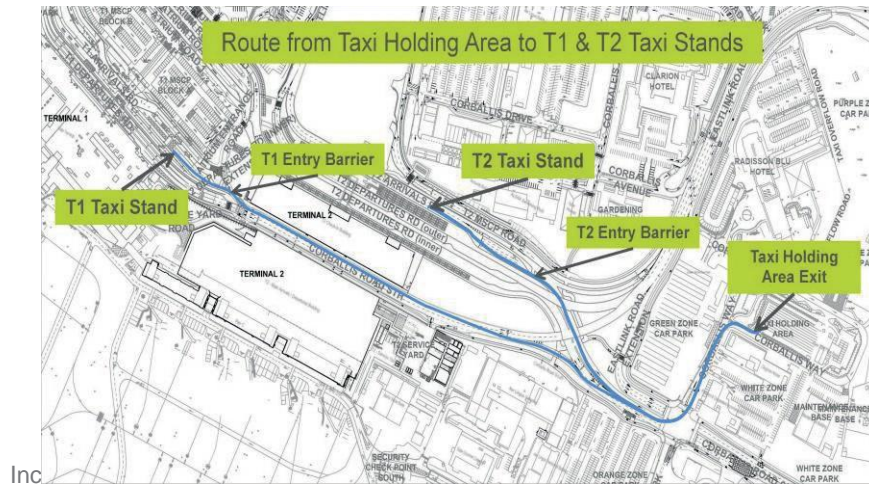
**To prevent any delays to the delivery of the taxi service, taxi drivers must at all times be in attendance at his/her vehicle when his/her plate number is displayed on the VMS board and/or when his/her car is in the next three lanes that are due to be called up to a terminal.** Delays to the operation, due to drivers not being in their vehicle when called to a terminal, can directly impact customer waiting times and, accordingly, are a breach of the service standards at Dublin Airport.

Once called, the taxi driver must proceed immediately to his/her allocated taxi stand without causing obstruction or delays to other taxi drivers or to the supply of taxis to a terminal.

A taxi driver must not proceed to a taxi stand without being called.

Once the permit holder presents at the airport through the taxi management system they are expected to complete a journey from a designated Dublin Airport taxi stand and refuse any radio, app or other work from Dublin Airport.





Upon arrival to his/her designated taxi stand, taxi drivers must enter via the barrier and join the end of the taxi queue.

A taxi driver who arrives at the incorrect terminal will be advised to go to the correct terminal and must join the end of the queue.

Taxis at the individual taxi stands will operate on a first car first hire basis. However, the passenger has the right to choose their taxi and may choose not to take the first available taxi.

In an attempt to reduce taxi driver waiting times at taxi stands, daa may operate a “shunting” procedure to move taxi drivers from one taxi stand to another. Taxi drivers must comply with the instructions of the taxi stand operators in regard to this procedure. The taxi driver should remain in attendance with his/her vehicle at all times while on the taxi stands. If a taxi driver waiting at a taxi stand needs to use the toilet facilities he/she must ensure his/her vehicle will not obstruct airport operations and should advise the taxi stand operator.

Taxi drivers operating at Dublin Airport taxi stand must not unreasonably refuse a fare. Reasonable grounds for a taxi driver’s inability to take a fare include health and safety, vehicle capacity limitations and medical conditions.

Taxi drivers should offer customers reasonable assistance with the loading of luggage. Once a taxi driver has their customer(s) and luggage in their car they must proceed from the taxi stand.

**Due to the nature of airport operations and airline flight schedules, daa cannot guarantee taxi service providers a fare or maximum dwell time.**





## Short Fare Policy

Subject to Small Public Service Vehicle legislation a short fare policy may be operated at the sole discretion of daa.

The short fare policy is a privilege provided to taxi drivers and is not an entitlement.

An authorised short fare allows the taxi driver to return to the taxi stand from which he/she left and join the end of the queue at that taxi stand once he/she does so within a defined period of time.

The short fare policy may be altered or revoked at any time by daa Landside Management.

## Short Fare Procedures

Where a short fare policy is in operation, a taxi driver requesting a short fare must speak to the taxi stand operator to confirm that the short fare is approved before departing from the taxi stand.

The taxi stand operator may advise the taxi driver of the time that he/she must return to the taxi stand by, which for the avoidance of doubt is 20 minutes from the time the taxi driver is issued the short journey. The responsibility remains at all times with the taxi permit holder to ensure that they are within the 20 minutes.

Where the taxi driver is within the allocated time he/she may return through the barrier and join the end of the queue on the taxi stand from which he/she left.

If the taxi driver is outside the time then he/she must not return to the taxi stand. If he/she does return to the taxi stand he/she will be advised to leave by the taxi stand operator.

- Only one short fare is permitted.
- The permit holder must follow the instructions on the display at the entrance to the taxi stand and/or taxi rank staff.



# 7 Communication

## Taxi Administration

It is the responsibility of all Permit Holders to ensure that their contact details are correct and up to date. All changes to Permit Holder contact details must be submitted via the online Permit Application and Payment portal.

daa will not be responsible for any breakdown in communication which results from any permit holder failing to provide up to date contact information including mobile number and/or email address.

All other general communication from taxi permit holders to daa should be via Taxi Administration to ensure a consistent approach to managing queries in the most efficient way.

Communication can be made via email or phone via the details below:

**Postal Address:**

Taxi Administration Office,  
daa,  
Clive House,  
Plassey,  
Limerick

**E-Mail:** [taxiadmin@daa.ie](mailto:taxiadmin@daa.ie)

**Phone:** 01 9446333

## Landside Manager

daa is committed to stakeholder engagement and as such part of the role of the Landside Transportation Manager is dedicated to meeting regularly with taxi representatives and when the need arises to communicate with the representatives on all matters affecting the smooth operation of the business.

## Taxi Forum

A taxi forum is held each month and the taxi representatives are invited to meet with daa to discuss operational matters.

## Taxi Operation Notices

- Operation notices are produced on a regular basis and are displayed on the notice board in the café. They are also circulated to all the taxi representatives. Should you wish to have these notices sent via email, please contact Taxi Administration who will pass on your details to the relevant area.
- Notice board in the taxi café is for general information for the taxi industry & not for commercial advertisements
- Retiring drivers are allowed to pass their Taxi Permit to their son or daughter (provided they hold a PSV license). A Taxi Permit Holder may only hold one permit at any time although daa recognizes he/she may be an additional driver on another permit.





## Text Messaging

The standard form of direct communication to taxi permit holders is by phone, letter, notice or email.

Notifications relating specifically to the permit renewal application and permit fee payments will be via text message and/or email.

In emergency situations, text messaging may be used to communicate with permit holders. constantly strive to improve its communications process and will advise taxi permit holders of any changes to communication forms before their implementation.

## Staff Interaction

daa requires its staff to conduct themselves in a respectful and professional way towards Taxi Permit Holders and daa requires Taxi Permit Holders to conduct themselves in the same way towards daa staff, follow permit holders and customers. daa staff may be required to approach Taxi Permit Holders and clarify operational issues that may arise from time to time and to occasionally make operational decisions.

Where a Taxi Permit Holder does not agree with the direction of a staff member, the process outlined under Grievances should be followed. The issue should not be taken up with the staff member directly.

## Grievances

In line with our Customer Service Charter daa will acknowledge receipt of all grievances received by the Taxi Administration within 10 working days. In instances where decisions are made by a daa staff member on the taxi stands that taxi drivers may not agree with,

daa would ask taxi permit holders to comply with the direction of the staff member managing the operation and subsequently forward their grievance to Taxi Administration

Taxi Permit Holders should contact Taxi Administration when raising a grievance with daa. All grievances should be made in writing (letter or e-mail) and should contain as much factual information as possible. Failure to follow this process and provide accurate details may result in a delay or the inability to complete an investigation or a grievance



# 8 Service Level Standards

daa outlines service level standards to which all of its business partners and service providers (including taxi drivers permitted to work at Dublin Airport) must operate.

The levels of service outlined in this manual must at a minimum be provided by taxi drivers at Dublin Airport at all times.

## Respect & Dignity

With regard to the right of each individual to respect and dignity in their place of work, a taxi driver must at all times conduct him or herself in a civil and courteous manner towards passengers, fellow taxi drivers, other Dublin Airport operators and personnel and all daa personnel.

Taxi drivers should expect to be treated in a respectful and courteous manner when approached by daa staff and similarly daa staff should be treated in an equal manner by taxi drivers.

## Taxi Driver Conduct & Appearance

- Taxi drivers must be courteous and helpful.
- Taxi drivers must have respect for daa property.
- Taxi drivers must promote taxi services at Dublin Airport.
- Taxi drivers should be neatly dressed.
- Taxi drivers should have a good working knowledge of major routes and destinations, and should follow any direction or route chosen by the passenger.
- Taxi drivers must offer reasonable assistance with luggage.
- Taxi drivers must display their driver identification card and the passenger information card in clear view of the customer.
- Taxi drivers must carry guide dogs and mobility aids at no extra charge for customers who need them.
- Taxi drivers may not unreasonably refuse service for journeys of 30km or less.
- Except by prior written agreement with the customer, taxi drivers may not charge more than the metered fare and must give customers a printed receipt.
- Taxi drivers must ensure lost property left in taxis is handed in as per National Transport Authority and Carriage Office regulations. The taxi driver must also advise Taxi Administration as this can help customers should they contact daa in connection with their lost property. Please note daa taxi operators are not permitted to handle lost property.
- Taxi drivers must never engage in activity which may negatively influence public perception of daa.
- A taxi driver must not participate in any acts which may be reasonably construed to cause offence. Such acts include vending or promoting products, services or events and/or intimidation, verbal abuse, racial abuse, lewd or indecent behaviour or violence.



- Taxi drivers must not refuse a fare unreasonably from a taxi stand at Dublin Airport
- Taxi drivers must not cause any obstruction or unnecessary delays in any area at Dublin Airport.

## Vehicle & Equipment Standards

- The vehicle should be clean and roadworthy.
- The luggage compartments of the vehicle must be empty upon arrival at a taxi stand to facilitate customers luggage.
- Vehicles identified as wheelchair accessible must at all times have the equipment required to transport a wheelchair using customer.
- Vehicles must be maintained to meet all legislative requirements (e.g. Road Traffic Act, NCT, etc) and manufacturers' specifications relevant to that vehicle
- Taxis must issue printed receipts in accordance with National Transport Authority regulations

## Compliance with Taxi Operation & Taxi Management System

- At a taxi rank, the passenger may choose to travel in a taxi other than the one at the top of the queue.
- A taxi driver must remain in attendance with his/her vehicles while at a taxi stand. If a taxi driver waiting at a taxi stand needs to use the toilet facilities he/she must ensure his/her vehicle will not obstruct other drivers (including taxi drivers) or disrupt operations and should advise the taxi stand operator.
- While at a Dublin Airport taxi stand, taxi drivers must remain in their vehicle.
- While in an overflow area or holding area within the Dublin Airport taxi queuing system, taxi drivers must remain in close proximity to their vehicles and ensure that the capacity of the overflow area or holding area is not reduced/compromised.
- While in the taxi holding area and within the next 30 taxis to be called on the VMS board, taxi drivers must remain in close proximity to their vehicles to ensure that there is no delay in the delivery of the taxi service.
- While in a holding area within the Dublin Airport taxi queuing system, taxi drivers must proceed immediately upon being called to a terminal
- A taxi driver must not cause any delay or stoppage which may obstruct other taxi drivers or impact in any other way upon the taxi operation at Dublin Airport.
- Taxi drivers must ensure that under no circumstances is the meter calculating before accepting a fare. Should this be identified the National Transport Authority shall be notified.
- A taxi driver must not participate in any blockage at Dublin Airport. Any grievance issues should be raised with daa via the communications process as detailed in this document or via the taxi driver's representative organisation.
- A taxi driver must not cause or permit his/her taxi to obstruct any road, footpath, entrance, exit, or building or cause annoyance or disturbance to users at Dublin Airport.
- A taxi driver must ensure that all equipment and property of daa is utilised with due care and is not damaged, misused or vandalised in any way.
- daa reserves the right to inspect any taxi permit and all associated documentation at any time.



## 9

## Failure to meet Service Level Expectations

daa cannot continue a business relationship or business partnership with any service provider (including a taxi driver) that fails to provide a high quality service to the users of Dublin Airport.

Failure by taxi drivers to provide taxi services to the highest standards, or to meet the expectations outlined in this manual, will result in:

1. The Permit Holder will be issued a letter to his/her address (as registered with Taxi Administration), this letter will outline the issue of concern.
2. The Permit Holder will be given 10 days to respond
3. The response along with any other relevant information will be considered
4. An outcome letter will be issued to the Permit Holder

Where daa is satisfied that corrective action is appropriate this will be included in the outcome letter.

Where there are repeated complaints, and/or where an action by a driver is a risk to the health and safety or respect and dignity of an individual, group and/or property, daa may, in its sole discretion, decide to take any of the following actions:

- The termination of the business relationship between daa and the taxi driver
- The withdrawal of permission to operate within the daa taxi operation at Dublin Airport
- The refunding of any remaining unused fee, paid by the taxi driver to daa in return for permission to operate
- If daa is satisfied that a taxi driver is no longer providing a satisfactory service at Dublin Airport, or has contravened the Bye-Laws or provisions as set out in this Manual, it may revoke the permit or refuse a new permit to the holder at the expiration of the validity of the existing taxi permit.

daa will make such decisions without prejudice should it reasonably believe that a taxi driver has or is repeatedly failing to deliver a taxi service to the standards and expectations outlined in this manual. Such decisions are only made in the best interest of the users of Dublin Airport.

## Appeal

Any taxi driver wishing to appeal the termination of the business relationship must write to Taxi Administration within 10 working days. The letter must outline the grounds on which the appeal is being made.



Where requested by the taxi driver or the taxi driver's representative body and where the deemed appropriate by the Landside Transportation Manager, an oral hearing may be held. Due to limitations on available resources the timeframe in which an oral hearing will be held cannot be guaranteed.

The decision on the appeal shall be returned within 30 working days from:

(a) the date of receipt of the appeal letter; or

(b) the date of the oral hearing where one takes place

whichever date is the latest, and the decision on the appeal shall be final.

Please note that any appeal can only be considered on the information available. It is the responsibility of the person/representative appealing to ensure all information on which the appeal is based is submitted with the appeal letter.



# 10 Insurance

Dublin Airport shall not be responsible for any loss or damage incurred by a taxi driver or any third party arising from any act or omission of any nature whatsoever related to the provision of the taxi service at Dublin Airport.

All taxi service providers shall indemnify daa, against any actions, proceedings, costs, damages, claims or demands arising out of any such matter.



# 11 Tag Installation Guide

## TAG INSTALLATION GUIDE

### Cars and Vans

**(Not exceeding 2 tonnes in weight)**

Installing your tag is simple -  
Just follow the step-by-step instruction guide below:

It is important your Easytrip tag is correctly installed  
before you use Easytrip.

**Contents:**

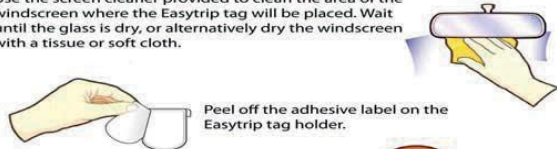


### How to fix your Easytrip tag to your windscreen?

Trial fit your Easytrip tag (without removing the adhesive backing) behind the rear view mirror. Make sure that the positioning of the Easytrip tag does not obscure the drivers vision.



Use the screen cleaner provided to clean the area of the windscreen where the Easytrip tag will be placed. Wait until the glass is dry, or alternatively dry the windscreen with a tissue or soft cloth.



Make sure that the stickered side of the tag is facing towards you. Then stick the Easytrip tag to the windscreen behind the rear view mirror.

Hold in position until secure.



The holder will remain on the windscreen. Please contact the Easytrip office on 1890 67 67 68 if you need a new holder.

### Important Note:

Most vehicles are now equipped with a Moisture Sensor Windscreen. It is identified by a series of small black dots behind your rear view mirror.

If you have this type of windscreen it is important that you place your Easytrip tag **ON THE BLACK DOTS** located behind your rear view mirror to ensure that the easytrip system reads your Tag.

Please follow the step-by-step instructions on this installation guide.



### Commercial Vehicles

**(All vehicles exceeding 2 tonnes in weight)**

Installing your tag is simple -  
Just follow the step-by-step instruction guide below:

It is important your Easytrip tag is correctly installed  
before you use Easytrip.

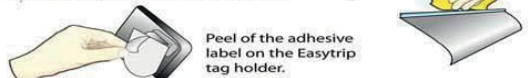
**Contents:**



### How to fix your Easytrip tag to your windscreen?



Use the screen cleaner provided to clean the area of the windscreen where the Easytrip tag will be placed. Wait until the glass is dry, or alternatively dry the windscreen with a tissue or soft cloth.



Make sure the tag is vertical and that the stickered side is facing towards you. Then stick the Easytrip tag to the bottom centre of the front windscreen.

Hold in position until secure.

Your Easytrip tag has been delivered with its holder attached. If you need to remove your Easytrip tag, you can do so by sliding it away from the holder. The holder will remain on the windscreen. Please contact the Easytrip office on 1890 67 67 68 if you need a new holder.



**easytrip**  
ELECTRONIC TOLLING & PARKING SERVICE



# Dublin Airport Taxi Operations Manual

Effective 1<sup>st</sup> May 2018

© Copyright daa 2018

