

Baile Átha Cliath Dublin



Dublin Airport

Taxi Operations Manual

Effective 1st March 2022

Introduction

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

As the taxi service is often one of the first services used 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 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 and commit to communicate such variations to all taxi permit holders.

1 Taxi Permits

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

Permits are issued by daa, or its designated agent, to authorise taxi drivers to provide a service at Dublin Airport taxi stands in accordance with the requirements, service levels and procedures outlined in this manual.

A taxi license 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 drivers named on the taxi permit are permitted to ply for hire from the taxi stands at Dublin Airport.

At all times the Taxi Permit and associated tag remains the property of daa and shall not be altered in any way.

Taxi permits must be displayed on the bottom left side of the front windscreen.

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).
- Fails to meet minimum Service Level Standards (as set out in this manual) when operating at Dublin Airport.
- Fails to fully comply with the Taxi Management System in operation at Dublin Airport (as set out in this manual).
- Fails to comply with legislation, including, but not limited to: 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 Dublin Airport.
- Fails to comply with any regulations regarding the operation of a taxi as set out by the daa Taxi Operations Manual, National Transport Authority, an Garda Síochána and/or associated legislation.

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

daa places a high degree of trust in taxi permit holders to provide an excellent standard of service. Any behavior that leads to a breach of trust in this relationship will result in the withdrawal of permission for a taxi driver to operate at Dublin Airport.

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.

daa reserves the right to notify any relevant third parties, including but not limited to, An Garda Síochána and/or the National Transportation Authority of any breach of this manual, the Airport Bye-Laws or any relevant legislation in force at the time.

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

The Son or Daughter of a retiring driver may apply for a permit when the retiring driver ceases to operate at the airport. The retiring driver should notify Taxi Admin of the Son or Daughters Application for the taxi permit. This application will be given priority and must comply with the minimum requirements to hold and apply for a permit at Dublin Airport (please see section 3 permit requirements). All permits are issued at daa's discretion. A Taxi Permit Holder may only hold one permit.

Permit Changes/ Lost or Stolen

Dublin Airport Taxi Administration Department (Taxi Administration) must be advised of all changes relevant to the conditions of operating a taxi at Dublin Airport, including but not limited to:

- Driver details and SPSV.
- Vehicle details and license PSV.
- Removal of additional drivers.
- Taxi permits and tags.

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.

Lost or stolen taxi permits, and/or tag must be reported immediately to Taxi Administration at taxiadmin@daa.ie. The following information must be included:

Taxi Permit Holder:

- Name
- Contact number
- Plate number
- A brief message outlining the issue

2 Online Permit Application and Payment Portal

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

- Review and accept the Taxi Operations Manual & associated permit Terms & Conditions
- Complete the annual permit application
- Make payment online by credit or debit card
- Update contact and vehicle details

In order to facilitate the permit application process, the permit portal will maintain a secure online profile for each permit holder.

As part of the application, permit holders must acknowledge permission for daa to maintain the permit holder profile for use in future online permit applications, administrative purposes, financial reporting and auditing purposes in accordance with appropriate legislation

The profile will include:

- Permit holder's contact information, address and PSV expiry date
- Additional driver contact information, address and PSV expiry date (when applicable)
- Vehicle information: registration, make and model and SPSV expiry date
- Permit holder historical data will be maintained, including payment transactions, notifications issued, 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 Permit Requirements

The following are the minimum requirements to be met by the taxi permit applicant:

- A completed online application form.
- Payment of the annual permit fee by credit /debit card (VISA/ Mastercard/ Laser).*
- Mandatory provision of credit card payment options to all customers.
- *Minimum of 120 trips over a 3-month period to retain the taxi permit. (avg. 10 trips/ week)
 - i. *see *Appendix 1 (page 21)*

Permits are issued at daa's absolute discretion.

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.

There is no longer a requirement to upload a photo of your SPSV or PSV licence. We will check each application against the NTA database to ensure driver eligibility. Should either licence not be valid with the NTA then you will not be able to apply on the portal until it is valid (within the application period).

Post 2016 Permit Holders

In addition to the above minimum requirements, Permit Holders who obtain their initial permit for the permit year 1st May 2016 onwards must also comply with the following requirements:

- Wheelchair accessible vehicle.
- Minimum license to carry 5 passengers.

4 Application Process

All permit holders are required to use the online portal to submit permit applications and payment.

Notification of payment due dates are sent to all permit holders as part of the application process.

- Taxi Administration will notify all permit holders in advance, the due dates for permit application and associated fees.
- Notifications relating to the permit application and/or permit payments will be issued by SMS or email.
- It is then the responsibility of the permit holders 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.
- A permit will be issued once the application has been fully processed and approved by daa.
- Where a new taxi permit is required it will be dispatched by Taxi Administration once the application and payment have been fully processed and approved by daa.

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Payment Process

Payment must be made via the online Permit Application and Payment Portal on an annual basis

Fees are listed on the taxi permit application form.

Payment Methods

Credit or Debit Card (VISA/ Mastercard/ Laser)

- Payments must be made online via the online permit application and payment portal.
- Payments are processed and deducted immediately when the valid credit/ debit card details are provided.

Please note that Bank Draft or Postal Orders are no longer accepted as forms of payment.

If permit applications and/or fees are not submitted by April 17th, 2022 (For existing permit holders) and 1st May 2022 (for new permit holders), it will be assumed that the permit holder no longer requires a taxi permit at Dublin Airport and the driver will not be eligible for a permit.

daa WILL NOT pursue permit holders for payment of unpaid permit fees

Late Payments

Permit fees are due at the time of application. One week's grace will be granted from April 18th to April 24th, 2022 (for existing permit holders) and May 2nd to May 8th 2022 (for new permit holders) but will be subject to a €50 late fee.

Additional Driver

Additional drivers cannot be added to a taxi permit.

Existing permit holders with additional drivers must have both the main and additional driver review and accept the online Terms and Conditions.

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

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.

Fees

daa applies administrative fees to the following transactions:

Item	Fee
Yearly permit	€440
Additional driver	€50
Late permit application	€50
Permanent Plate Changes	€20 €50
Lost Permit	€30
Lost / Misplaced Tags	€30

Temporary/ Permanent Plate Changes

In the case that a temporary or permanent plate change is required the following administrative fees will apply:

Item	Fee
First temporary/ permanent plate change	€20
Subsequent temporary/ permanent plate changes	€50

**daa reserve the right to restrict plate changes*

Payment will be taken by Taxi Administration in advance.

Please note: Plate change requests can **only** be made in writing to taxiadmin@daa.ie

Failure 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 their taxi permit, tag and any other associated documentation. daa may also introduce incentive or rebate schemes on a trial or permanent basis at their discretion and will communicate permit holders about these schemes where they apply.

6 Taxi Operations

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 always display their ID card.
- All taxi drivers must provide a credit card payment option. If this option is not provided as per passenger request, drivers will be removed from the rank without a fare, until such time as they are able to meet the payment option criteria set out in the Terms & Conditions of the Dublin Airport taxi permit.
- 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 operations staff, daa officials or designated agent.
-

Taxi Management System

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

The Dublin Airport taxi management system is operated by daa or designated third party as may be nominated by daa. While not always possible, daa actively endeavors to minimize taxi driver wait times at the taxi stands. This is done by adjusting 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 a multi terminal airport operation and the customer's right to choose whether to avail of a taxi, daa does not guarantee:

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

Taxi Operations Procedures

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

- Unless advised otherwise, permit holders arriving at Dublin Airport 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, and/or relevant signage put in place by daa.
- As space becomes available, the taxi driver shall proceed via the barrier into the taxi holding area and enter the first available lane.

Parking is only permitted in the lanes. Parking is not permitted at the top of the taxi holding area near the VMS board or in the reserved "Wheelchair vehicle only" area



- The taxi driver shall wait in the taxi holding area until called to a terminal via the VMS notification system.
- As passengers are expected, the VMS board calls cars to their assigned 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 terminal number 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		19691
39945		20564
41974		20851
17418		36635
36495		37824
18206		18377
		35869
		25443
		25763
		20457
		42207
		23677
		31082
		30526

- To prevent any delays to the delivery of taxi service, drivers must be in attendance of their vehicle: when their plate number is displayed on the VMS board and/or when their 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 the 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 taxi driver presents at the airport via 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 the 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.
- To reduce wait 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 regarding this procedure.
- The taxi driver must always be in attendance of their vehicle while on the taxi stands. If a taxi driver waiting at a taxi stand needs to use the toilet facilities, they must ensure their vehicle will not obstruct airport operations and should advise the taxi stand operator.
- Taxi drivers operating at the taxi stand must not unreasonably refuse a fare. Reasonable grounds for a driver to refuse 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 Fares

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 daa taxi permit holders and is not an entitlement.

An authorised short fare allows the taxi driver to return to the taxi stand from which they left and join the end of the queue.

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

Procedures

Where a short fare policy is in operation permit holders must adhere to the following procedures:

- Request a short fare from the daa taxi rank staff. A short fare must be approved prior to departure from the taxi rank.
- Once approved, permit holders must return to the rank from which they left within 20 minutes.
- The responsibility remains with the permit holder to ensure that they return within the 20 minutes.
- Permit holders who return to the rank outside the 20-minute timeframe will not qualify to ply/hire a fare and must return to the Taxi Holding Area.
- Permit holders may not return to the taxi rank outside the 20-minute timeframe.

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 a 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 by letter or email:

Postal Address:

Taxi Administration Office,
Clive House,
Plassey, Limerick

E-Mail: taxiadmin@daa.ie

Stakeholder Engagement

daa is committed to stakeholder engagement and as such, the Dublin Airport Taxi Operation is dedicated to communicating regularly with permit holders.

Note: *The notice board in the taxi café is for general information for the taxi industry & not for commercial advertisements*

Operational Messaging

daa [may/will] use your contact information to communicate with you for operational purposes or in the case of an emergency. If you wish to change your preference, please contact taxioperations@dublinairport.com

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Service Level Standards

daa outlines service level standards to which all 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 always at a minimum be provided by taxi drivers at Dublin Airport.

Respect & Dignity

All individuals have the right to respect and dignity in the workplace. Permit holders must conduct themselves in a civil and courteous manner towards passengers, fellow taxi drivers, and daa and Dublin Airport staff.

Taxi Driver Conduct & Appearance

Taxi drivers must:

- be courteous and helpful.
- have respect for daa property (including co-tag).
- promote taxi services at Dublin Airport.
- be neatly dressed.
- have a good working knowledge of major vehicle routes and destinations and should follow any direction or route chosen by the passenger.
- offer reasonable assistance with luggage.
- display their driver identification card and the passenger information card in clear view of the customer.
- carry guide dogs and mobility aids at no extra charge for customers who need them.
- not unreasonably refuse service for journeys of 30km or less.
- except by prior written agreement with the customer, not charge more than the metered fare and must give customers a printed receipt.
- ensure lost property left in taxis is handed in as per National Transport Authority and Carriage Office regulations. The taxi driver must also advise daa 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.*
- never engage in activity which may negatively influence public perception of daa.
- 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.
- not refuse a fare unreasonably from a taxi stand at Dublin Airport
- 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 customer luggage.
- Vehicles identified as wheelchair accessible must always have the equipment required to transport a wheelchair customer.
- Vehicles must be maintained to meet all legislative requirements (e.g. Road Traffic Act, NCT, etc.) and the manufacturers specifications relevant to that vehicle
- Taxis must issue printed receipts in accordance with National Transport Authority regulations

Staff Interaction

daa requires its staff to conduct themselves in a respectful and professional way towards taxi permit holders

daa staff may be required to approach permit holders to communicate operational issues and decisions. Taxi permit holders are required to conduct themselves in a respectful and professional way towards daa staff, fellow permit holders and customers.

Where a permit holder does not agree with the operational direction or conduct of a daa staff member, the issue cannot be taken up with the staff member directly but rather through the process outlined under the Grievances section of the Taxi Operations Manual.

Failure to meet Service Level Standards

daa places high value on quality service level standards by all business/ service partners, including taxi permit holders.

Failure by permit holders to provide services to the highest standards, and/ or to meet the expectations outlined in this manual, will result in the permit holder being issued a warning letter outlining the concerns. Once issued:

- The permit holder has 10 days to respond.
- daa will consider all relevant information provided.
- An outcome letter will be issued to the permit holder with any corrective action deemed appropriate.

If daa determines that:

- (i) a permit holder is no longer providing satisfactory service.**
- (ii) has been deemed in contravention of any of the by-laws or provisions set out in this manual,**
- (iii) A permit holder has failed to meet minimum numbers of trips (see section 3 permit requirements)**
- (iv) A permit holder has failed to pay any element of the permit fee where payment is being made in instalments**

daa may in its sole discretion revoke the taxi permit for the remainder of the current permit year and it will be at daa's complete discretion whether to issue that driver a permit in any future year(s).

Grievances

In line with our Customer Service Charter, daa will acknowledge receipt of all grievances received within 10 working days.

Taxi permit holders should contact Taxi Administration when raising a grievance with daa. All grievances should be made in writing to taxiadmin@daa.ie and should contain as much information as possible. Failure to follow this process as outlined above and failure to provide accurate details of the grievance may result in a delay or inability to complete an appropriate investigation.

Appeal

Any permit holder wishing to appeal permit revocation must email Taxi Administration within 10 working days upon receipt

of notification, outlining the grounds by which the appeal is being made.

An appeal can only be reviewed based on the information available. It is the responsibility of the permit holder to ensure all information on which the appeal is based is provided in full.

An in-person review can be requested by the permit holder or permit holder representative. If a review is deemed appropriate by daa or designate, a date will be set for a meeting. Due to limitations on available resources the timeframe in which a review can be held cannot be guaranteed.

The decision of the appeal shall be returned to the permit holder within 30 working days from:

- the date of receipt of the appeal letter; or
- in the case of an in-person review, the date of the review meeting, whichever date is latest.

The decision made on the appeal will be considered final.

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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.

10 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:

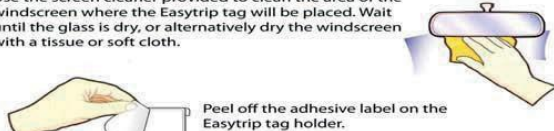


How to fix your Easytrip tag to your windscreen?

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.



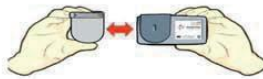
Use the screen cleaner provided to clean the area of the windscreen where the Easytrip tag will be placed. Wait until the glass is dry, or alternatively dry the windscreen with a tissue or soft cloth.



Peel off the adhesive label on the Easytrip tag holder.

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.



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.

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?



Trial fit your Easytrip tag (without removing the adhesive backing) to the bottom centre of the front windscreen. 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.



Peel of the adhesive label on the Easytrip tag holder.

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 1st March 2022

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