

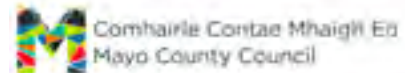


# Towards an Age Friendly Airport

Shannon Airport and Ireland West Airport Knock  
Case Studies in Practice

Early Guidelines and Recommendations





# Acknowledgements

Age Friendly Ireland would like to thank the following for their contribution to the development of this guidance resource for age friendly airports:

Consultants Dr Sean O’Riordáin and Jack Keyes. Cathy Mannion, Commission for Aviation Regulation.

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Dr Pat Daly, Chief Executive of Limerick City and County Council; Pat Dowling, Chief Executive of Clare County Council; and Kevin Kelly, Chief Executive of Mayo County Council.

Older People’s Councils from Mayo, Limerick and Clare, especially those who took part in the walkability audits and consultation. Special thanks to Marie Flanagan from Mayo Older People’s Council, and Patricia Anne Moore and Maurice Harvey from Clare Older People’s Council for taking part in a video recording to demonstrate the airports’ enhanced features.

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Dr Thiago Herick de Sa and Alana Officer from the World Health Organisation.

# Foreword



**Cathy Mannion**

Commissioner  
Commission for Aviation  
Regulation

## Commission for Aviation Regulation

Over the past decades airports across the world have seen consistent growth in traveller numbers. In particular, the ageing population are taking advantage of having better health and longevity to travel and they now play a critical role as users of both airports and airlines. In tandem with this growth many airports have developed bespoke services to facilitate older people, particularly those with mobility challenges. This has been underpinned by national and international regulators of airports taking a pro-active role in ensuring that facilities across the globe support the movement of these key passengers for all of us. In recent years the Commission for Aviation Regulation in Ireland has worked closely with all the national airports to further develop the older persons experience at our airports and, as a consequence, is delighted to harness the efforts of Ireland's local government led Age Friendly Ireland Programme to make Ireland an Age Friendly country.

Airports, of course, are at the start and finish of an air journey and so it is important that, as Ireland's airports become age friendly, those they connect with also do so and so I welcome the support of

the World Health Organisation to advance similar efforts across the global airport community. Once again Ireland in the aviation sector is providing world leadership, something which successive governments as well as the Commission actively support and endorse.

The design of an airport's-built environment can become the determining factor between a decision to travel or not. Therefore, airports across the globe must work to ensure that no unnecessary barriers to our older populations wish to travel. Facilities and services now need to be designed and delivered to those using them with a clear focus on being age friendly. These guidelines provide a supportive framework which airports in Ireland and elsewhere can use to make sure that users of all ages and abilities can enjoy a safe and secure journey through our airports from land side to airside. As such the Commission for Aviation Regulation are happy to continue to work with Age Friendly Ireland and all airports in Ireland to ensure that the principles of age friendliness and universal design will be at the heart of the travel experience.

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## MESSAGE FROM Pat Dowling

An Age Friendly Airport should cater for all its passengers. Our colleagues in Age Friendly Ireland believe that if you design for older people you will, in the main, design for all of society. Consultation is at the heart of the Age Friendly Programme and listening to the 'voice' of older people is key to the programme's success.

Older People from Counties Clare & Limerick have participated in the study of Shannon Airport to assess how easy it was to journey through the airport. I would like to personally thank them for their time and valuable input. The information generated from this study has been hugely beneficial in informing these Age Friendly Airport Guidelines. Based on their input, an Age Friendly Airport should facilitate its passengers to feel safe, comfortable and relaxed, regardless of the barriers they face.



**Pat Dowling,**

Chief Executive of Clare County Council and Chair of the National Network of Age Friendly Alliances

The Age Friendly Airport initiative complements all other public realm and built environment enhancements led by the local authority such as; Ennis Age Friendly Town, accessible streetscape enhancement, transport improvements, Age Friendly parking spaces, accessible parks and greens areas, our Age Friendly Libraries and Age Friendly Business Recognition programme.

Working with our colleagues in Limerick City & County Council, Shannon Airport Authority and Age Friendly Ireland, we are striving to make Shannon Airport one of the first Age Friendly Airports in the world. Through this endorsement, we look forward to welcoming new passengers to an Age Friendly County Clare.



## MESSAGE FROM Pat Daly



**Pat Daly,**  
Chief Executive, Limerick City &  
County Council

Following the launch of Limerick's Age friendly Strategy in 2015, Limerick City and County Council's Age Friendly programme committed to ensuring that no section of the local community is left behind when it comes to the delivery of services. Limerick as an Age Friendly County, is a place where older people can stay living in their own homes and communities, lead healthy and active lives, get to where they want to go, when they want to go, and are valued contributors to the lives of their communities. Transport is a key factor that influences that active and healthy ageing, and by focusing on improved travel options, we make it easier for older people to remain connected to their families, both within their communities and around the World.

Limerick City & County Council has committed to supporting Shannon Airport in its drive to enhance the experience of older people who travel through the airport and supports the role of the Limerick – Shannon Metropolitan area as the major growth engine of the mid-West region and main international entry to the Atlantic corridor for both the tourism and business sectors. The acknowledgement of Shannon as an Age Friendly Airport compliments the great variety of Age Friendly initiatives already undertaken in the Clare/Limerick region. In collaboration with our partners at Shannon Airport and Clare County Council, we are committed to the provision of a high quality, fully accessible, travel experience that links Shannon Airport to local urban centres and improves the ability of older people to use Shannon Airport as a main departure/arrival point.





## MESSAGE FROM Kevin Kelly



**Kevin Kelly,**  
Chief Executive of Mayo  
County Council

The key objective of Mayo County Council is to help build county which we describe as a sustainable, inclusive, prosperous and proud. We strive to make Mayo an Age Friendly county which values and cares for all its citizens equally. In that regard, a central feature of this commitment is to advance all facets of public realm towards Universal Design as well as embedding an Age Friendly ethos as set out in the National Positive Ageing strategy.

The process of Ireland West Airport Knock becoming an Age friendly airport began in 2018 and with Shannon airport will become the first airports in the world to have such recognition.

This initiative is the result of a long term collaboration between Mayo County Council and our partners in Ireland West Airport.

We are absolutely delighted to have achieved national recognition for our work towards creating a more age friendly environment at the airport and, in doing so, developing guidelines that can be used by any airport across the globe.





Shannon Airport has an excellent track record of implementing pioneering initiatives for the benefit of all of our passengers. For example, in 2009, Shannon became the first airport in the world, outside of the Americas, to provide full US Pre-clearance facilities, making arrival in the US easier and faster. We are proud to have been the first airport in Europe to open an airport sensory room for people with neurodevelopmental challenges, including autism, and staff training to assist passengers with special needs was a critical part of this initiative.

Our brand promise 'Making it Easy', is at the core of everything we do at Shannon Airport. The journey time from our airport car park to the departure Gates is on average 15 minutes. We are the first state airport to have removed the 100ml only rule for liquids carried in cabin bags. As a result of this initiative the time our passengers spend in the airport's security screening area has been halved.

Becoming an Age Friendly Airport will not only benefit our older passengers but all of our customers and staff. We see the economic benefit of being Age Friendly which will open up possibilities for tourism for older people and extend the international connections of the first WHO-recognised Age Friendly country in the world. Shannon Airport has already adopted an Age Friendly culture by striving to ensure that its passengers' experience, regardless of age or ability, is enjoyable, simple and stress free. Our Customer Charter demonstrates a commitment to putting our customers at the heart of all we do. We are committed to making ongoing physical improvements throughout our airport facilities to further enhance the travel experience for PRM (Persons with Reduced Mobility) service users.

Mary Considine,  
CEO Shannon Group

We are absolutely delighted to have achieved national recognition for our work towards creating a more age friendly environment at the airport. Over the past two years the airport has been working to transform the airport experience for our customers through the enhancement of our services and facilities and throughout the process have worked in collaboration with the teams at Age Friendly Ireland and Mayo County Council to ensure the transformation works and service offering met with the requirements of the Age Friendly Recognition Programme. I'd like to thank in particular our customer services and operations teams, who took the lead on this project, for their hard work in achieving this recognition and in doing so becoming the first airport in Ireland to achieve this recognition. It's a fantastic honour for the airport and staff to be acknowledged in this way on a national level. I'd also like to express our sincere thanks to the team at Mayo County Council for their support and collaboration on this project, demonstrating once again a very positive example of what can be achieved when resources are combined on projects like this.

Joe Gilmore  
CEO Ireland, Ireland West Airport Knock



# Introduction

## Why Now?

“

*The number of people **aged 60 and over** as a proportion of the global population **will double** from 11% in 2006 **to 22% by 2050***

*... in Europe this will reach 34% while in North America it will reach 27%*

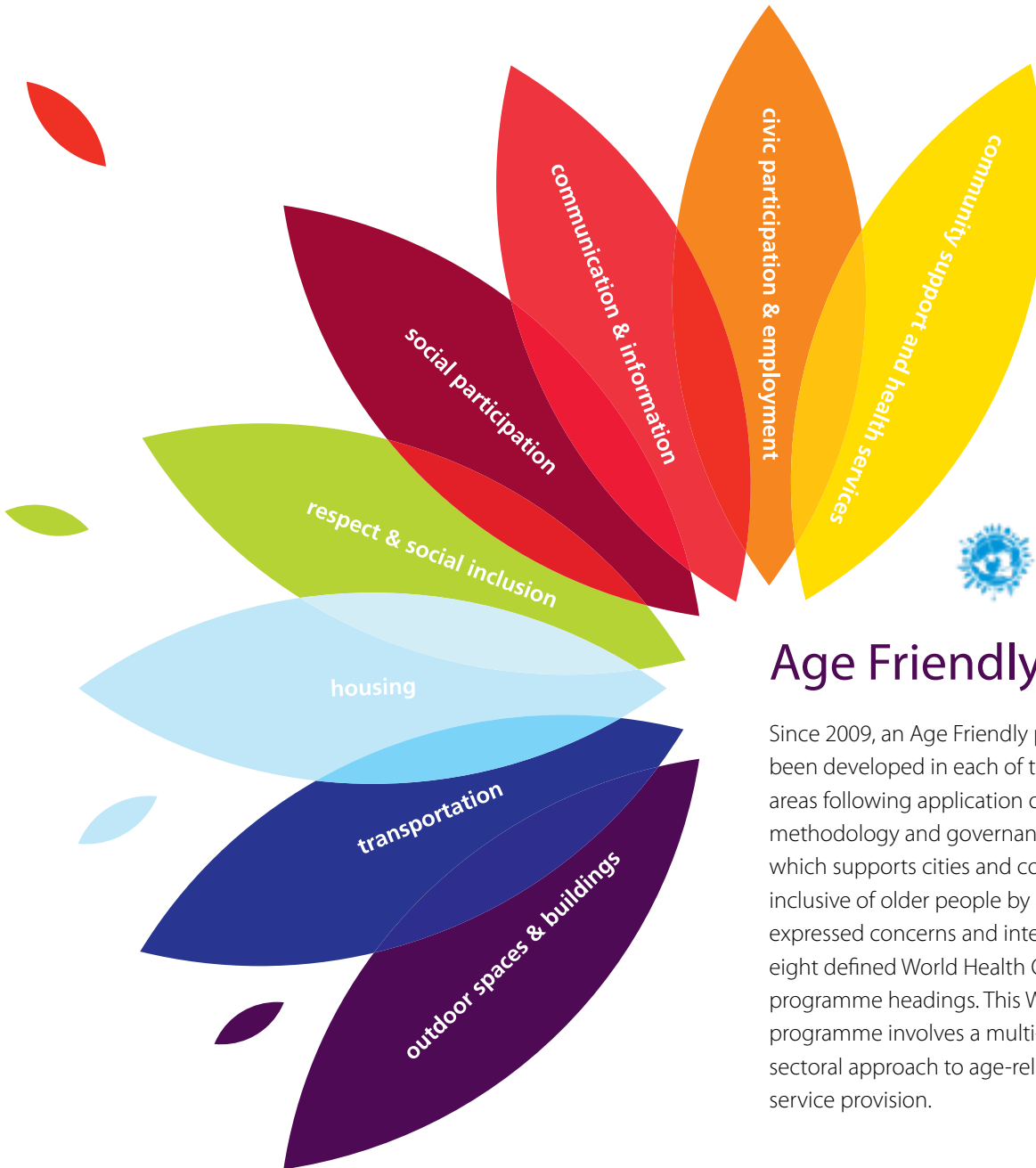
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**Global Age-friendly Cities: A Guide, World Health Organisation 2007**

Along with population ageing comes an increased incidence of physical, cognitive and sensory issues. There will be more older people but this means that there will be more people with additional needs, be it reduced hearing or mobility, cognitive or sensory impairment.

Many older people use their later years for extensive travel but often feel discouraged by the barriers presented at airports. This should not be the case. Increasingly cities and rural communities are creating an environment where older people are at the heart of service delivery and the design of the spaces which all ages use. As we age and our populations across the world become older putting an age friendly ethos at the core of how services are delivered is central to international bodies, governments and communities everywhere.

Putting the older person at the heart of day to day decision-making in the public sector and the private sector is critical if the diverse demands of citizens, customers and clients are to be met. Private and public service providers increasingly recognise older people as a major part of their client group. By having older people at the centre of service delivery, businesses create more opportunities for client satisfaction and increased business and so it is for our airports.



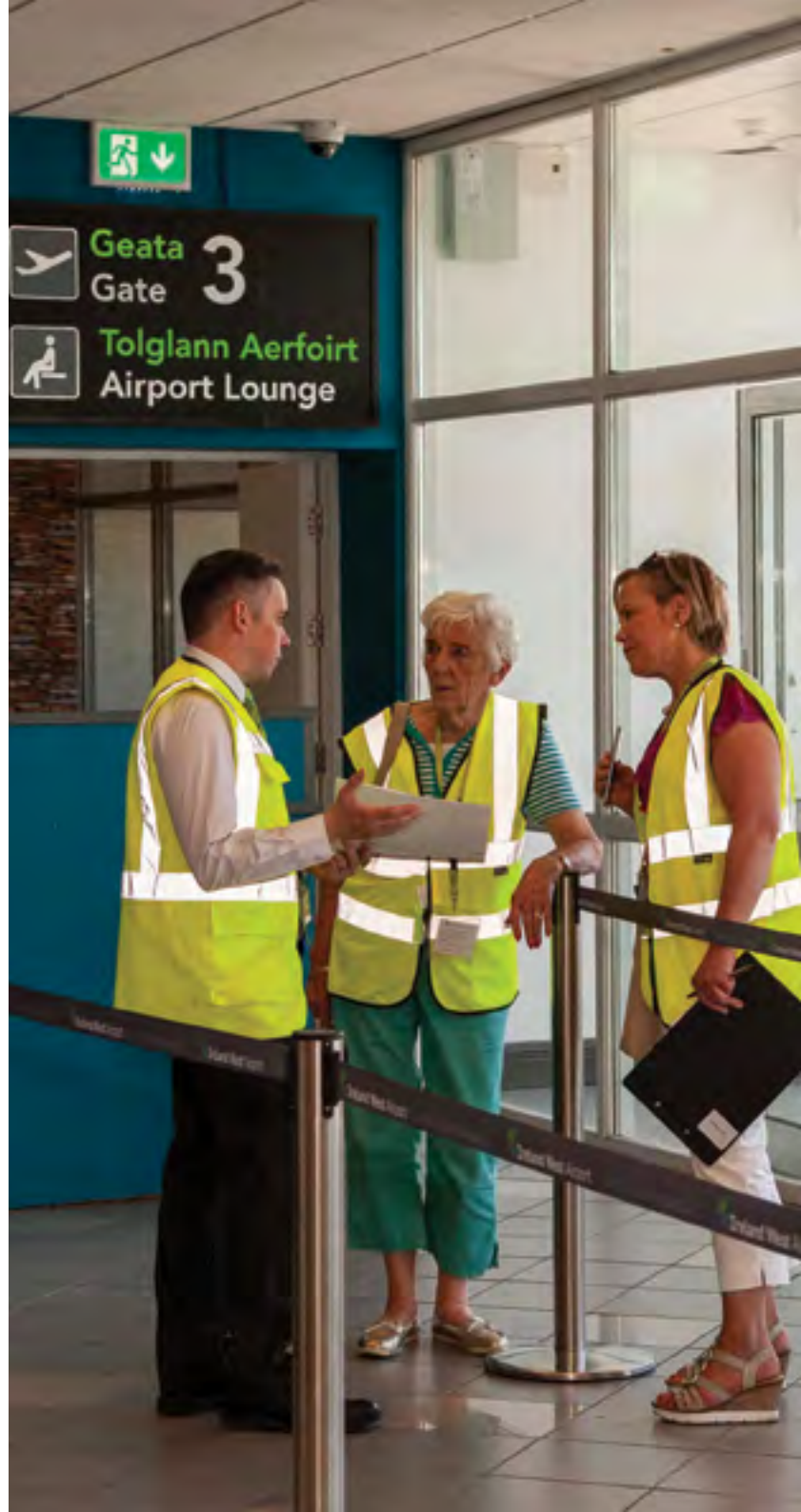
## Age Friendly Ireland

Since 2009, an Age Friendly programme has been developed in each of the 31 local authority areas following application of a consistent methodology and governance structure which supports cities and counties to be more inclusive of older people by addressing their expressed concerns and interests under the eight defined World Health Organization (WHO) programme headings. This WHO informed programme involves a multi-agency, multi-sectoral approach to age-related planning and service provision.



Within the framework of the WHO's Age Friendly Cities and Communities model, city and county based stakeholders are making commitments to shared action plans addressing pillars spanning housing, our health services, built environment, transport and employment. Under the leadership of the local authority governance is anchored in the multi-agency Age-Friendly Alliances, supported by broadly representative Older Peoples' Councils actively engaged as co-design partners.

Successful Age Friendly City and County Programmes are working to create the kinds of communities in which older people live autonomous, independent and valued lives. A core feature of the programme was the establishment of Age Friendly Alliances in each local authority area under local government leadership. This is a multi-agency group under the chairmanship of the Local Authority Chief Executive with senior/ chief executive level representatives from the Health Services, an Garda Síochána, the Education and Training Boards, Transport, Business Chambers, Older People's Councils and other agencies active locally.





The alliance is tasked with developing a local strategy with achievable goals implemented across 8 WHO themes. A local age friendly programme manager is appointed in each local authority to drive the process forward and support the Older People's Council whose crucial role is to articulate the views of older people. Alliances have been formed and strategies implemented in each local authority in Ireland leading to significant improvements in the lives of older people. There has also been an effective input into national policy drawing upon the active inputs from across the Older People's Councils which represent in each city and county the voice of the older person. To date, the local government led Age Friendly County and City programmes across Ireland have implemented real change in imaginative and cost-effective ways.

An Older People's Council is established as part of each Age Friendly City and County Programme. Through the Council older people can raise issues of importance, identify priority areas of need and inform the decision-making processes of the City or County Age Friendly initiative. The Older People's Council also offers a service user perspective in monitoring the implementation of the Age Friendly Strategies. Councils aim to be representative of the diversity of the local older population, linked with local older people's groups and supportive of the most marginalised.

Established in 2018 as a shared service function of the local government sector Age Friendly Ireland coordinates the national Age Friendly Cities and Counties programme. The national Age Friendly Ireland Office is hosted by Meath County Council on behalf of the local government sector.

# What is this Document about?

These Guidelines have been commissioned by Age Friendly Ireland, in association with the World Health Organisation, Clare and Mayo County Councils and Limerick City and County Council, to apply an age friendly approach to the development and operation of a critical aspect of infrastructure in Ireland. Airports are now a normal feature of daily life across the globe and play a central role in the lives of all generations. As our populations grow older the interface and attendant human factors associated with infrastructure such as airports and their older users will become a major feature of the business of airports. In that regard the airport plays an important part in communities across the globe and are a principal piece of infrastructure throughout the globe.

The WHO and Age Friendly Ireland recognise that Airports operate in a competitive business environment. Accordingly, these guidelines focus on the development of measurable criteria to assess an airports suitability to be designated as age friendly. However, a central element of the success of the age friendly process globally has been the acceptance of a reasonable level of progress to date. There are examples of good

existing practice in non-airport environments such as hospitals, education facilities and other public offices. Experience to date indicates that successful age friendly initiatives are driven by senior management buy-in, a positive approach embedded throughout the organisation and an ability to consult in depth with older people throughout the process. Such corporate engagement underpinned by the formulation of a strategy/plan to carry out further enhancements when budgets and market conditions allow are central to an age friendly approach.

The provision and promotion of age friendly facilities will make an airport more attractive to older travellers and could incentivise them to use age friendly airports. In undertaking development of these guidelines it is hoped that airports and other vital infrastructure such as ports, railways and related transport and service infrastructure will over time roll into their business and development planning an age friendly ethos and culture. In doing so they will contribute to the delivery of age friendly communities across the globe.



Two airports in the West of Ireland were selected to undergo a process to achieve Age Friendly recognition. They were subject to an audit and consultation with older people to ascertain the Age Friendly value of the airport facilities with regard to the design, development and operation.

Ireland West Airport is a facility owned by the local authorities of Galway City, Galway County, Mayo, Roscommon, Sligo and Donegal in the West of Ireland. Its close links with the local authorities made it an ideal starting point to work with Age Friendly Ireland, which is hosted by local government.

Shannon airport is the most westerly airport in Europe and in the 1940s and 1950s was the

primary technical transit stop for all airlines crossing the Atlantic to and from Europe. The airport in Shannon has already played a world leading role in many airport developments since its establishment in 1947 including the first duty free facility in the world up to, more recently, development of an autism friendly facility, again the first such facility in any airport.

Shannon Airport and Ireland West Airport Knock both play a critical role in the development of their respective regions.

Both airports have committed to engaging with Age Friendly Ireland and local Older People's Councils to ensure that the facilities are equipped to meet the needs of the ageing population.



# What is an Age Friendly Airport?

An age friendly airport<sup>1</sup> is an airport, regardless of size, with an inclusive and accessible environment that optimizes opportunities for people of all ages, especially older people. It is important for them to be able to travel in comfort with the security that they will be treated with dignity and respect.

The ethos of an Age Friendly airport includes the following features:

- ▶ It recognises the wide range of capacities and resources among older people;
- ▶ It is designed or can be re-configured over time to anticipate and respond flexibly to ageing-related needs and preferences;
- ▶ It respects older people's needs, decisions and lifestyle choices;
- ▶ It strives to protect those who are most vulnerable; and
- ▶ It promotes older people's inclusion in, and contribution to, all areas of airport activity.

Age friendly airports will be designed and operated to make sure that the management and staff strive to deliver customer service that appreciates the needs of older people. It will provide buildings and outdoor spaces in terms of a green and pleasant environment including:

-  low noise levels
-  green spaces and
-  places to rest/sit,
-  safe passageways/  
pathways,
-  pedestrian access/road  
crossings,
-  no barriers to  
accessibility,
-  secure environment

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<sup>1</sup> These guidelines have been prepared having regard to the provisions of EC/1107/2006 and S.I. No. 299 of 2008

It will have available reliable, comfortable, secure and frequent public transport to/ from the airport from a wide number of accessible destinations.

- 1 using a combination of specialised services/ designated spaces on the transport,
- 2 with age friendly trained drivers
- 3 associated infrastructure such as bus stops,
- 4 taxi pick up points and
- 5 age friendly parking/pick up/drop off spaces

The size of an airport may play a role in it being Age Friendly. Many airports of different sizes already have most of the attributes of being age friendly. Some airports may, however, need to address existing legacy developments to become more age friendly. Size should not be a deterrent; it is the commitment over time to be age friendly which is important.



Therefore, an age friendly airport is recommended to have the following features, in line with universal design and Part M of planning regulations.

- ▶ Public seating with arm rests throughout the areas used by pedestrians (ultimately and ideally) every 100 metres.
- ▶ Adequate number of accessible toilets proportionate to volume of passengers and airport users
- ▶ Pedestrian crossings times that provide enough time for older adults to cross safely and comfortably. Leaning/resting posts on both sides
- ▶ Adequate rubbish bins

- ▶ Clear signage for displaying airline arrivals and departures information
- ▶ Bus stops with shelter and seats and contact/communication points
- ▶ Appropriate Lighting and Planting
- ▶ Accessible footpaths, dished kerbs, level surfaces and Age Friendly parking spaces
- ▶ Other features that are highlighted to airport management through consultation with older customers

Airports can achieve this over time with Age Friendly improvements being implemented on a phased basis.



## Key Values underpinning these Guidelines

The following values (which have been adopted from Age Friendly Ireland and the underpinning Age Friendly Alliances across Ireland) to deliver a great country in which to grow old are used in these guidelines as an underpinning set of values for developing the age friendly assessment methodology which will be used in the audit of the two demonstrator airports. These values will be relevant to an age friendly approach across all airports globally:

**Commitment to Action** | Active, engaged, practical, pragmatic implementation of Age Friendly initiatives which are firmly based on the expressed views and priorities of older people and which enhance their quality of life and participation.

**Future Proofing Infrastructure and Key Services** | Age Friendly implementation to make economic as well as social sense and foster the creation of more liveable, sustainable, resource effective and enabling environments. Future-proofing plans, programmes and projects will help to ensure that policies, strategies, infrastructure and key services do not become outdated or outmoded in the near future and that they are friendly and accessible on many different levels, to all ages and groups.

**Collaboration** | Fulfilment of the Age Friendly vision through combining a bottom-up participatory approach at local and community level with top-down political and agency-led commitment and resources.

**Inclusion** | Informed by the views and opinions of the diversity of older people, and enabling the direct and active involvement of older people in local-level decision-making.

**Innovation** | Commitment to employing new thinking, methods and approaches in response to the challenges and opportunities identified by older people.

Successful Age Friendly Programmes aim to create the kinds of communities in which older people live autonomous and valued lives. They do this by undertaking focused activities which aim to fulfil ambitious goals related to each of the Age Friendly themes (Outdoor Spaces and Buildings, Housing, Social Participation, Transportation, Respect and Social Inclusion, Civic Participation and Employment, Communication and Information, Community Support and Health Services). **This particular set of guidelines are applicable to airports but may also be generally used to appraise and commend Age Friendly Plans in other transport sectors such as ports and railway stations/services.**

# Background Information on Participating Airports

It is important to tell the story of the origins of both airports to understand why they were selected to become the first Age Friendly Airports in Ireland.

**Ireland West Airport** is unique in the Irish aviation industry in that it is owned by a Trust for the benefit of the people of the West of Ireland. The airport was the brainchild of the late Monsignor James Horan, Parish Priest of Knock and aviation pioneer who had a remarkable vision to develop an International Airport at a time of widespread economic stagnation and mass emigration from the west of Ireland. People from the west of Ireland have a huge emotional attachment to Ireland West Airport. It is very much the People's Airport as the people supported its initial development with direct financial contributions and in so doing supported the founders to keep going until the project was achieved.

The airport is served by major European airlines, Aer Lingus, Flybe, Lauda and Ryanair. Flight traffic has grown rapidly over the last 30 years from just over 9,000 passengers and one daily flight to London in 1986, to a record high of 800,000 passengers in 2019 with 120+ weekly flights to 24 international destinations. The passenger figures represent the fourth consecutive year of record passenger growth at the airport. 24 International Destinations 800,000.

Overall traffic volumes have grown steadily since 2015. In 2018, the airport's excellent reputation was reaffirmed when it was shortlisted for the sixth year in a row for the airline industry's most coveted World Routes 2018 Marketing Award.

**Shannon Airport's** Aviation Development team are committed to developing new routes and services for its customers. Working closely with airlines to explore new route opportunities, they support new and expanding routes and work hand in hand with airline and tour operator customers to ensure long term growth and sustainability for all services at Shannon Airport.

Shannon Airport opened its doors in 1945 and has continually grown and developed over the years. The airport has worked hard to make air travel easy for people living in the Shannon region, from along the west coast and indeed for those throughout Ireland who prefer a more relaxed airport experience.

## Why Ireland West and Shannon Airports

**Ireland West Airport** has become a symbol of a region's resilience and steadfast determination to succeed. It is now the fourth largest Airport in Ireland and serves 24 international destinations across the UK and Europe. It is the preferred Airport of choice within this catchment area because of the ease of accessing the Airport (primarily due to major improvements in the road network and growing congestion at other Airports, low cost flight availability and increased flight choice).

Since its inception Ireland West Airport has consistently provided an excellent service and strives to ensure that the passenger experience, regardless of age or ability, is enjoyable, simple and stress free

Data released by Ireland West Airport in 2017, revealed that of the 750,000 passengers through the airport, a total of 25% (187,500 passengers) were over 55 years of age. This statistic is not surprising. Populations all over the world are living longer, according to the 2016 census, the fastest growing age group in Ireland is the Over 65's. This age group saw the largest increase in population since 2011 rising by 102,174 to 637,567 a rise of 19.1% in 2016.

**Shannon Airport** is strategically located on the tip of Western Europe and close to three cities (Galway, Limerick and Cork). The airport has demonstrated remarkable innovation over the years, from the establishment of the world's first Duty Free shop in 1947, and being the first airport in the world, outside of the Americas, to provide full US Pre-clearance facilities (from August 2009), making arrival in the US easier and faster, and being the first airport in Europe to open an airport sensory room for people with autism. Developing the Age Friendly aspects of its service was a natural progression for an airport that seeks to continuously improve it positioning and demonstrate its commitment to passengers.

In 2016 the consultation process for the development of Clare's Age Friendly Strategy identified the importance of our transport links internationally, nationally & locally. This consultation with older people highlighted various transport issues including facilities and services at Shannon airport. The Clare Alliance also understood the potential to enhance the tourism industry of Ireland's Mid-west by the key role played by Shannon International Airport, the third busiest airport in Ireland.



An action in both Clare and Limerick's age friendly strategies sought to position the airport as a model of excellence in universal accessibility for people of all ages, that could play a leading role in creating a network of Age Friendly Airports across Ireland.

Shannon Airport Authority's commitment to its passengers is supported by data recently released, which shows that in 2019 (pre-pandemic), of the 1.7 million passengers who used the airport, 45% were over the age of 50.

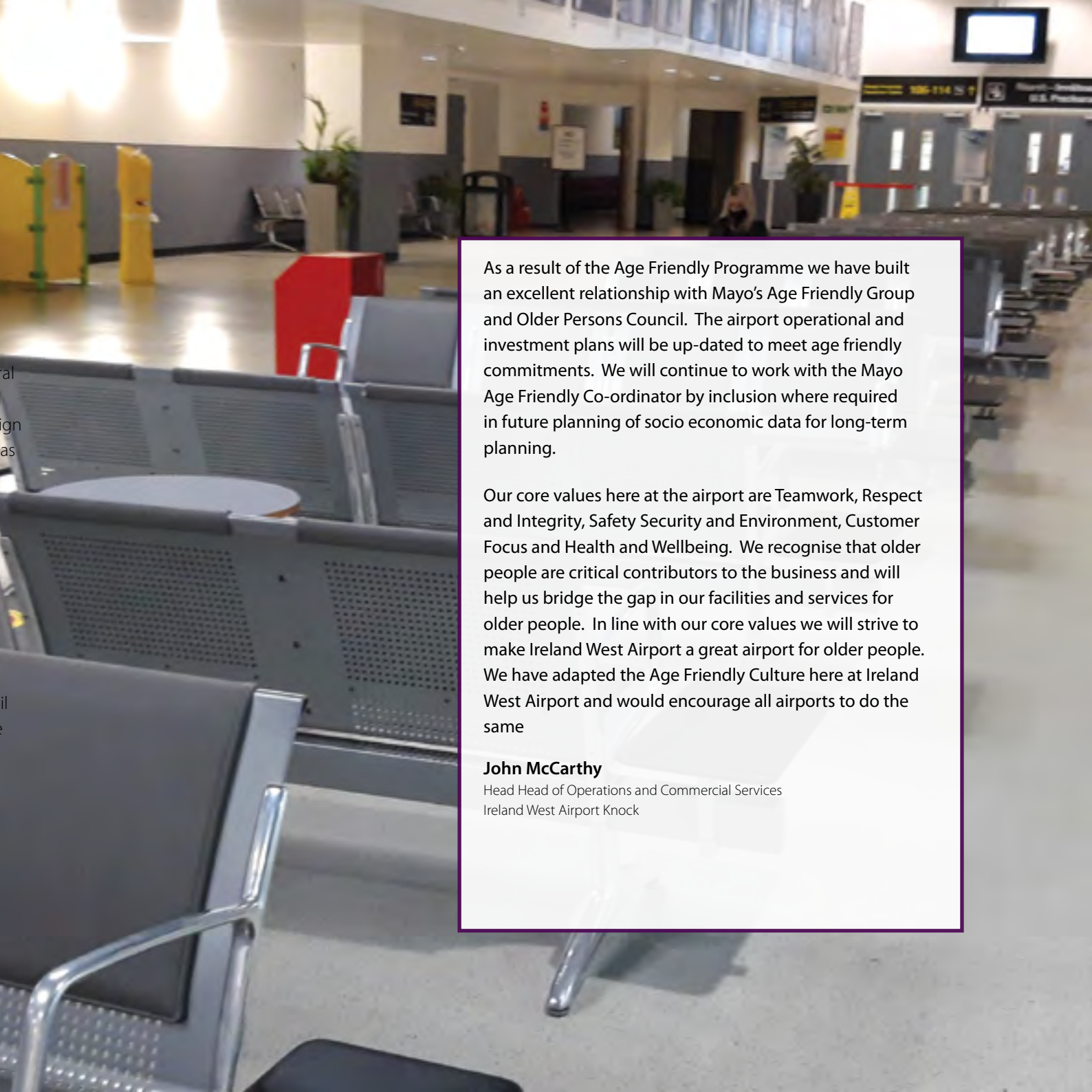
In 2018, Age Friendly Ireland proposed to develop guidelines to encourage and guide airport authorities to make their facilities more age friendly. Ireland West Airport and Shannon Airport were committed to the initiative from the start as it provided them with the opportunity to become recognised as an Age Friendly Airport and achieve increased customer satisfaction and, ultimately, to attract older people to increase their usage of the airport.

Mayo's Age Friendly Alliance, chaired by the then Chief Executive of Mayo County Council Peter Hynes, were fully supportive of Ireland West Airport's involvement in the development of the Age Friendly Airport guidelines as a central

feature of Mayo's Age Friendly strategy 2016-2020 is to advance all facets of public realm design towards universal design as well as embedding an age friendly ethos throughout public services.

Both the Clare and Limerick Age Friendly County Strategies contained a specific objective to develop Shannon as an Age Friendly Airport, aligned with the World Health Organisation's age friendly domain of transportation.

From the outset the Age Friendly programme provided the airports with the opportunity to consider and adopt age friendly practices where possible, such as improving accessibility, developing even better transport links and implementing initiatives that help people of diverse abilities and needs to feel more at ease and relaxed when travelling.



As a result of the Age Friendly Programme we have built an excellent relationship with Mayo's Age Friendly Group and Older Persons Council. The airport operational and investment plans will be up-dated to meet age friendly commitments. We will continue to work with the Mayo Age Friendly Co-ordinator by inclusion where required in future planning of socio economic data for long-term planning.

Our core values here at the airport are Teamwork, Respect and Integrity, Safety Security and Environment, Customer Focus and Health and Wellbeing. We recognise that older people are critical contributors to the business and will help us bridge the gap in our facilities and services for older people. In line with our core values we will strive to make Ireland West Airport a great airport for older people. We have adapted the Age Friendly Culture here at Ireland West Airport and would encourage all airports to do the same

**John McCarthy**

Head Head of Operations and Commercial Services  
Ireland West Airport Knock

## Connection with Age Friendly Ireland

In 2018, Age Friendly Ireland proposed to develop guidelines to encourage and guide airport authorities to make their facilities more age friendly. Ireland West Airport and Shannon Airport were committed to the initiative from the start as it provided them with the opportunity to become recognised as an Age Friendly Airport and achieve increased customer satisfaction and, ultimately, to attract older people to increase their usage of the airport.

Mayo's Age Friendly Alliance, chaired by the then Chief Executive of Mayo County Council Peter Hynes, were fully supportive of Ireland West Airport's involvement in the development of the Age Friendly Airport guidelines as a central feature of Mayo's Age Friendly strategy 2016-2020 is to advance all facets of public realm design towards universal design as well as embedding an age friendly ethos throughout public services.

Shannon Airport welcomes the Age Friendly Airport Initiative and will endeavour to make our airport both accessible and welcoming to the Older Community. We are delighted that the results of the recent Walkability Survey undertaken by the Clare & Limerick Older People's Councils found Shannon Airport to be an Age Friendly Airport for use by its Patrons.

Niall Maloney  
**Airport Operations & Commercial Director for Shannon Airport**

Both the Clare and Limerick Age Friendly County Strategies contained a specific objective to develop Shannon as an Age Friendly Airport, aligned with the World Health Organisation's age friendly domain of transportation.

From the outset the Age Friendly programme provided the airports with the opportunity to consider and adopt age friendly practices where possible, such as improving accessibility, developing even better transport links and implementing initiatives that help people of diverse abilities and needs to feel more at ease and relaxed when travelling.





# Overview of Key Stages Involved in the Development of the Age Friendly Airport Programme

Guided by Age Friendly Ireland, Shannon and Ireland West airports followed the commonly used four stage process which has underpinned Age Friendly Programme approaches across a number of service delivery and physical environments. The most important issue is for airport management to demonstrate a real commitment to making the airport age friendly. With such commitment will come the necessary plans to ensure the airport, over time, meets the customer service needs of what will be a key client group which is growing in importance and spending power.

Active, engaged, practical implementation of age friendly initiatives will need to be at the heart of the operation of the airport. Providing Age Friendly training to staff members, and other businesses servicing the airport, will build staff confidence and competence in meeting the diverse needs of all airport users.

With this commitment, the management teams at Shannon and Ireland West airports had the confidence to advance their airport towards an age friendly status.



## The Four Stage Process

**Step 1** Set-Up

**Step 2** Audit & Consult

**Step 3** Plan

**Step 4** Act

### 1 Set-Up

- ▶ Formation of an Age Friendly Airport Steering Group
- ▶ Involvement of key personnel and decision-makers from across relevant departments and services within the airport, making them aware of the Age Friendly process
- ▶ Engagement with the local Age Friendly Alliance through the local authority
- ▶ Involvement of older people and their representative bodies on the steering group

### 2 Audit & Consult

- ▶ Conduct walkability audits
- ▶ Conduct surveys
- ▶ Conduct focus groups
- ▶ Collation of key issues and suggestions for action

### 3 Plan

- ▶ Analyse consultation findings
- ▶ Identify domain areas
- ▶ Frame Age Friendly actions

### 4 Act

- ▶ Communicate what has been committed to
- ▶ Begin implementation
- ▶ Review and monitor actions
- ▶ Refresh actions and implementation plan as part of a continuous improvement cycle

# Stage 1: Set Up

**Stakeholder engagement** Partnership is essential for the planning, design and carrying out of independent review. Therefore critical strategic engagement with older users of airports and associated older persons networks should be central to a work programme delivering an Age Friendly Airport. It will rely on consultation and the participation of local Age Friendly structures and Networks with the relevant Airport Management Team. It will provide over time provide a basis for learning, openness, and transparency during the entire process

By inviting in at an early stage in the process Department Heads, senior leaders and officials from across the airport, the Age Friendly airport initiative is in a position to engage effectively with key decision-makers as and when problems and challenges are identified by older people. These initial meetings help to explain the ethos and benefits of becoming Age Friendly. They confirm interest and support from the airport board, management and staff to enhance the airport experience and make it a more pleasant, accessible and user friendly environment for older users.

In parallel with this internal process, engagement with the local Age Friendly Alliance and the Older People's Council should take place. This can be arranged through the local authority and supported by Age Friendly Ireland. This confirms

the interest of local older people in playing a key role in the overall process.

In order to support the efforts of an airport management team or board to win recognition as an Age Friendly Airport a set of criteria are set in Appendix 1. These criteria are included to assist a management team or Board on its future journey towards recognition and to sustaining that recognition.

All airports, particularly smaller airports, i.e. those handling less than 2 million passengers a year, will have a large measure of flexibility to agree the appraisal criteria within the overall framework set out in Appendix 1. Airports planning to grow beyond these numbers or who already have greater than 2 million passengers should aim to work more rigorously to the criteria set out below.



“I am privileged to be part of this project for Ireland West Airport, it has been a joy working with the Age Friendly group and Older People’s Council. It is an honour to be nominated as the Age Friendly Ambassador for Ireland West Airport Knock. I look forward to continuous work with the Age Friendly group and Older People’s Council to ensure that we do our utmost to provide a stress free environment for older people.

Ireland West Airport is about community, our goal is to become and be recognised as an Age Friendly airport. We promote an airport that has that personal touch, an airport that will go above and beyond, an airport that treats older people with the highest respect, an airport that treats older people how we as individuals would expect to be treated”

A quote that we promote in our Customer Service training from Mahatma Ghandi

*“A customer is the most important visitor on our premises. He is not dependant on us, we are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us the opportunity to do so.”*

We as an airport were given this great opportunity and appreciate the involvement from Age Friendly Ireland, Mayo’s Age Friendly Alliance and Mayo’s Older Peoples Council and the Audit Team, in giving their time to help us become an Age Friendly Airport.”

Sarah Rowley

**Head of Customer & Airline Service, Ireland West Airport Knock**

Mayo County Council has an excellent working relationship with Ireland West Airport's Managing Director Joe Gilmore and his management team who agreed to facilitate the project every way possible. This ensured the airports commitment to the project and paved the way for the work being completed without undue delay.

Maura Murphy  
**Age Friendly Programme Manager,  
Mayo County Council**

## SHANNON INTERNATIONAL AIRPORT

A walkability audit of the airport was conducted in March 2018 by the Clare & Limerick Older People's Councils which examined the accessibility of the airport terminal. Various recommendations came out of this study including in relation to signage, toilet facilities, information displays, lighting and seating. On foot of this, Shannon Airport Management met with Clare County Council and Age Friendly to progress the development of Shannon as an Age Friendly Airport. A second walkability audit of the airport was facilitated in 2021 by the Clare & Limerick Older People's Councils.

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## IRELAND WEST AIRPORT

Head of Operations & Commercial Services along with the Head of Customer & Airline Service met with representatives from Mayo's Age Friendly programme and were eager to discuss and put a plan in place to achieve the ultimate goal of becoming an age friendly airport. The first meeting took place in February 2018, the purpose of this meeting was to gain an understanding of the objectives and concerns for both parties and how the ultimate goal would be achieved. Other meetings followed, as central to the development of the initiative was a walkability of the airport's external and internal environment. The agreed date for the audit was 26th June 2018.

As the summer months are a particularly busy time for the airport, it was important that the audit did not in any way disrupt the business of the airport on the day and the airports management team stressed the importance of strict adherence to their security code for all members of the audit team – 12 in total.



## Stage 2: Audit and Consult

### Walkability audit

A preliminary walkability survey of the airport with a diverse group of older people, people with a disability, young families and organisations providing services such as dementia supports is carried out by the airport with support from the local Age Friendly Programme and the Older People's Council. This gives the opportunity to inform people of the many positive features already evident in the airport and highlights the practical steps that will need to be taken to ensure the airport becomes age friendly. See Appendix 3 Sample Airport Walkability Audit Questionnaire

The next step involves completion of an audit, carried out with the advice of Age Friendly Ireland. This detailed independent audit, based on the criteria set out below and referring to appendix 1, will pave the way to allow an airport to be recognised as age friendly. This appraisal should be completed by an external assessor experienced in this area and the process should include an older person's representative(s), a designated older person's officer from the local planning authority. The independent and external assessor should be approved by the planning authority or, in the case of Ireland, by Age Friendly Ireland

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A black and white photograph of the Shannon Airport terminal building. The word "Shannon" is visible in large, white, sans-serif letters on the dark facade of the building. The foreground shows a paved area with some metal stanchions or barriers.

# Shannon

## SHANNON AIRPORT

The Shannon airport walkability audit in 2021 involved a group of 16 members of the Clare & Limerick Older People's Councils. The group was a mix of male/female between the age ranges of 55–84 years. The group included people with visual and hearing impairments, reduced mobility and a wheelchair user.

The older people participating were asked to walk around a specified area to identify and prioritise things that could be improved as well as identifying features that were already Age Friendly well. In particular, they were asked to assess the following:

- ▶ how friendly & welcoming the public spaces were
- ▶ availability of human assistance
- ▶ availability of wheelchairs for those who may have mobility issues or difficulty standing for periods of time
- ▶ lighting (indoors and outdoors)
- ▶ level surfaces including outdoor pavements
- ▶ walking distances from one point to another
- ▶ how well the airport performed in terms of accessibility and usability by its wider range of users.





Shannon AIRPORT

The audit took place on a quiet afternoon at the airport, but participants on the walkability audit were asked to draw on their previous experiences of using the airport at busier times when completing the question.

On arrival the group were met by members of the airport authority where they were given security clearance through identity badges to all those taking part in the Audit. They broke into 2 groups to examine the following specified areas of the airport:

- ▶ Car Park & Check-in
- ▶ Security & Transit Lounge
- ▶ Boarding Gates
- ▶ Baggage Hall & Arrivals Hall

Each group was supported by a member of Shannon Airport Authority and an administrator assigned by Clare & Limerick Local Authorities who took notes and took photos on behalf of the group.

At the end of the walkability study Shannon Airport kindly provided light refreshments which was very much appreciated by the participants. This allowed for discussion and reflection as well as an appropriate space to complete the audit questionnaires.

The members of Clare & Limerick Older People's Councils who participated in the walkability audit were overall very positive about their experience at Shannon Airport and impressed that Shannon Airport Authority had invited them to participate in this walkability study to gain their feedback and opinions. The Walkability Audit Teams found Shannon to be a very easy International Airport to navigate with an excellent PRM service being offered free of charge and available to anyone who requested it. Customer Service staff the participants spoke to in the Duty-Free Shop and Customs area were very helpful and informative.





## IRELAND WEST AIRPORT

Our walkability audit involved a group of people made up of primarily, but not exclusively, older people - taking on specific walking routes within the environment being audited. Group members were asked to note relevant elements of their experience while travelling along the route. In particular, walkability participants were asked to rate what was good and what could be improved along the way. The committee sought to involve people with a mixture of abilities in walking the pre-planned routes – some who found it easy to walk the distance and others who for various reasons might find it more difficult.

The audit team and committee were met at the airport by Mayo's Age Friendly Programme manager where they were introduced to the members of the Ireland West Airport management team and staff. They were briefed on the best way to carry out the audit in the midst of the busy morning with both Departure and Arrival halls full of passengers.

Each person taking part in the audit had to provide photographic identification. Members of the team auditing the security area and arrivals hall, were required to provide passports as additional identification. Once all of the audit team were given clearance, each person was provided with Airport Identity Badges.



The airport staff advised how the Terminal is split. It was split into four operational areas:

- 1 External Environment
- 2 Entrance Hall & Check In
- 3 Departure Lounge & Shopping Area
- 4 Arrivals Hall & Baggage Reclaim Area.

Under each of these four operational areas the teams were asked to comment on the:

- ▶ Aesthetics - look and feel
- ▶ Public spaces and facilities
- ▶ safety and comfort/seating
- ▶ signage and customer service
- ▶ and to add any other observation in support of the application

Based on this, the participants were divided into four teams, with each team given a particular area of responsibility to audit:

- 1 Outdoor Environment including car parking/external level changes
- 2 Entrance/Check-In Desks/ Information Desk
- 4 Security/transit lounge/boarding gates
- 5 Baggage Hall and arrivals

The audit took approximately 3 hours. Audit teams carried out a thorough body of work and questioned airport staff on the rationale for the services and supports that they provide to passengers and the infrastructural planning of the airport.

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## Focus Groups

Such dialogue serves to remove uncertainty about the challenges and begins to emphasise the reputational and business opportunities that will follow from designation as an age friendly airport.

The important issue is to make sure that it is undertaken by a party independent from the airport. This party will have to be fully acknowledged as having the requisite skills to undertake the work and should be agreed with the management of the Airport

The Age Friendly Ireland Programme provides us with a great opportunity to work with the Older People's Council in Mayo in order to develop and build on the infrastructure already in place. It is imperative that we are able to identify and understand the needs of older people. We must be flexible and adaptable to those needs

Sarah Rowley  
**Head of Customer & Airline Services**



## IRELAND WEST AIRPORT

A series of meetings took place in the aftermath of the audit. In conducting a number of focus groups and consultation exercises Ireland West Age Friendly Airport committee sought to explore:

- ▶ How age friendly the airport was
- ▶ How the airport could better meet the needs of older people
- ▶ Solutions for dealing with issues and barriers identified by older people and staff

The audit team met to discuss their findings and experiences of auditing the airport. While some team members identified a number of improvements which would optimise a person's experience at the airport, the overall view was a positive one.

The Head of Operations & Commercial Services along with the Head of Customer & Airline Service attended a series of meetings to discuss the findings and recommendations from the audit. They were very keen to receive feedback on how they could improve the experience for older people travelling through the airport.

The walkability audit is a key part of the overall project. Meetings were also held with Mayo's Older People's Council as many were regular users of the airport and were very interested in highlighting areas of improvement and commending the airport on providing an invaluable service to the people in the west of Ireland.





# Stage 3: Plan

A workshop should be organised with all the parties (or their representatives) involved to formulate ideas and possible courses of action to address any possible gaps in the design and delivery of airport services relevant to older people. This could include preparation, if required, of an age friendly action plan that is proportionate to the economic capacity of the airport to become fully age friendly. This action plan ideally should include indicative timelines and milestones. In instances where significant physical works may be required and requiring approval from either a planning authority or an airport regulator, engagement with the relevant authority should be addressed at this point in the process. The fact that there may be a need to address physical development of an airport to become age friendly should not of itself be a block to being designated if, in the meantime through enhanced customer care, such gaps can be mitigated.

The audit report prepared by the independent assessor will include a recommendation which indicates the current suitability of age friendly recognition, as follows:

## The airport design, delivery, or operation

- 1 meets international best practice** and is suitable for submission for age friendly recognition.
- 2 broadly meets best practice** but there are specific major/minor negatives which require address in the form of an age friendly action plan. These are identified as future actions in the strategy/plan with management commitment for future implementation. This category may also be submitted for recognition.
- 3 fails to meet an acceptable standard** but may, with substantive revision and implementation, be reviewed under the relevant appraisal framework.
- 4 is wholly unacceptable**, and the existing plans or operations of the airport should be wholly re-configured to advance towards an age friendly framework.

## IRELAND WEST AIRPORT

A report of the findings was compiled and delivered to the airports management team which included issues to be addressed along with suggested recommendations.

Ireland West Airport replied within a 3 month time frame confirming that a number of the issues identified were corrected with the other issues being addressed in the airports continuing programme of improvement of works.

In addition to the walkability audit, the airport facilitated the completion of an independent airport audit by independent consultants. This audit was similar in format and included a detailed study of the airport environment followed by a questions and answers session with airport staff on the various issues highlighted.

An action plan was developed by consultants with the compilations of actions from all three parties (the walkability audit team, the OLDER PEOPLE'S COUNCIL focus group and consultants) with details of all of the issues to be addressed and indicative time frames for completion.

Ireland West Airport had already addressed many of the issues raised and agreed to implement, as soon as possible, the remaining actions.

In the recent upgrade of facilities here at the airport, we have taken into account the needs of older people and have put extra seating in arrivals & departures area, an adult changing facility, new signage, new equipment airside (ambilift, ramp). Staff have attended Customer Service training (understanding the needs of passengers) and training has also been scheduled for staff in the coming months on Disability Awareness

Sarah Rowley  
**Head of Customer & Airline Services**



## SHANNON AIRPORT

The walkability audit reports generated a plan of action for Shannon Airport. The initial walkability audit report in 2018 highlighted the need for the following improvements:

- ▶ Better signage with larger writing was needed
- ▶ More toilets needed and more toilet signage
- ▶ A covered walkway in the car park
- ▶ Flooring required improvement in parts
- ▶ Flight times on screens were too small to read
- ▶ Improved seating in departure lounge e.g. firmer seats with arm rests
- ▶ Improved lighting in certain areas of the terminal building
- ▶ Improvements to the website to make it more user friendly





Additional recommendations from the 2021 walkability audit report focused on:

- ▶ Further engagement with Clare & Limerick Older People's Councils.
- ▶ Provision of basic training to older people on how to book flights online/ check in online. This could be offered as part of the Digital Training programme being delivered through the libraries.
- ▶ Development of the airport as an Age Friendly employer.
- ▶ Provision of information on the top destinations that older passengers (aged 50+) fly to and from. Potential to promote Age Friendly Tourism in the Mid-west to those destinations.
- ▶ Overall members found the airport website has improved in that it has become much easier to use (more Age Friendly). This has enabled more older people to access it to book holidays and flights online.

I can see huge improvements to the audit that was done some time ago...Very good all round...The staff are friendly and you can ask them anything"

**Participants on Walkability Audit in Shannon Airport**

# Stage 4: Act

This plan is then submitted to the relevant age friendly body in the region or state. In the case of Ireland this is Age Friendly Ireland who, following a final consultation with the local older persons representatives, decide whether to award the Age Friendly Airport Recognition. On award there should be a formal launch and the initiation of a branding/ PR campaign by the airport.

It's great that we don't have too far to walk to the gate

One passenger commented to our staff

Having had a negative experience while travelling through an airport on my own late at night, I am delighted to hear about the development of an Age Friendly Airport and feel reassured that my needs as an older person will be met

**Passenger in Shannon Airport**

The above process (step 1 to step 4) should be driven and overseen by a steering group consisting of older persons representatives, the airports champion/ other relevant staff, local/ national age friendly support staff and the consultants (when required).

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## Some Public Realm improvements to be considered as part of an Age Friendly Airport Programme

- ▶ Public seating with arm rests, Age Friendly priority seating in specific locations such as Arrivals, Departures, at Security and Baggage Reclaim
- ▶ Adequate number of accessible toilets proportionate to volume of passengers and airport users
- ▶ Specific toilet facilities such as 'Changing Places' toilets which have a height adjustable bench, hoister and showering facilities
- ▶ Pedestrian lights at crossing points with longer green person times. Leaning/resting posts on both sides
- ▶ Clear signage for displaying airline arrivals and departures information. Ensure some displays screens at a lower level.
- ▶ Bus stops with shelter and seats
- ▶ Adequate rubbish bins
- ▶ Level footpaths, dished kerbs, even surfaces, etc.
- ▶ Appropriate Lighting
- ▶ Appropriate Planting
- ▶ Age Friendly Parking near to the terminal building
- ▶ Accessible elevators
- ▶ Accessible escalators
- ▶ Ramps
- ▶ Wide doorways and passages
- ▶ Suitable stairs (not too high or steep) with railings
- ▶ Sensory Room
- ▶ Free WiFi
- ▶ Low level vending machines
- ▶ Good colour contrast to support wayfinding for people with visual or cognitive impairment
- ▶ Availability of wheelchairs and assistance for people with impaired mobility
- ▶ Covered walkways from car parks/bus stops to terminal building

SOME OF THE ACTIONS BEING UNDERTAKEN OR CONSIDERED AS PART OF

## IRELAND WEST AGE FRIENDLY AIRPORT PLAN

- ▶ Re-configuration of the Public Transport **Drop off/collection point** to provide more **adequate weather proofing** to be included in future airport development plan.
- ▶ Placement of **directional signage to information desk**.
- ▶ Directional car parking **signage located adjacent to the pedestrian crossing** was relocated as it blocked pedestrian access to the terminal.
- ▶ Age Friendly Training Modules - **Staff have received training** in Customer Service with emphasis on people with reduced mobility.
- ▶ Check-in agents have **been trained to assist customers** through the airport, to help with documents for check-in and putting luggage on the conveyor belt, directing, escorting or assisting passengers through security.
- ▶ Assistance is also provided to the aircraft on departure and arrival. On arrival **staff members help passengers with baggage** and when necessary **offer to bring passengers out to their car**.
- ▶ A **specific portal for older persons** may be considered for the airport website to bring people to the existing and very good guidance on the site.

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- 
- ▶ Mayo Age Friendly Programme Manager instead of Coordinator to be consulted to **assist the Airport Management and Planning Advisors** where required in preparation of socio-economic data for long-term planning and masterplanning at the site.
  - ▶ A **promotion of the age friendly status** of the airport should be included in future marketing programmes.
  - ▶ Specific highlighting of such risks appropriate to older people should be included in the next Health and Safety review.
  - ▶ A **review of Walkability** in association with the Mayo Age Friendly Alliance to be implemented every second year or as agreed.
  - ▶ Application of a similar commitment to engagement in **future studies** to be applied.
  - ▶ Explore the opportunity for older person's contributions to business activity on site along with the potential for older persons to become **voluntary 'ambassadors'** for visitors.



SOME OF THE RECOMMENDED ACTIONS FROM

## SHANNON WALKABILITY AUDIT

### Outdoor Environment & Indoor Flooring

- ▶ Age Friendly designated **parking spaces** near to the terminal building.
- ▶ **More signs** in the car park and clearer information on signs.
- ▶ Erection of **additional signage** indicating the location of the assistance phones/intercom in the carpark area.

### Aesthetics – Look and feel

- ▶ Age Friendly **priority seating**, both in the Arrivals Hall and at Departure Gates.
- ▶ **Clearer information** on signage, for example **larger writing** in black on white background with no italics.

- ▶ Signs could be **lit up** or in **picture form** which would benefit passengers who are **non-English speaking** or people living with dementia.

### Public Spaces & Facilities

- ▶ A **specific policy** on dealing with older customers, recognising that older travelers may experience not only reduced mobility but also a diverse range of issues and challenges.
- ▶ Provide **easy access to assistance** on directions and guidance by **making sure staff are approachable** and available when older travelers need to ask for directions or support.
- ▶ Delivery of **Age Friendly Business training** to encourage businesses within the airport to make positive, practical changes to ensure repeat business from older customers.

- ▶ Health promotion - **half portions** to be available in the restaurants. Provision of **sufficient resting places** so that the airport is experienced as a walkable environment.

### Safety & Comfort

- ▶ Departure/Arrival **signs to be larger** and clearer
- ▶ Consideration for some **additional seating** in areas where passengers are required to queue such as at **departure gates and in the security area**.
- ▶ Consideration to be given to 'changing places' toilet facilities to **provide changing & showering facilities with disabled access** in the terminal building.

### General Recommendations

- ▶ **Engage further** with Clare & Limerick Older People's Councils in the Mid-west area.

- ▶ Provide **basic training to older people** on how to book flights online/check in online. This could be **offered as part of the Digital Training programme** being delivered through the **libraries**.

- ▶ Become an **Age Friendly Employer**.

- ▶ SAA could **provide information on where the top destinations** are that older passengers (aged 50+) fly to and from. This could provide potential to **promote Age Friendly Tourism** in the Mid-west to those destinations.

- ▶ Overall members found the airport **website has improved** in that it has become much easier to use (more Age Friendly). This has enabled more older people to access it to book holidays and flights online.

# Conclusion

## Considerations for an Age Friendly Airport

With Covid abating, international travel is once again on the rise, facilitated by our airports which are key transport hubs for older people who travel for tourism purposes, for business or to see family and friends.

Air travel should be a safe and enjoyable experience for everyone. By listening to older people, airport authorities can understand the diverse range of needs in the community. Making sure that airport facilities are Age Friendly is an effective way to enhance their accessibility and usability for everyone across the lifecycle. It ensures that domestic passengers feel confident in organising a trip abroad, and equally, having Age Friendly Airport recognition makes Ireland and its regions more attractive as a destination to older travellers from other countries.

Older age and retirement can bring increased opportunities for travel and leisure pursuits. Tourism opportunities for older people is a potential area for economic growth. Airports that undergo a process to achieve Age Friendly status are uniquely positioned to attract older customers by highlighting their attention to details such as age friendly seating, signage and customer support.

Airports also play a significant role in the local and regional economy through employment opportunities. Age Friendly enhancements benefit staff who work there and help to create age friendly workplaces which will be ever more important with increasing retirement age.

The walkability audits of both Shannon Airport and Ireland West Airport Knock identified many existing positive features in both facilities, and outlined the actions to be taken to enhance their Age Friendly characteristics. The process followed by these two exemplars can be replicated by other Irish airports, or indeed international facilities, that are seeking to be recognised as age friendly.

The context for all of this work on Age Friendly environments is population ageing. The World Health Organization's global affiliates programme encourages all member state to be prepared for the ageing demographic. By 2050, the world's population of people aged 60 years and older will double to 2.1 billion. The number of persons aged 80 years or older is expected to triple between 2020 and 2050 to reach 426 million (WHO Ageing and Health Fact Sheet). All aspects of society need to be prepared for this change so that older people are supported to continue participating in their communities and access services on an equal basis with other members of society.



# Appendices

## Appendix 1: Overall Criteria in applying an Age Friendly Appraisal

In accordance with the general application of best practice to project delivery, process application and/or operation, a central aspect of undertaking an Age Friendly audit is to establish the criteria by which the audit will be undertaken. These criteria should be clearly stated and agreed between the airport management team and the relevant older person's stakeholders and networks. They will also have regard to the size of the airport and its capacity to advance delivery of any physical works that might be necessary to meet, in time, universal design compliance.

In effect, an age friendly audit will ask if the submission from the airport management body meets the following criteria, where possible, and answers the following questions by providing evidence to the effect that a clear embedding of an age friendly ethos is demonstrated and given effect through the design, development and operation of the airport.

This means that, generally, subject to agreement between the airport management and the relevant older person's stakeholders and networks the following could be considered in seeking, in the case of Ireland, AFI Recognition:

- ▶ The airport design, delivery or operation will, as far as possible, adhere to relevant, applicable, local, national/international policy such as a local/regional authority age friendly strategy or plans, and existing statutory obligations applying to the airport.
- ▶ The implementation of masterplans and projects in, or associated with, an airports development will, if possible, facilitate an age friendly review on a bi-annual basis in consultation with the appropriate age friendly networks and platforms within the catchment area of the airport.



- ▶ Airport management should clearly consent to the above and reflect such consent within the overall corporate planning of the airport company.
- ▶ The airport design, delivery or operation should seek to minimise the potential for negative impact on older people and the wider community generally and should work to maximise the potential for benefit to older people.
- ▶ The airport design, delivery or operation needs to be capable of responding to negative scenarios impacting older people during the implementation of the tasks and actions underpinning the airport design, delivery or operation. This may be demonstrated by inclusion in the risk management and/or health and safety policies of the airport.
- ▶ The airport should establish (targeted) actions that, in sum, will underpin mitigation and performance improvement measures and actions that address the identified impacts of the airport on older people.
- ▶ The airport corporate framework, in collaboration with appropriate and relevant third parties, will establish, maintain, and strengthen, as necessary, an organizational structure that defines roles, responsibilities, and authority to implement their plans and policies in regard to older persons.
- ▶ Specific airport personnel, (including management representative(s), with clear lines of responsibility and authority) should be designated to oversee the age friendly business planning and operation within the airport. This role could be part of an overall role of the person(s) concerned. Key responsibilities towards older persons should be well defined and communicated to the relevant personnel and to the rest of the airport organization. Sufficient management sponsorship and human and financial resources should be provided on an ongoing basis to achieve effective and continuous performance in meeting the criteria set out in these guidelines.

- ▶ Where an age friendly appraisal involves specifically identified physical elements, aspects and facilities that are likely to generate (negative or positive) impacts, the airport management could apply an airport age friendly action plan to address delivery of continuous improvement to the airports' design, delivery, or operation.
- ▶ An appropriate grievance mechanism to address older person concerns and challenges as part of the customer care policies of the airport should be in place.
- ▶ Airport authorities/management companies should seek to design, construct, operate, and decommission their structures, including access points within the airport, airside and to/from the airport to be consistent with the principles of universal access and where new buildings and structures will be accessed by members of the public, the airport management should consider incremental risks of older people's potential exposure to accidents and/or natural hazards.
- ▶ Larger airports may be asked to demonstrate when it will be possible to meet the above criteria in instances where there is currently a gap in meeting such criteria

## Appendix 2: The Plan for an Age Friendly Airport or Proposed Airport

The following considerations and questions are a central framework for the assessment of an airport design, delivery, or operation in order for it to become an Age Friendly Airport.

- 1.1** Description of the main components of the airport including:
- i)** Airport's current or planned location using maps, plans and diagrams as necessary. Scaled maps and aerial maps showing key locations could also be considered.
  - ii)** Current or planned use of airport including numbers travelling/transiting, visiting, picking up or dropping.
  - iii)** Design standards applied to existing or planned services including reference to universal design including the type, finish and colour of materials, the architectural design of buildings and structures, plant species, ground surfaces, completion of travel chain analysis , etc.
  - iv)** Current or proposed policies and plans providing for age friendly conditions on the floor area and across all public accessible buildings.
  - v)** Retail trade accessibility and alignment to universal design.
  - vi)** The point of entry to point of exit airside route corridor(s), and associated access alignments.
  - vii)** Are any additional older person services provided for the airport all described? (e.g., mobility of older persons, access with the wider area, availability of quiet rooms, access to executive facilities on a reduced fee, etc.)
  - viii)** Are any other existing or planned developments with which the airport could have cumulative effects on older people identified?

- 1.2** Are demographic , social and socio-economic conditions of older people using the airport described?
- ▶ Population size, age composition, growth
  - ▶ Quality of life
  - ▶ Economic activities, employment, income (inventory of present economic environment without the project)
  - ▶ Housing quality and quantity (this is particularly important if older people are to be relocated in the case of a proposed airport development)
  - ▶ Older person community organizations, representative institutions
  - ▶ Public safety (police, fire)
  - ▶ Education (average level, access, public and/or private)
  - ▶ Health services
  - ▶ Recreation (public, private)
  - ▶ Existence of local age friendly, older person's development or well-being plans
  - ▶ Access to public services and sanitation

**1.3** Is there a clear commitment to age friendly embedding within the Corporate Framework and associated business planning?

**1.4** Is there an underpinning promotion programme for the AFI designation included?

**1.5** Are any risks to older persons associated with the airport described within the Airport Risk Management framework?

## General Overview Assessment

**2.1** Are any possible and known future changes to the airport described?

**2.2** Have all relevant national and local agencies been contacted in regard to possible application of their age friendly policies to the current operations of an existing or proposed airport

**2.3** Are positive as well as negative initiatives on older persons described in the plan?

- 2.4** Is the significance of each effect clearly explained?
- 2.5** What surveys, including walkability studies, have been undertaken as part of the airport design, delivery or operation?
- 2.6** Are any difficulties encountered and identified for mitigation?
- 2.7** Are any important gaps in the data on the existing environment identified and the means used to deal with these gaps during the assessment explained?
- 2.8** What mitigation provisions are in place?
- 2.9** Does the assessment demonstrate older person engagement?
- 2.10** Has the design of a new airport or the business planning of an existing airport demonstrated older person understanding, e.g. training for company personnel to understand older person's culture, values and aspirations, and for local older persons to understand the relevant airport company's principles, objectives, operations and practices?
- 2.11** What special arrangements are to be made to protect cultural or religious significance for local older person's communities (e.g. prayer room)?
- 2.12** Are there monitoring arrangements in place which will measure progress to ascertain that the plan is being achieved?
- 2.13** Does the project allow for improved support for education and better resources and facilities for older people?
- 2.14** Does the project allow for enhanced employment and business opportunities for older people?
- 2.15** Does the Airport have an older person's liaison representative?
- 2.16** Is there a grievance management process in place/proposed?



# Appendix 3: Airport Walkability Audit Questionnaire

## Section 1 Introduction

Start Time	Date
Starting Point	Finishing Point
Specified Area: <input type="checkbox"/> Car Park & Check-in (please tick ✓) <input type="checkbox"/> Boarding Gates	<input type="checkbox"/> Security & Transit Lounge <input type="checkbox"/> Baggage Hall & Arrivals Hall

**1** Are you  Male or  Female ? (Please ✓)

**2** Please tick the box/es that may apply to you? (You may ✓ more than one)

A wheelchair user <input type="checkbox"/>	A person with a buggy/stroller <input type="checkbox"/>
A person with reduced mobility <input type="checkbox"/>	A person with a young child (toddler) <input type="checkbox"/>
A person with a visual impairment <input type="checkbox"/>	None of these <input type="checkbox"/>
A person with a hearing impairment <input type="checkbox"/>	Other: Please specify <input type="checkbox"/>

**3** Which of the following groups includes your age? *(Please ✓)*

<b>Under 55</b> <input type="checkbox"/>	<b>55 to 59</b> <input type="checkbox"/>	<b>60 to 64</b> <input type="checkbox"/>	<b>65 to 74</b> <input type="checkbox"/>	<b>75 to 84</b> <input type="checkbox"/>	<b>85 +</b> <input type="checkbox"/>
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In the next five sections, could you please say whether you agree or disagree with the statements/questions? You also have the option to answer 'don't know' or 'not applicable'. As you conduct the walkability audit please take note of the location where there were issues and elaborate in the last column of the questionnaire. There is also extra space for comments at the end of each page and at the end of the questionnaire. Use the terminal map to help locate issues.

## Section 2 Outdoor Environment and Indoor Flooring

**4** Please ✓ where applicable

	Yes	No	Don't Know	N/A	If there was an issue, please note location and comment here.
The outdoor footpaths are well maintained with few cracks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
In wet weather, footpaths are well-drained and not slippery?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Footpaths are ramped at kerb and easy to negotiate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Yes	No	Don't Know	N/A	If there was an issue, please note location and comment here.
Flooring is non-slip and easy to walk on?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Clear signage to/from Long-term Car Park?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
There are accessible parking spaces available close (within 25m. approx.) to the airport building?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Public transport stops outside provide adequate shelter and seating?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pedestrian crossings are clearly identified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Crossing points have dropped kerbs which give level access between the road and footpath?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Overall could you please rate the outdoor environment and indoor flooring:

Very Good       Good       OK       Poor       Very Poor

Please note any other comments you may have on this area:

### Section 3 Aesthetics – Look and Feel

5 Please add ✓

	Yes	No	Don't Know	N/A	If there was an issue, please note location and comment here.
Entrances to the airport are clearly visible and obvious?					
The areas of the airport are well sign posted to guide people to where they need to go?					
There are enough rubbish bins?					
Signage is clear and easy to read?					
The Departures and Arrivals' Screens are easy to read?					
The airport is clean and free of litter?					
Announcements are clear and understandable?					

Overall could you please rate the look and feel of the walk audit area:

Very Good       Good       OK       Poor       Very Poor

Please note any other comments you may have on this area:

## Section 4 Public Spaces and Facilities

6 Please add ✓

	Yes	No	Don't Know	N/A	If there was an issue, please note location and comment here.
Facilities such as shops, cafes, restaurants and other businesses are easy to access?					
Staff working in businesses within the airport are friendly and accommodating towards older people?					
Public toilets are available and accessible?					
There is enough seating and rest areas along the route?					

	Yes	No	Don't Know	N/A	If there was an issue, please note location and comment here.
Seating has adequate back and arm rests?					
Trolleys are available and easy to use?					
Are there special arrangements for those requiring a wheelchair?					
Overall could you please rate the public spaces and facilities:					
Very Good <input type="checkbox"/> Good <input type="checkbox"/> OK <input type="checkbox"/> Poor <input type="checkbox"/> Very Poor <input type="checkbox"/>					
Please note any other comments you may have on this area:					



## Section 5 Safety & Comfort

7 Please add ✓

	Yes	No	Don't Know	N/A	If there was an issue, please note location and comment here.
I would feel safe walking through the airport on my own?					
The lighting & ventilation is good in the area walked?					
Safety signage is clear and of adequate size?					
Restricted areas are securely cordoned off?					
Queuing paths are clear and well defined?					
Was the distance you walked in your area acceptable to get to where you needed to go?					

Overall could you please rate the safety & comfort in the area?

Very Good  Good  OK  Poor  Very Poor

Please note any other comments you may have on this area:

## Section 6 Conclusion

- 8** Overall please rate the area you walked today in terms of how walkable and Age-friendly it was. *(Please ✓)*

Very Good  Good  OK  Poor  Very Poor

- 9** Now we are almost finished. Please tell us the top three things that you feel would improve the area you walked today?

1

2

3

**9** Please tell us the top three things that you feel are being done well in the area you walked today?

1

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2

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3

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**10** The space below is for any extra comments you would like to make about the airport.

**THANK YOU VERY MUCH FOR PARTICIPATING**

## Notes

Notes

## Notes







**Age Friendly Ireland,**  
Meath County Council, Buvinda House, Navan, Co. Meath

**T** 046 909 7413

[www.agefriendlyireland.ie](http://www.agefriendlyireland.ie)   [www.agefriendlyhomes.ie](http://www.agefriendlyhomes.ie)

