



**visits4u Case Studies:**  
**Barcelona Airport**  
**El Prat de Llobregat,**  
**Barcelona, Spain**

## Aeropuerto de Barcelona-El Prat

### El Prat de Llobregat, Barcelona, Spain

Title: Improving travelling experience of persons with disabilities



#### Description

Barcelona Airport is located in the southwest of the Barcelona, 12 km southwest of the city centre. Also known as Barcelona El Prat airport, it is located just three kilometres from the *Port of Barcelona* and 7km from the *Zona Franca Industrial Estate*, one of the most important industrial and logistical parks in Spain and key factor in Barcelona's economic strength. It belongs to the public company ENAIRE (also called AENA), "*Aeropuertos Españoles y Navegación Aérea*", who manages almost all the Spanish airport network.

The airport has 3 take-off and landing areas, two in parallel and one crossed. It has two passenger terminals, T1 and T2. Barcelona airport is the main airport in Catalonia, and the second biggest in Spain, behind Adolfo Suárez Madrid-Barajas airport. According to passenger traffic data in 2015, it is the 10th European busiest airport. Madrid-Barcelona air shuttle continues being the route with Spain's busiest passenger traffic. Barcelona airport is accessible through public transportation by train and bus from the centre of Barcelona. It has also got a permanent service of cabs, and it is

connected to other important cities and towns by long distance buses. In a near future, the high-speed train AVE will connect the airport to important national and international destinations.

## Becoming inclusive:

### 1. Description

Barcelona Airport, like all other European airports, must comply with EU legislation (EC1107 / 2006) which guarantees that the user has rights from the moment of arrival at Barcelona International Airport, until they arrive at their destination (if this destination is within the EU the user should receive the same attention at the airport of arrival). Continuous improvement of its facilities and its services quality, have placed it in a privileged position to face a better future within the international transportation and tourism fields.

Different actions have been carried out related to the service offered to people with disabilities as well as those with special needs:

- T1 building of Barcelona Airport is very well designed for people with limited mobility. It has three floors connected by accessible lifts and mechanical ramps.
- Location of "Meeting Points", a proper signage, more appropriate seat selection on the aircraft for people with disabilities, etc.
- Other type of PMR services: setting of a communication channels, such as a telephone, through which people with hearing or other impairments can request complementary services.



## 2. Description of steps taken, changes and progress

1. PRM Services for passengers with reduced mobility:
  1. To allow passengers with **hearing and/or speech impediments** to request this assistance by phone, there is a complementary service for mobile phones in text mode and real time.
  2. Once downloaded and installed the necessary software in the mobile phone of the interested person, he/she can easily make phone calls to the indicated numbers in order to realize any consultation or a request for assistance. The download and the software for this service are free.
  3. *Aena* makes available to any passenger with reduced mobility the possibility of receiving assistance without cost at the Barcelona El Prat Airport. This assistance service is available to all passengers with reduced mobility, or with some type of disability, and it must be requested at least 48 hours before the trip, to make sure that everything is prepared from the moment of arrival of the passenger to the points of meeting PMR distributed by the airport and car parks.
  4. Signalling: there are some meeting points clearly marked, both on campus and outside the airport terminal buildings, vehicle parking, sidewalk arrivals, check-in area where people with disabilities or reduced mobility can announce their arrival at the airport and request assistance. A service person will come to assist you from that point of contact until you are sitting on your airplane seat. Arriving at your destination airport will be escorted to the meeting point you decide.
  5. Sitting on the plane: in general, airlines allow you to choose the seat most suitable for your needs. However, people with reduced mobility are not allowed to sit in seats where they may obstruct access to emergency exits.
  6. There is additional information available regarding passengers with special needs due to pregnancy, injuries, special care, babies and/or children traveling on their own, etc., at [www.aeropuertosenred.com](http://www.aeropuertosenred.com)
  7. Meeting points: Barcelona-El Prat Airport counts with meeting points associated with the help service for people with reduced mobility.



They are distributed inside and outside the airport terminals, and in the car park:

In Terminal 1:

- Floor 0 Sidewalk Arrivals, central bus platform
- Floor 0 Public hall
- Floor 1 Hall, next to Parking building T1
- Floor 1 Hall Barcelona-Madrid corridor
- Floor 3 Sidewalk Departures
- Floor 3 Sidewalk Departures, Barcelona-Madrid corridor

In Terminal 2:

- R2: Airport train station
- T2A P0: Sidewalk Departures/Arrivals
- T2B P0: Sidewalk Departures/Arrivals
- T2B P0: Hall Departures/Arrivals
- T2B P0: Hall connection T2B-T2A
- T2B P1: Sidewalk Departures/Arrivals connection T2B-T2A
- T2C P0: Sidewalk Departures/Arrivals



In the car park:

- Parking G P0
- Parking in front T2A
- Parking in front T2B

The entire T1 building has been designed to be accessible to those with limited mobility and it counts with 49 mechanical belts, 26 mechanical ramps, 48 escalators and 125 lifts. The parking lot next to the T1 is suitable for travellers with limited mobility; and on the second floor of the car park, you can find 108 spaces reserved for the cars of people with limited mobility. Besides, two electric vehicles with capacity for six seats have been incorporated to expedite the movement of this type of passengers inside the Terminal. These vehicles circulate through the boarding area of doors D and E - once passed the passport control, for the A and C doors and from the shopping centre to the beginning of the B doors, where one of the PRM assistance points of the terminal can be found.



### 3. Main stakeholders

*Aena*, the company that manages most of the Airport services, has collaborated permanently with the Spanish Committee of Representatives of Persons with Disabilities (CERMI) with the aim of offering all passengers the highest quality adapted to their needs, and they have received various national and international awards and prizes for such services. Besides, *Aena* has signed multiple agreements with associations of people with disabilities, such ONCE, APSURIA, *FUNDACIÓN ESPAÑOLA DE LA TARTAMUDEZ TTM*, APMIB (Association of Employees of Iberia Parents of Handicapped) and many more.

The role of airlines is also essential to guarantee a good and efficient performance of the service: as established by laws and regulations, airlines must provide the necessary means to receive and assist people with special needs or reduced mobility in all their points of sale, including telephone and Internet services. Likewise, they must transmit all provided information by passengers to the managing entities of the departure, arrival and transit airports.

**Service providers:** development of service level agreements that guarantee the provision of a quality service, as well as the establishment of information and control mechanisms that allow the monitoring of the service.

**Regulatory agents:** *Aena* participates in international forums for the development of legislation aimed at developing the necessary measures to eliminate barriers that prevent access to any type of person, and especially those with reduced mobility.

**Security at the airport:** *Aena* collaborates with the State Security Forces and Bodies in the definition and implementation of procedures related to safety and, in order to make the passage through the safety filters for all passengers as comfortable as possible.

**Shops/restaurants:** *Aena* collaborates in facilitating the access of people with reduced mobility to the services and products offered by all the establishments of the terminal.

**Staff:** *Aena* carries out training and communication activities aimed at promoting the awareness among their staff with direct treatment of PMR in the area of disability.

**Auditors.** *Aena* undergoes economic-financial audits that allow the economic control of the service.

## Results and Impact

Barcelona-El Prat Airport handled 113,750 people with reduced mobility (PMR) during 2011 (8.8% more than in 2010). Of those passengers, 62,762 were at notice and 50,988 without it. The latest available data

we have states that in 2016 over 162,000 people with reduced mobility made use of the airport services/facilities.

It should also be taken into account that the service '*Sin Barreras*', the department that offers attention to people with reduced mobility, was the best rated of all based on surveys carried out periodically in the airports of the *Aena* network, scoring 4.8 out of 5.

*Aena*, in its quest for excellence in PMR service delivery, submits the PRM to a continuous improvement process, based on the Deming circle, integrating the planning and design, implementation and revision and control phases and acting, according to the conclusions obtained, to reach the objectives set, as well as applying new improvements.

The latest advances in PRM assistance in which *Aena* is working revolve around the digitization of the service and the geolocation of the media, with the aim of improving real-time knowledge.



## Lessons learnt

Sensitivity to the needs of people with some type of disability or limitation in their mobility is a fundamental aspect in new regulatory developments, business policies, social actions and other areas. *Aena* guarantees access and mobility for people with reduced mobility (PRM) at airports, eliminating architectural barriers. They have developed, in collaboration with CERMI, the training of the staff that provides the



assistance, focusing its efforts on how to treat PMRs and how to provide the appropriate assistance, knowing that their needs vary depending on each type of disability.

The cooperation and consensus with CERMI regarding the equipment used to carry out the assistance ensures that the service complies with the requirements of the PMR. Aena has also made available to the PMR a variety of accessible communication channels, in order that users can meet their information needs, formulate suggestions and/or complaints or carry out other procedures related to the service.

In general, the services offered to travellers with limited mobility at Barcelona Airport are very good. You will see that both the building and the work team ensure that you do not have any problems inside the airport.

### Further information

Website of important airports around the world:

<http://www.aeropuertos.net/respuestas/15/aeropuerto-barcelona-asistencia-personas-movilidad-reducida>

Aena website (company running most of the airport services):

<http://www.aena.es/es/accesibilidad.html>

Tourist guide of Barcelona: <https://www.barcelona-tourist-guide.com/es/aeropuerto/instalaciones-t1/instalaciones-para-discapacitados-del-aeropuerto-de-barcelona-t1.html>

Organisation working with/for people with disabilities:

<http://www.adicas.org/?p=6485>

Barcelona's Airport website:

<http://www.aerobarcelona.com/2017/07/aena-licita-el-servicio-de-asistencia.html>

Detailed document on accessible services in Spanish airports:

[http://www.aeval.es/export/sites/aeval/comun/pdf/calidad/premios/calidad\\_innovacion\\_2010/memorias/ciudadania/AENA.pdf](http://www.aeval.es/export/sites/aeval/comun/pdf/calidad/premios/calidad_innovacion_2010/memorias/ciudadania/AENA.pdf)



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