



# Universal Access in Airports 2016

**November 15, 2016**

# Overview

**Company Overview**

**What we do**

**Our Focus on Safety**

**Our focus on Customer Safety**

**Our QA to ensure safety and service**

**Discussion Topic:**

**Emergency Preparedness**



# Company Overview

\$160,000,000

2015 Annualized Revenue

5,500

Employees

1978

Year Started

## Ownership

PrimeFlight is a subsidiary of SMS Holdings, a privately-held US company based in Nashville.

## Website

[www.primeflight.com](http://www.primeflight.com)

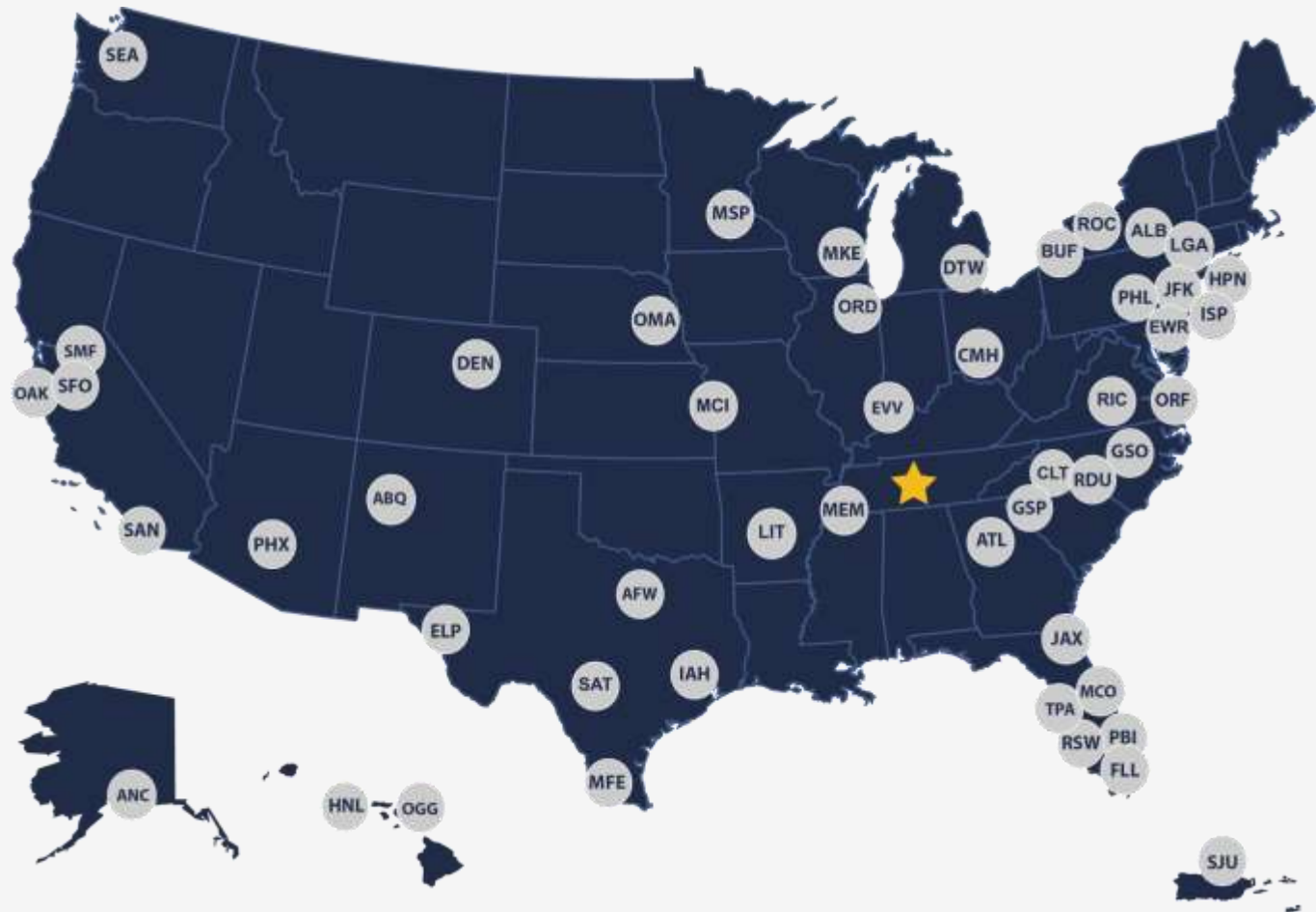


# Locations

Over **5,500** employees in **49** locations and over **1,900** customer service professionals.

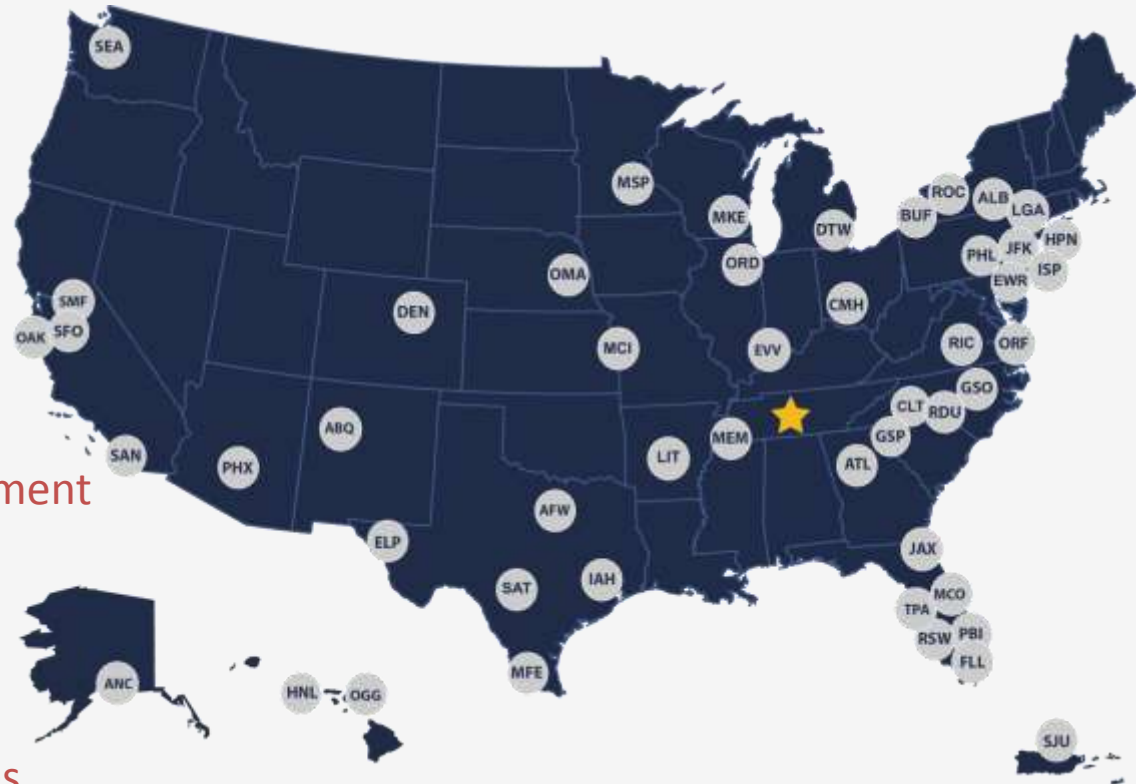
Business lines include over **20** distinct airport and airline services.

We provide passenger mobility assistance in **40** US Airports today.



# Services

- Aircraft Appearance (Cabin & Hull Cleaning)
- Wheelchair Services
- Passenger Assistance Services
- Electric Cart Service
- Baggage Assistance
- Cargo & Mail Handling
- Water & LAV Services
- Ramp Handling
- Skycap Services
- In-Line Baggage System Management
- Queue Line Management
- Club Room Staffing
- Shuttle Bus Service
- Onboard Sales Device support
- Janitorial & Maintenance Services
- Onboard Flight Manuals Subscription Services





# Our Focus on Safety

- **Some Business Lines are High Risk**
- Aircraft Appearance (Cabin & Hull Cleaning)
- Bag, Cargo & Mail Handling
- Ramp Handling
- Skycap Services
- In-Line Baggage System Management



# Our Focus on Safety

- **Employee Safety**

- The more physical the work, the more risk to employees
- Working at Height, Repetitive Motion, Machinery Risks
- Regulated by State or FED OSHA

- **Security Exposures**

- Cabin Security, Bag & Cargo Acceptance, AOA Control
- Regulated by TSA & Airport Entities
- Fines & Suspensions are involved

- **Aircraft & Equipment Safety**

- All forms of ground handling offer risk to the airplane and therefore passengers and crew
- Regulated by FAA and Airline Safety Audits
- Fines, KPI payment deductions and Repairs Liability

# Our Focus on Safety

- **As a result, multiple efforts are made to ensure we operate safe**
  - Detailed Training Programs
  - Multiple types of PPE (Personal Protective Equipment)
  - Safety Management Systems
    - Operations Manuals, Policies & Procedures
    - Detailed Risk Management Programs
    - Ongoing Safety Promotion (Briefings, Alerts, Posters & Contests)
    - Quality Assurance & Reporting



# Safety Quality Assurance

- In the realm of QA, we have safety audits on **EVERYTHING**.
  - Seat belts, PPE, Safe Lifting
  - Ramp Operations
  - Aircraft Pushback
  - Lavatory & Water Servicing
  - Aircraft Handling

Generic

Aircraft Handling Audit

In 2016 alone, we have produced over 75,000 audit results for these items alone.

# Wheelchair Services Quality Assurance

- As of January 2015, we extended this “QA” philosophy over to our passenger service personnel who assist customers with mobility challenges.

## Wheelchair Safety Audit

- Almost 16,000 customer interactions observed at this writing.
- Excellent Training & Coaching tool
- Reinforces expectations
- Assists employee income by honing customer service skills



# PrimeFlight Performance

## ADA 2015 Rankings and Recognition

Southwest Airlines ADA Annual System Results

Vendor	Complaints/PB	Percentage	Rank
PrimeFlight	0.87	8%	1
Next closest Competitor	1.18	15%	2

**PrimeFlight** San Juan Customer Service Operations Awarded Top ADA Performance Station of the Year For the **JetBlue** System

**PrimeFlight** Preferred Vendor Status  
Southwest Airlines  
United Airlines  
JetBlue



# Emergency Preparedness

**Much like our industry-wide obsession with Day-to-Day Operational Safety, there is a parallel effort by airlines, airports and service providers to address Emergency Preparedness and Response.**

- Resident CFR, EMS, & Police Forces
- Policies and Planning
- Tabletop Exercises
- Air Disasters (FAA Mandated)
- Natural disasters
- Airport Security Events
- Active shooters





# Emergency Preparedness for customers with disabilities?

- **So what about our customers with mobility challenges?**
- **Each Airport is different**
  - **Evac routes are specific**
  - **Equipment types vary**





# Emergency Preparedness for customers with disabilities?

## Survey Results

1. Has your airport or airline customer ever offered /provided/ or even asked about emergency airport evacuation procedures for Customers with a mobility challenge?

**13 Airports Surveyed: 12 NO / 1 Yes**



# Emergency Preparedness for customers with disabilities?

## Survey Results

2. Has your Airport installed and Posted “Routes of Evacuation” –or- “Areas of Refuge”?

(if yes, do the routes include specialized chairs for stairwell evacuation?)

**13 Airports Surveyed: 11 NO**

**One Response: Yes, sort-of. Post 9/11 one concourse was equipped with a special slide.**

**One Response: 7 different areas with stairwells have “Stryker chairs installed.**

**The airport provides a detailed powerpoint for our employee training.**



# Emergency Preparedness for customers with disabilities?

## Survey Results

3. Has the airport or airline ever offered training or drills on evacuation for people with mobility challenges, or the use of specialized equipment?

**13 Airports Surveyed: 11 NO**

**One Response: Yes, sort-of. Post 9/11 one concourse was equipped with a special slide.**

**One Response: The airport has provided us a link to a YouTube video site that explains use of the “Stryker” chair for evacuation.**



# Thank You!

## Questions?

