Securing Accessible Services

Open Doors Organization
General Session IV: Assistance in Airports-- The European Model
About Ozion

- 100% Web-based Software for **Collaboration**, full **Real-Time Operations** and **Ease-Of-Use**
- Application Designed Specifically for **PRM** Management
- Focused on Smart, Reliable, Modern Software **Everybody Loves**: **Staff, Clients, Airports, Airlines and PRM Operators**

- International HQ, Paris - France
- 10 Years of Airport Application Leadership
- + 33% Annual Revenue Growth
- All Development is done In-House
EU 1107/2006

• ANNEX I ~ Assistance under the responsibility of the managing bodies of airports

Assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to:

✓ — communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings mentioned in Article 5,
✓ — move from a designated point to the check-in counter,
✓ — check-in and register baggage,
✓ — proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures,
✓ — board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
✓ — proceed from the aircraft door to their seats,
✓ — store and retrieve baggage on the aircraft,
✓ — proceed from their seats to the aircraft door,
✓ — disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
✓ — proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures,
✓ — proceed from the baggage hall to a designated point,
✓ — reach connecting flights when in transit, with assistance on the air and land sides and within and between terminals as needed,
✓ — move to the toilet facilities if required.

✓ Ozion
Airlines, Airport & Service Providers: Motivations for Change

• Not happy with our overall PRM capability to serve PRM Passengers and airlines as well as we should

• Do we charge the right price?

• Are our PRM clients well taken care of with the desired quality of service?

• Understand well how the PRM service works

• Have the right data

• Control the costs

• Make the service more professional
Paris Charles de Gaulle

- 722,430 Passenger Flights – Arrival/Departure
- 400,700 Passenger Transfers
## Ask Questions: 2017 Ozion Airport PRM Survey

<table>
<thead>
<tr>
<th>No.</th>
<th>Question</th>
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<tbody>
<tr>
<td>1.</td>
<td>Airline Prenotification</td>
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<tr>
<td>2.</td>
<td>EC1107/2006 free assistance on demand</td>
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<td>3.</td>
<td>PRM assistance in lieu of MAAS Service</td>
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<td>4.</td>
<td>Reliable SLA &amp; KPI data</td>
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<td>5.</td>
<td>Determining PRM contractor responsibility for late departures</td>
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<td>6.</td>
<td>Provider, airport, airline live data access to collaborate</td>
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<td>7.</td>
<td>Finding efficient PRM software</td>
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<td>8.</td>
<td>Airport PRM CHARGE</td>
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<td>9.</td>
<td>Communication between airport and PRM contractor(s)</td>
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<tr>
<td>10.</td>
<td>Communication between PRM airport staff &amp; head-office</td>
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</table>
Ask Questions: 2017 Ozion Airport PRM Survey

1. Airport PRM Charge
   « Major Problem »

2. Prenotification
   « Major problem »

3. PRM assistance in lieu of MAAS
   « Major problem »

Breakdown of 114 respondents

- Providers: 50
- Airlines: 48%
- Airports: 55

Q3 PRM Problem-Solution Survey
Major, Important, Real, Small problem or non problem
Communication between Airport & Provider

Not a problem for 90 % of airports

Not a problem or only a Small Problem for 90 % of Providers

Q3 PRM Problem-Solution Survey
Major, Important, Real, Small problem or non problem
“As a result, we want all airports, and the service providers contracted to them, to prioritise making improvements to data collection” – Airport Accessibilty Report 2017/2018
## Notification Timeframes

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**Understand your Airline Notifications**

### Ozion PRM Manager Software

**06/09/2018**
Result: Predictable Performance

- Multi – Provider
- Multi – Airport
- Secure Entire Passenger Journey
- Live & Historical Performance Measurements
Ensuring Assisted Air Travel is Accessible

(Credit – Lufthansa)

Thank You!

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