OZION

PRM Manager™

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.

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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
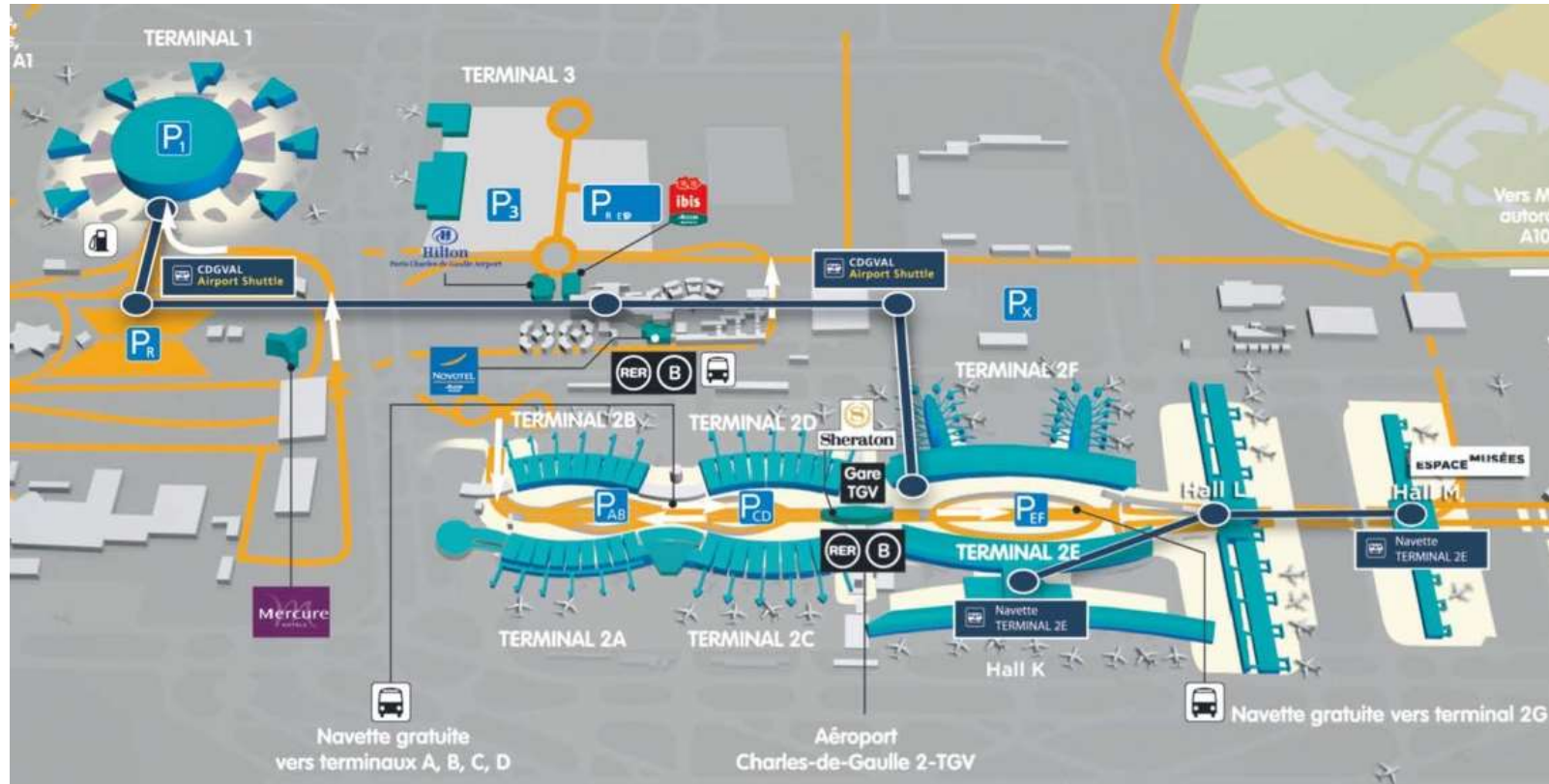
- 722,430 Passenger Flights – Arrival/Departure
- 400,700 Passenger Transfers

# Ask Questions: 2017 Ozion Airport PRM Survey

1. Airline Prenotification

2. EC1107/2006 free assistance on demand

3. PRM assistance in lieu of MAAS Service

4. Reliable SLA & KPI data

5. Determining PRM contractor responsibility for late departures

6. Provider, airport, airline live data access to collaborate

7. Finding efficient PRM software

8. Airport PRM CHARGE

9. Communication between airport and PRM contractor(s)

10. Communication between PRM airport staff & head-office

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Ask Questions: 2017 Ozion Airport PRM Survey

1
Airport PRM Charge
« Major Problem »

Breakdown of 114 respondents
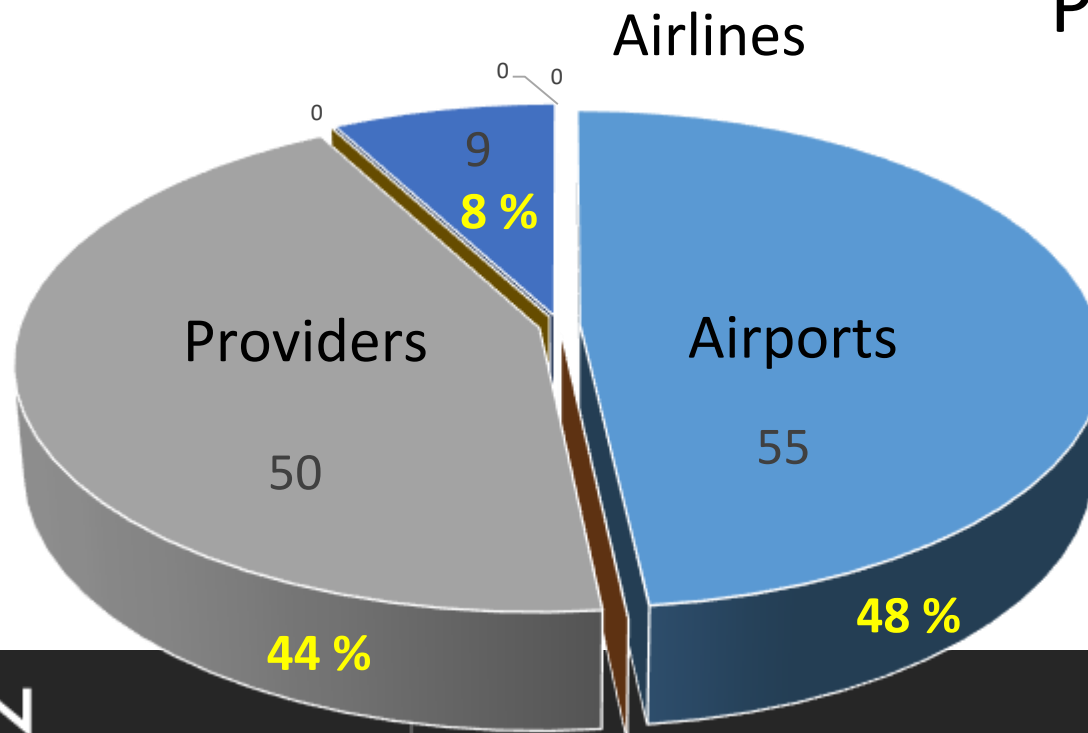
2
Prenotification
« Major problem »

Airlines

3
PRM assistance in lieu of MAAS
« Major problem »

0   0   0

9

8 %

Providers

Airports

50

55

Q3 PRM Problem-Solution Survey
Major, Important, Real, Small problem or non problem

44 %

48 %

0

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Communication between Airport & Provider

Not a problem for 90 % of airports

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

"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

Correctly collect and stack every order

08/11	PSM	1 / 1	AF	1615	2F	F2	- SERVAIR (SYN)		UU	976	2A	C80	
08/11	CAL	1 / 2							UU	976	2A	C80	
08/11	CAL	1 / 2						Passenger Name	UU	976	2A	C80	
08/11	CAL	1 / 2						All Messages stack to Become one Order for service	UU	976	2A	C80	
08/11	CAL	1 / 2							UU	976	2A	C80	
08/11	PAL	1 / 2	AF	1615	2F	F2	- SERVAIR						
08/11	PAL	1 / 2	AF	1615	2F	F2	- SERVAIR						

Understand your Airline Notifications

Notification Timeframes

| | One way | | | | Transfer | | | |
| | Arrivals | | Departures | | Arrivals | | Departures | |
	Amount	%	Amount	%	Amount	%	Amount	%
>36h	3169	58.5%	2594	53.2%	1495	62.6%	1607	67.3%
<36h	158	2.9%	113	2.3%	140	5.9%	94	3.9%
<24h	342	6.3%	130	2.7%	160	6.7%	148	6.2%
<12h	264	4.9%	69	1.4%	74	3.1%	194	8.1%
<6h	682	12.6%	211	4.3%	294	12.3%	261	10.9%
<2h	178	3.3%	268	5.5%	127	5.3%	30	1.3%
<1h	625	11.5%	1488	30.5%	99	4.1%	55	2.3%
	5418		4873		2389		2389	

Total(of flights) : 15069

- 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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