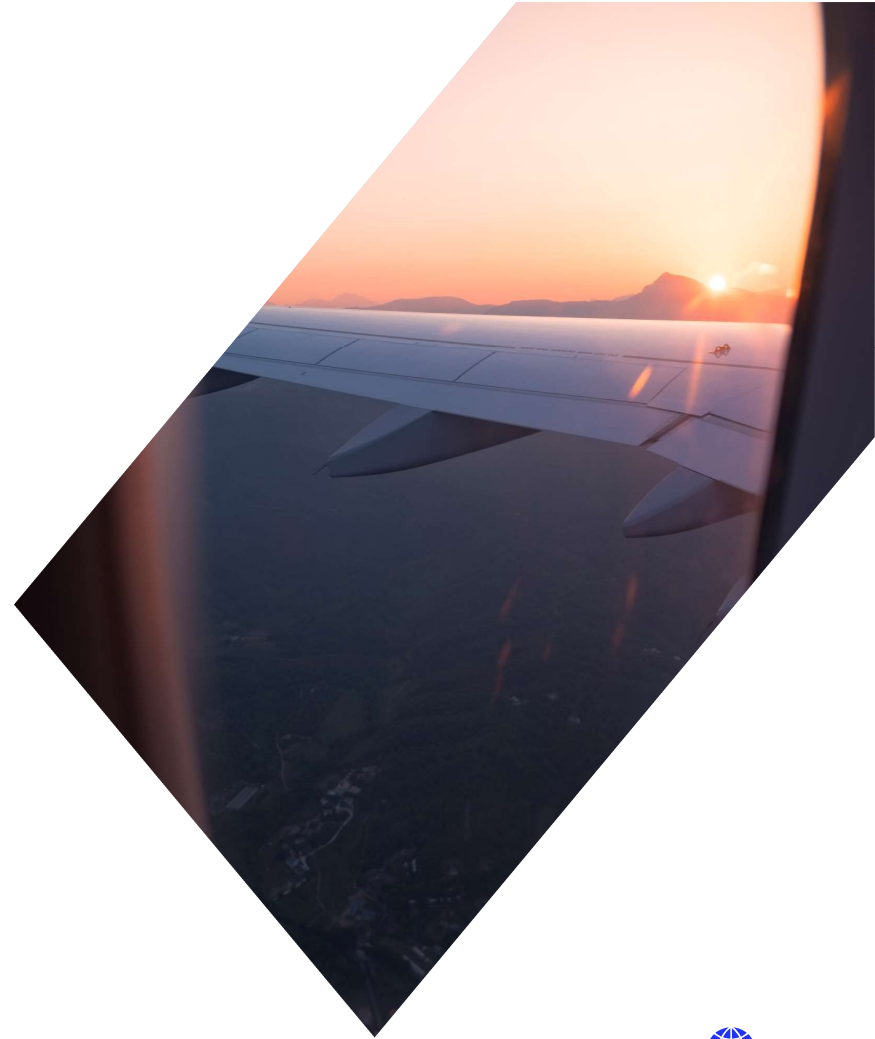


**IATA & ENAC
One Click Away best practice
and adoption
Vienna 4 th October 2023
Trinational meeting**



Background 2022: Why?

EC 1107/2006 Art.6 :

Passengers to request the assistance service max 48 hrs before departure;
airline to message the airport 36 hrs before departure of all assistances

Despite so there are many missed pre-notifications: This impact passengers and airlines

- Average of non-prenotification is + 30%
- As request by ECAC IATA and ENAC to review issues on:
 1. Improving website assistance area page of three Italian carriers ('One-click-away project)
 2. Analyze the root cause of non pre notifications at FCO and MXP airports



'One-click-away project' Roadmap

1. Assessing ITA Airways , Neos and Air Dolomiti websites information for PRMs and PWDs
2. Consulting with major disabilities associations: what do they need?
3. Agreeing on format, content and specific terminologies
4. Reading proof with disabilities association content
5. 2022: Launched the websites on 3rd Dec
6. 2023: Enhancement / webpage monitoring updating
7. Creation of guidelines

3



10 October 2023



What we checked and what we found

One click away from home page?



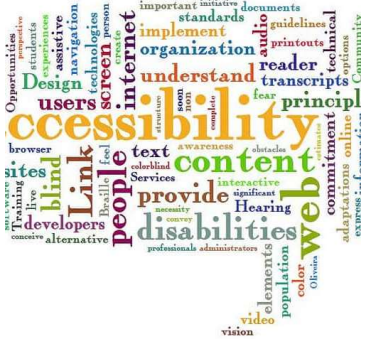
Is dedicated area easy to identify?



Does it allow to book from the dedicated area?



Is the information clear and easy to understand?



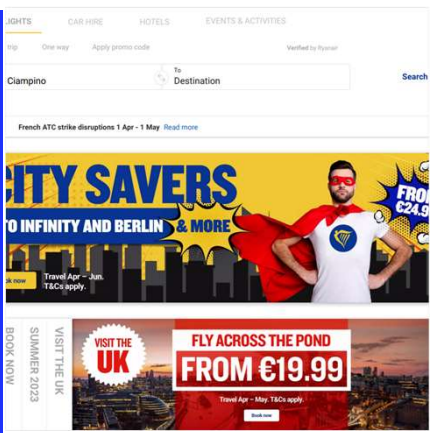
Is prenotification mentioned and clear?

- P | Perceivable
- O | Operable
- U | Understandable
- R | Robust



What we checked and what we found

One click away from home page?



Is dedicated area easy to identify?

Plan , Explore , My Bookings, Sign Up , Log in, Help.. And we scroll : Routes promotions And we scroll.. Partners and extras



Does it allow to book from the dedicated area?

Passengers
Please enter names as they appear on passport or travel documentation

Passenger 1 Adult

Title	First name	Last name
- ▾	<input type="text"/>	<input type="text"/>

Need special assistance?

Is the information clear and easy to understand?

Is prenotification mentioned and clear?



ITA Airways - assistance page JAN 2022

1

2

3

4

5

6



NEOS – Old assistance page



Neos desidera offrire il massimo comfort e ridurre qualsiasi tipo di ostacolo possa essere posto alle persone con diversa capacità di spostamento, sia a bordo dei propri aeromobili che nelle varie fasi del viaggio in aeroporto. La gestione dell'accoglienza e delle procedure di imbarco delle persone PRM avviene a cura del gestore aeroportuale, che si occupa, in regime centralizzato, di garantire il supporto adeguato e gli accessi alle varie aree, compreso poi l'imbarco sull'aeromobile con supporti dedicati. Avendo Neos un ampio ventaglio di destinazioni in diverse parti del mondo, vi preghiamo di tenere conto che ciascun aeroporto ha differenti infrastrutture ed equipaggiamenti e che possono fornire un tipo di assistenza diversificato. L'obiettivo del servizio di assistenza è quello di garantire che il passeggero possa imbarcarsi o sbarcare dai nostri aeromobili, processo che potrà essere effettuato con degli elevatori, sedie a rotelle manuali o elettriche oppure con altri metodi (quali l'accompagnamento a braccio effettuato da personale specializzato e competente). È possibile richiedere il servizio in fase di prenotazione oppure accedendo alla sezione "[LA MIA PRENOTAZIONE](#)", per qualsiasi necessità la invitiamo a contattare la Chat di Assistenza Neos.

Ai sensi del Reg. (CE) No 1107/2006 ed allo scopo di offrire alle persone disabili e alle persone a mobilità ridotta la possibilità di viaggiare in aereo, a condizioni simili a quelle degli altri cittadini, Neos informa circa le procedure e/o misure di sicurezza applicate a bordo dei propri aeromobili. In ottemperanza a quanto previsto dagli standard di sicurezza, i passeggeri a ridotta mobilità non potranno essere allocati a bordo in posizioni tali da ostruire i dispositivi di emergenza ("uscite di emergenza"), o da ostruire la rapida evacuazione degli altri passeggeri.

Al fine di garantire il miglior servizio sia nelle fasi d'imbarco e sbarco, sia durante il volo, i passeggeri con mobilità ridotta e che necessitano di assistenze particolari, devono presentarsi per le operazioni di accettazione almeno due ore prima della partenza del volo.
Nel pieno rispetto della normativa vigente, Neos limita l'imbarco di passeggeri richiedenti assistenza ad un numero massimo di 10 (di cui massimo 5 se non accompagnati). Le assistenze di tipo WCNC (immobilità completa) è limitato ad un numero massimo di 2, se non accompagnati. Neos consente l'imbarco in cabina di 1 cane guida senza alcun onere. Si richiede che l'animale sia provvisto di tutti i documenti necessari e dotato di museruola.

SEDIE A ROTELLE

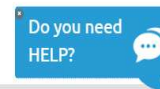
Le sedie a rotelle pieghevoli, al seguito del passeggero, verranno trasportate senza alcun onere aggiuntivo rispetto alla normale franchigia applicata al bagaglio. [\(Per informazioni clicca qui\)](#)

TRASPORTO BARELLE

Sui nostri voli non è consentito il trasporto di barelle.

Informiamo che il nostro equipaggio non può fornire assistenza in questi casi:

- uso della toilette
- sollevamento o trasporto dell'ospite
- somministrazione dei pasti
- somministrazione di farmaci o supervisione di somministrazione di farmaci



AIR DOLOMITI

The screenshot shows a web browser window with the URL `airdolomiti.it/informazioni-per-il-viaggio/assistenze-speciali`. The page features the Air Dolomiti logo and navigation links for 'Esplora', 'Prenota e Gestisci', and 'In viaggio'. A breadcrumb trail reads 'Home | Informazioni Per Il Viaggio | Assistenze Speciali'. A vertical list of service categories includes 'Passeggeri a mobilità ridotta', 'Sedia a rotelle', 'Cani guida e animali da assistenza riconosciuti', 'Documentazione sanitaria', and 'Allergie', each with a right-pointing arrow. A callout box titled 'Assistenze speciali' contains the text 'Puoi avere maggiori informazioni nella nostra sezione FAQ' and a dark blue button labeled 'FAQ' with a right-pointing arrow. A chat icon is visible in the bottom right corner of the page content. The Windows taskbar at the bottom shows the search bar, application icons, system tray, and date/time (2:44 PM, 1/14/2022).

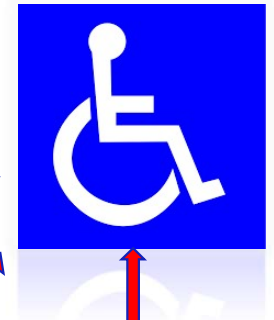
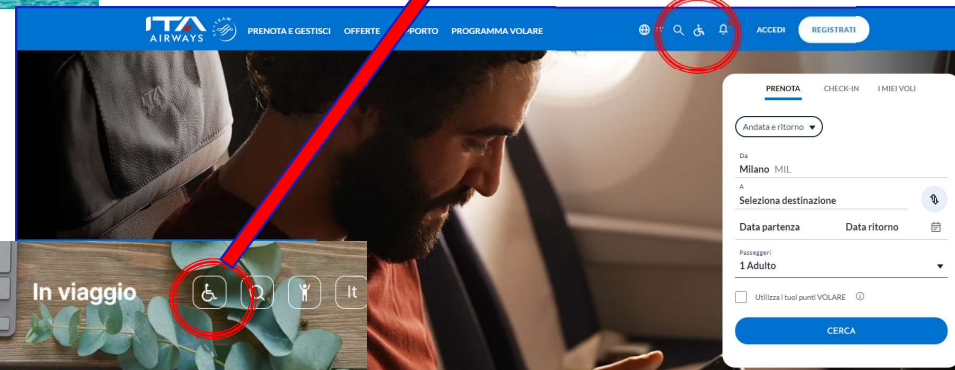
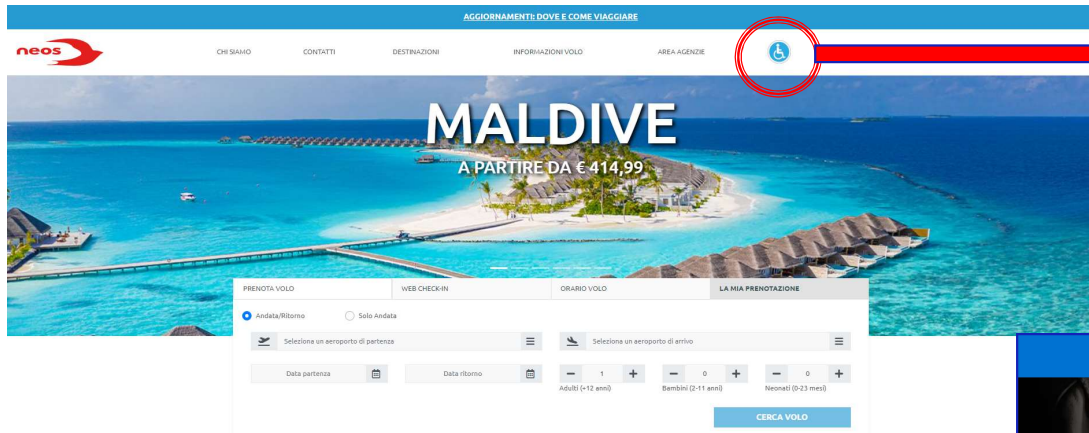
8



The rational & layout of the new web pages

- Correct terminology and alignment
- Same page layout on website mobile phone and for those airlines with an app we configured a link
- Same order of topics
- Same icon as a reference
- Same location of the one click icon at the top right of the home page
- The One Click icon will link to the main assistance page
- First visible information is what the passenger needs to do to book an assistance
- A clean intuitive layout the user will always remain in the same page when browsing
- Prenotification-and its explanation- is repeated in several sections
- Specified where contact numbers are free toll ones or not
- Referred to the European regulation where pertinent
- Possibility to download the full EC 1107/06
- Clear links for modules to be filled
- Text were highlighted in a harmonised and consistent manner
- Fully accessible to blind users

And here how we did it



ASSISTANCE

If you are a passenger with disabilities or with reduced mobility, you can request assistance when booking your flight or at a later stage by contacting the **ITA Airways Dedicated Team** from a landline or mobile phone from Italy at the toll-free number 800 936090 (Monday- Friday 9am-8pm; Saturday, Sunday and holidays 9am-5pm CET) **no later than 48 hours before your flight's departure**. *To contact us from abroad, please [click here](#).*

The prior request for assistance made to the air carrier you are traveling with is intended to allow the airline to assess the specific needs of the passenger (to ensure their safety) and to monitor the allocation of seats on board designated to passengers with disabilities or reduced mobility, which under EU regulations may not exceed a set number for it varies according to the type and design of the aircraft.

Please be informed that if the flight is operated by a third-party airline, some assistance services may not be available or may be different (e.g. wheelchairs on board).

Please contact our Dedicated Team at the above contact numbers and times for more details on your specific flight.

[ASSISTANCE FOR PERSONS WITH DISABILITIES OR REDUCED MOBILITY](#)

[PASSENGER RIGHTS AND RESPONSIBILITIES](#)

[BOOKING AND SEATING ALLOCATION - ACCOMPANYING PERSON](#)

[HEALTH DOCUMENTATION AND FITNESS TO FLY](#)

[ONLINE CHECK-IN](#)

[WHEELCHAIR, SCOOTER AND OTHER MOBILITY AIDS](#)



BOOK NOW

[ABOUT US](#)

[CONTACTS](#)

[DESTINATIONS](#)

[FLIGHT INFO](#)

[CUSTOMER SERVICE](#)



[LOG IN / REGISTER](#)

[Italia | EN](#)



If you are a passenger with disabilities or with reduced mobility, you can request your assistance when booking your flight or at a later stage by accessing the "MY BOOKING" section, **no later than 48 hours before your flight's departure**.

The aim of the prior request for assistance made to the airline you plan to travel with, is to allow the airline to verify the type of passenger requiring transport (to ensure her/his safety) and to monitor the availability of the on-board seats dedicated to passengers with disabilities or reduced mobility, which, in compliance with EU regulations, cannot exceed a set number depending on the aircraft type and configuration.

You can also contact our Neos Support Chat Box Monday to Friday from 09:00am to 6:00pm (CET) for further details on your specific flight.

Please note that if your flight is operated by a third-party aircraft, some assistance services (e.g., wheelchairs on board) may not be available or may be different.

[ASSISTANCE FOR PERSONS WITH DISABILITIES OR WITH REDUCED MOBILITY](#) ▾

[PASSENGER RIGHTS AND RESPONSIBILITIES](#) ▾

[BOOKING AND SEATING ALLOCATION - ACCOMPANYING PERSON](#) ▾

[HEALTH DOCUMENTATION AND FITNESS TO FLY](#) ▾

[ONLINE CHECK-IN](#) ▾

[WHEELCHAIRS, SCOOTERS AND OTHER MOBILITY AIDS](#) ▾

[MAXIMUM DIMENSIONS OF WHEELCHAIRS](#) ▾

[RECOGNIZED ASSISTANCE DOGS AND EMOTIONAL SUPPORT ANIMAL](#) ▾

[STRETCHER TRANSPORT](#) ▾

[CO₂ OXYGEN FOR MEDICAL USE](#) ▾



Air Dolomiti

If you are a passenger with disabilities or with reduced mobility, you can request your assistance when booking your flight or at a later stage by calling our Sales Center on **0039 045 2886140** or by sending an email to:

salescenter@airdolomiti.it **no later than 48 hours before your flight's departure.**

The prior request for assistance submitted to the carrier with whom you are travelling is intended to allow the airline to verify the type of passenger it will need to transport (to ensure their safety) and to monitor the availability of seats on board the specific flight, reserved for use for disabled passengers or passengers with reduced mobility, which under Community regulations may not exceed a set number that varies according to the type and configuration of the aircraft.

Prevention of refusal of carriage

Complaint procedure

Regulation (EC) No 1107/2006



What the assistance page covers



Assistance to persons with disabilities or reduced mobility



Passenger rights and responsibilities



Reservation and seat assignment - companion



Health and fit to fly documentation



Online check-in

To continue



Continued



Wheelchairs, Scooter and other
Mobility Aids



Wheelchairs maximum dimensions



Recognised guide and assistance dogs



Stretcher transport



Oxygen for medical use

Continued



Restriction on medical devices



Assistance on board



Prevention of refusal for carriage



Complaint procedure



Autism campaign



Regulation CE 1107/2006



Updates



'One Click Away' Best Practices

First Edition



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Next steps :

- Agree on the One Click Away adoption
- Nominate the champions and be clear who in your organization needs to be involved
- Familiarize with guidelines
- Engage with CAA & disability associations for local language text & project endorsement
- Define the applicability of the project : Web , Mobile, App (?)
- Agree timeline : guidelines include all the topics in English 50% of the work is done .
- Include any national PWD campaigns that either airlines and airports are involved
- Airports to mirror

Pre-notification process analysis

Analysis :

- Overall assistances provided vs those non prenotified in 2021
- Type of assistance requested not prenotified .
- Airlines
- Geographical areas

Outcome :

- Percentage of non-prenotification on arrival and departure at both airports is 40% each way.
- Geographical areas : East Europe MENA AFR US Italy (south) Spain France
- Airlines collaboration in MXP : W6 TK EK ZB
- Airline collaboration in FCO: AZ
- Assistances requested and not notified overall majority : WCHS and WCHR
- Increase in 2022 of deliberate wrong booking i.e WCHR iso WCHS or WCHC to avoid refusal due to limitation capacity Of WCHC/S on board

Action :

- Based on a one flown week sample identify the origin of the booking (direct-online or Travel Agent /Tour Operator)

Outcome :

- Lack of information in the booking whether from the website or travel agency/tour operator
- Missing messaging from the airline /handler due to incorrect sita address or malpractice
- Missing information due to different regulations (US)

Actions & Outcome

Two webinars organized to raise awareness / educate among travel agents and tour operators.

Topics were:

- Role of the regulator
- Disability and reduced mobility and the assistance
- Application of IATA codes for a correct booking
- Impact of non prenotifications to airports and airlines operations
- Lithium batteries & WCLB what is important to know

In July we analyzed one month of PRM bookings among the three airlines considering six months of One Click Away Implementation and the two educational webinars vs 2022 :

- Substantial improvement of DPNA prenotifications +50%

this was probably due to the extensive Autism campaign through the webinar / airlines ' websites

- Between 5/10% WCHS
- Between 3/5 % WCHR

Why it matters: 1.8 BIL in the world

Accessible and inclusive aviation is not just about people with disabilities or older people, **it is about everyone. We want to bring the freedom to travel to more people.**

Why accessibility matters



15%
of worldwide population (1 billion people) lives with some form of disability

Only US+EU represent a **\$70 bln market**

20%+
of the global population will be over 65 by 2050



50%+
will be likely to have some form of disability



Baby boomer generation in US controls

60%
of the net wealth

40%
of the spending

POSITIVE LIVING 

 Not all disabilities look like this. ←

Some look like this. → 

Not all disabilities are visible!
Please don't be so quick to judge.

positivelivingwithms.com



Regulatory landscape



The left side of the slide features a purple-bordered box containing three logos. At the top is the ICAO logo, which includes a stylized figure of a person in a wheelchair. Below it is the ICAO logo with the text 'ICAO • OACI • ИКАО' and '国际民航组织' in Chinese and Arabic. At the bottom is the 'SUSTAINABLE DEVELOPMENT GOALS' logo, with the word 'GOALS' in a large, colorful font.



A large blue arrow points from the left box to a collection of logos for various national aviation authorities and regulatory bodies. These include: CAAC (China Civil Aviation Administration) with its Chinese characters '中国民航'; European Commission; ANAC (Agência Nacional de Aviação Civil) with a globe logo; Canadian Transportation Agency with the Royal Coat of Arms; ECAC/CEAC (European Civil Aviation Conference) with a map of Europe; Ministry of Land, Infrastructure and Transport (Japan) with a stylized flower logo; Ministry of Land, Infrastructure and Transport and Tourism (South Korea) with a Taegeukgi logo; Ministry of Land, Infrastructure and Transport and Tourism (South Africa) with a mountain logo; Ministry of Civil Aviation (India) with the Ashoka Lion Capital; and the Department of Transportation (USA) with a stylized 'D' logo. Other logos include the Republic of Colombia and the Civil Aviation Authority (CAA) of the United Arab Emirates.

What does this mean for aviation?

○ For states

- Disconnect between aviation regulations and civil aviation requirements
- Developing countries don't have funds to develop and implement their own policies, so will simply apply regulation from other countries (e.g. EU, US and Canadian regulation)
- Enforcement challenges when regulations are extra-territorial

○ For passengers

- Confusing rules (sometimes subject to 2 conflicting rules even for the same flight)
- Rules not always designed with potential costs to passengers in mind, i.e inflation is rising and so are costs to citizens, so regulation can result in more costs for passengers at a time when they can least afford them
- All this leads to the perception of needs not being met and rights not being protected

○ For airlines

- Compliance issues and huge operational costs from inconsistent rules and when standards are not followed
- Increase in immediacy of social media on the limited number of negative incidents to 'go viral', thus quickly creating a perception that airlines are bad guys
- Airports not held accountable even when clearly responsible

Advancing accessibility globally



ICAO Resolution:

- ❖ Prioritizing accessibility as a key issue in the ICAO regulatory agenda
- ❖ Creating an ad hoc work program on accessible air transport

Objectives:

- ❖ Outcome focused long-term strategy supported by a work plan
- ❖ Core policy principles for use by States when developing, benchmarking or amending accessibility regulations
- ❖ Guidance for accessible process and procedures

Benefits:

- ❖ Coherent global regulatory framework
- ❖ Greater inclusion
- ❖ Demand stimulation and increased load factor

Milestone Resolution



IATA - Safe Transport of Mobility Aids

Free webinar was hosted on the 28th September and will be soon available on the IATA website .

The scope was to :

Examine and develop solutions in these areas:

- Rethink passenger and its mobility aid journey
- Support passengers with information along the travel chain
- Outlines for mobility devices handling training
- Job aids examples at booking, preparation, loading/ unloading and securing



Guidance on the Transport of Mobility Aids

First Edition



Advancing accessibility

– Perception change:

- Accessibility event at the WPS (Chicago 25/26 October)
- Advocacy/engagement campaign at local, regional and global level

– Advocating for better regulations

- Constant dialogue with regulators and the disability community to change the narrative on bad airlines
- Position on critical issues, ie misuse of wheelchair assistance
- Prioritizing accessibility as a key issue in the ICAO Council regulatory agenda



Advancing accessibility

- **Sharing evidence and guidance:**

- Economic/ policy analysis to evidence:
- Cost of accessibility regulation/undue burden to operators
- Quantify benefits to airlines of tapping into this market segment

- **More inclusive approach to policy and Recommended Practices**

- Mobility Aids Guidance
- Resolution 700 – recently updated
- Universal Design Approach- ADRM
- Service accommodation TF
- Service Dogs TF



Thank you

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