

PRESS RELEASE

BGY AIPORT: PRM ASSISTANCE, RISING NUMBERS AND SATISFACTION

The Milan Bergamo Airport is seeing growth in its dedication and quality of levels of assistance to passengers with reduced mobility, that is, to all individuals departing and arriving who have need of being assisted during the moments preceding their flight until embarkation, and those after disembarkation.

In 2016 the number of PRMs assisted by SACBO grew 14%, which is doubled compared to the yearly increase in passenger movement recorded in the airport, and corresponds to 42,190 against the 37,142 in 2015. For each PRM in departure, waiting time after the request for assistance is less than 3 minutes.

In 2016, the number of call points made available to PRMs was increased with the installation of an external point in the arrivals terminal area. This was in addition to those already present outside the Departures area (enabled specifically for use by people with impaired hearing and visually impaired), at the manned paypoints in the P1 and P2 parking areas, and the Info Point located in the airport's public area, which also serves as a waiting point for PRMs in a dedicated waiting room.

Over the course of 2016, the fleet of vehicles equipped for this type of assistance was strengthened with the addition of two new ambulifts, one of which is designed to transport up to 10 PRMs.

Appreciation expressed from the representatives of various associations for differently abled persons for the investments made and services offered to PRMs at the Milan Bergamo Airport was confirmed by the general satisfaction of those who directly benefited. Of the total of PRMs assisted in 2016, only 19 complaints were received (three fewer compared to 2015), resulting from failure to reserve services or incorrect indications for the type of need, or from lack of notification on the part of the arrival flight's airport of origin.

Thanks to the dedicated section for PRM passengers on the orioaeroporto.it website and to the information campaign carried out in collaboration with ANMIC on correct procedures for providing punctual and complete assistance in the airport, no problems were registered related to equipment or prostheses, in particular on the transportation of walking sticks that refers to a specific law that was recently introduced. At the same time, the enactment is going forward for the aid protocol defined with ENAC with the goal of helping autistic persons have a peaceful flight.

SACBO's performance in PRM management still calls for the need to sensitise interested parties, such as family members or chaperones, to the need for requesting assistance when reserving their flight. From the 2016 statistics, in fact, it shows that 21% of PRMs did not register as such when making reservations (as provided for in EU Community Regulation 1107/06); 20% indicated incorrectly the type of assistance needed; 13% of arriving PRMs were not indicated in communications from the arrival flight's airport of origin.

"It is essential to indicate the assistance needs and type of disability during the booking stage in order to receive the services appropriate to individual needs," underlines Aldo Vignati, Quality and Client Relations Director for SACBO, "Users are accessing a right that airport management works to meet in all aspects with no additional costs. Such service is fully efficient when it is planned for."

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