



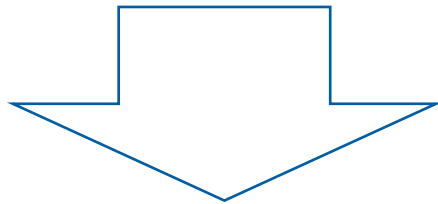
ICAO

Italian initiatives for passengers with disabilities and reduced mobility



ENAC, as Civil Aviation Authority and National Enforcement Body has:

- **a Central Passenger Rights Protection Department**
- **Airport Territorial Departments**
- **Quality and PRM Inspectors at each Italian airport Department**



More than 100 AIRPORT PASSENGER RIGHTS & QUALITY INSPECTORS throughout Italy

Activities carried out to enforce passenger rights & accessibility

- Monitoring and supervision activities carried out through **combined audits, unannounced inspections, mystery client activities, periodical meetings** with air carriers, Airport Managing Bodies and their associations, PRM providers
- Annual approval of **Service Charters published by AMBs and national carriers** (including KPIs referring to service quality, complaints and PRM assistance service)
- Assessment, approval and monitoring the **AMBs Quality Plans** linked to the Planning Agreements signed between ENAC and AMBs for the airport concession (regulating the airport investments, quality and environmental protection standards, including PRM KPIs and the airport charges)
- **Thematic working groups** with the experts and stakeholder member of the **Italian Disability Advisory Board (created in 2022)**



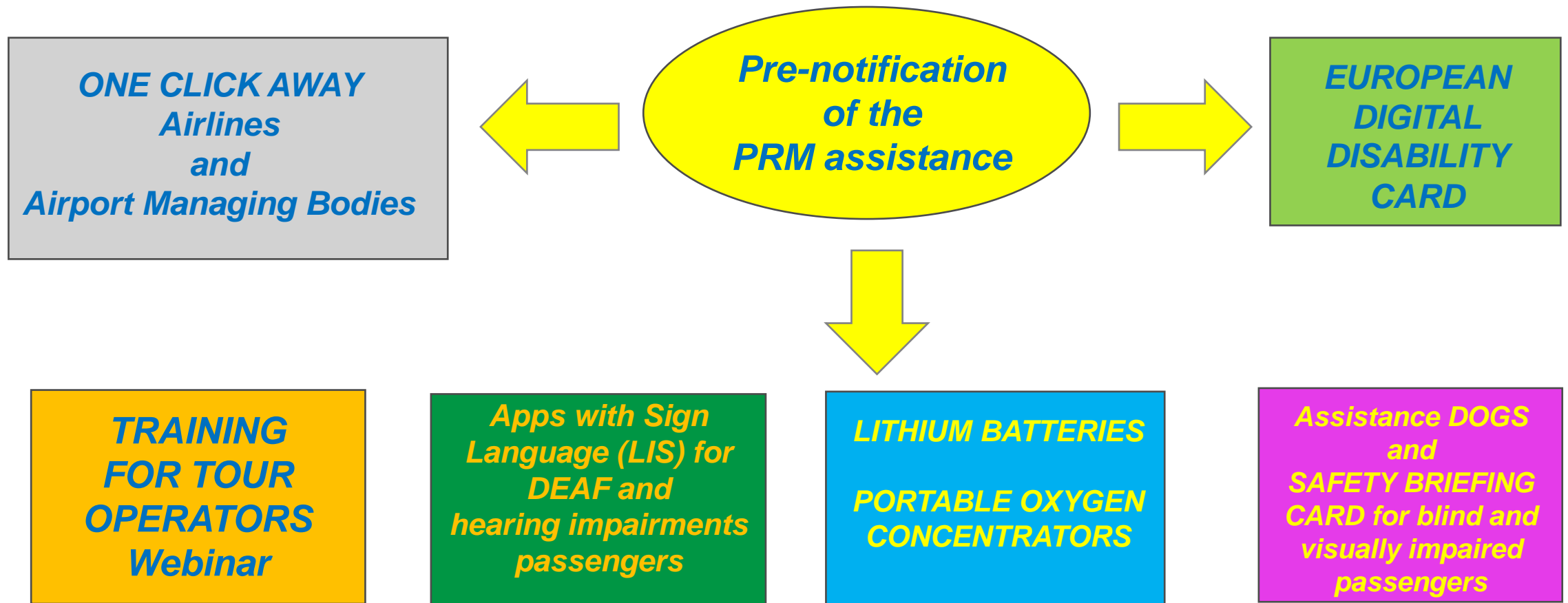
(July 2022) ENAC created the **Italian Disability Advisory Board** for the protection of Passengers with disabilities and reduced mobility (PRMs) rights

Members of the IDAB are IATA (International Air Transport Association), IBAR, ITA Airways, Air Dolomiti, Neos, AICALF, Assaeroporti, Aeroporti 2030, the main National Associations dealing with disabilities and reduced mobility: FISH, FIABA, FAND e ANGLAT, the Associations and Federations of tour operator: FIAVET, ASTOI, FTO, AIDIT, MAAVI e ASSOVIAGGI, Passpartout Training and representatives from the Italian Ministry for Disabilities



Italian Disability Advisory Board – IDAB

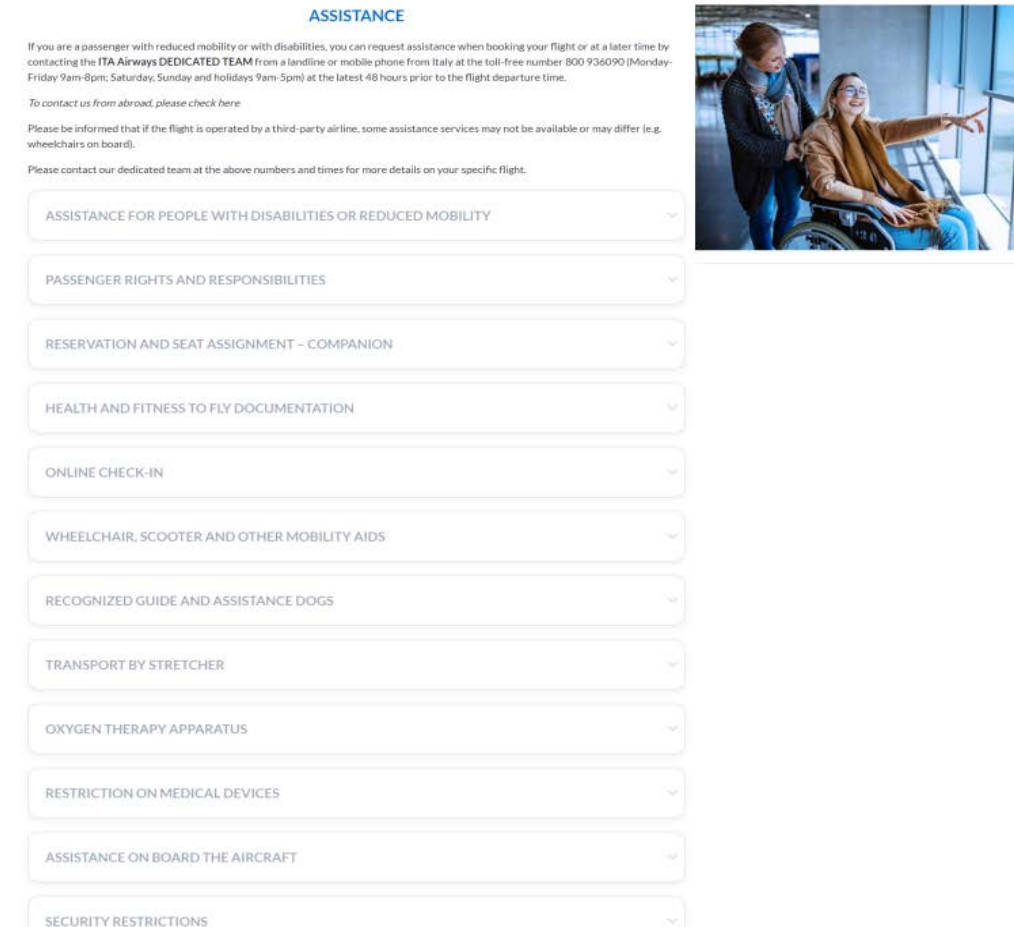
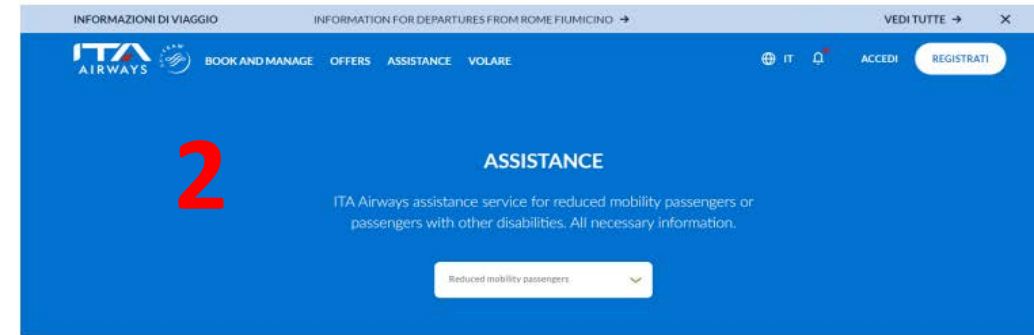
Dedicated Working Groups/Task Forces set up on thematic topics



ITA Airways - assistance page after the “One click away” project



... aiming at making **easy, quick and fully accessible the requests for assistance on Italian airline websites !!!**



ENAC – IATA «One click away» initiative for PRM websites of Italian airlines



Improving website assistance area of the air carriers (“One-click-away” initiative)

- assessed websites information for PRMs of the Italian carriers ITA Airways , Neos, Aero Italia and Air Dolomiti
- main national disabilities associations consulted: what do PRMs need?
- format, layout, content and specific terminologies agreed
- content reviewed by disabilities association (for the English version: US Open Doors)



- 👍 The one-click icon link directly to the main assistance page
- 👍 Same icon as a reference
- 👍 Same location of the one click icon at the top right of the home page
- 👍 Same page layout
- 👍 Same order of topics
- 👍 Correct and standardized terminology



**One
click away**

Presented at the DG MOVE and EU NEB NEB PRM meetings and at the ECAC FAL PRM Sub group meetings

Presented at the IATA World Passenger Symposium in Bahrein (2022) and Chicago (2023)

Presented at the last ICAO Facilitation Panel in 2024 as a recommended practice in Annex 9 and at the ICAO Accessibility Symposium in Doha in 2025

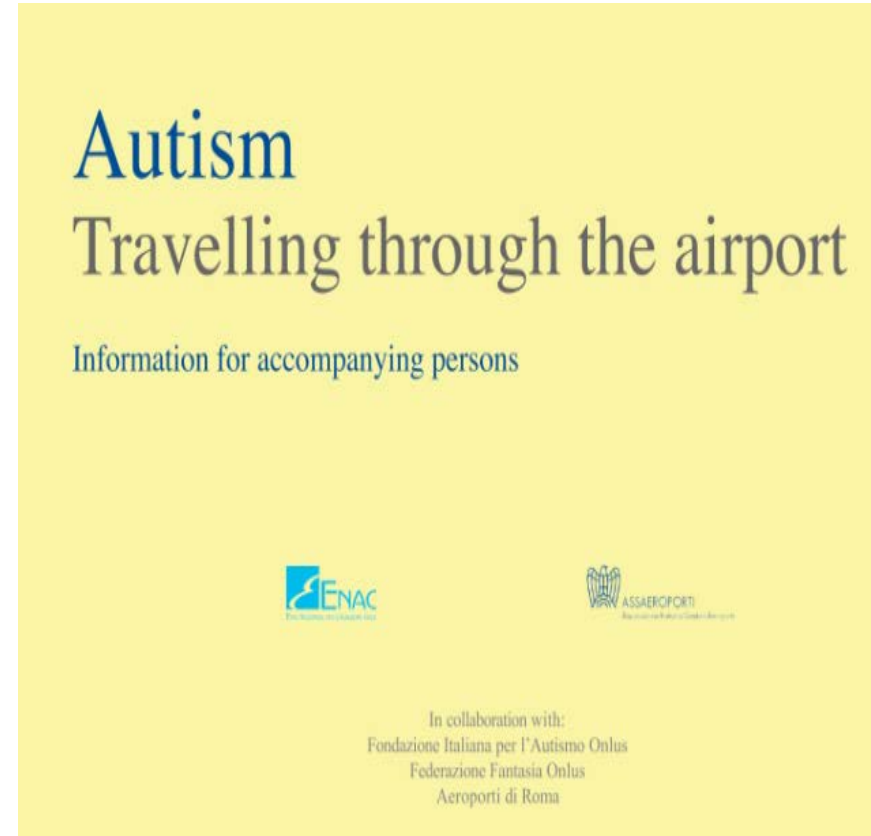
Included into the new ECAC Doc 30 version Annex 5-J

ENAC initiatives for Autistic Passengers: dedicated assistance services at each Italian airport

Autism: travelling through the airport and onboard

All the Italian airports (27) have joined the project for autistic passengers, ensuring:

- An easy procedure to enable one or more early visit at the airport to familiarize with the environment
- a tailored assistance for autistic passengers and their accompanying people the day of the flight
- the opportunity to use the Priority Lane during security checks
- the opportunity to wait for the flight in the so called «friendly lounge», available at each Italian airport



Autism
Travelling through the airport

Information for accompanying persons

ENAC
Ente Nazionale per l'Aviazione Civile

ASSAEROPORTI
Associazione Italiana Gestori Aeroporti

SAVE
GRUPPO SAVE

In collaboration with:
Fondazione Italiana per l'Autismo Onlus
Federazione Fantasia Onlus
Aeroporti di Roma



ITA Airways joined ENAC initiative for Autistic Passengers

TRAVEL INFORMATION

SEE ALL → X



BOOK AND MANAGE OFFERS ASSISTANCE VOLARE



LOG IN

REGISTER

ITA Airways Cares for Autism air travel becomes easier

Getting to the airport, finding oneself in large and noisy spaces, boarding an air plane are seemingly simple things, but for persons with autism they can be moments of discomfort.

In such cases, being aware and in control of the situation can make all the difference!

The initiative is part of the broader ENAC project "*Autism - Traveling through the Airport.*" ITA Airways is the first airline to join, in partnership with the ANGSA association (Associazione Nazionale Genitori per Sone Autistiche - National Association of Parents of Autistic People), with the aim of helping people with autism to live serenely a unique experience such as traveling by air, in every moment.

BEFORE SETTING OFF - BECOME FAMILIAR WITH THE JOURNEY



THE TRAVEL EXPERIENCE - A TAILOR-MADE SERVICE



PRMs travelling at Italian airports

2022: 978.143 PRMs

68% pre-notified
666.903
32% not pre-notified
311.240

2023: 1.414.785 PRMs

72% pre-notified
996.567
+4% vs 2022
30% not pre-notified
418.218

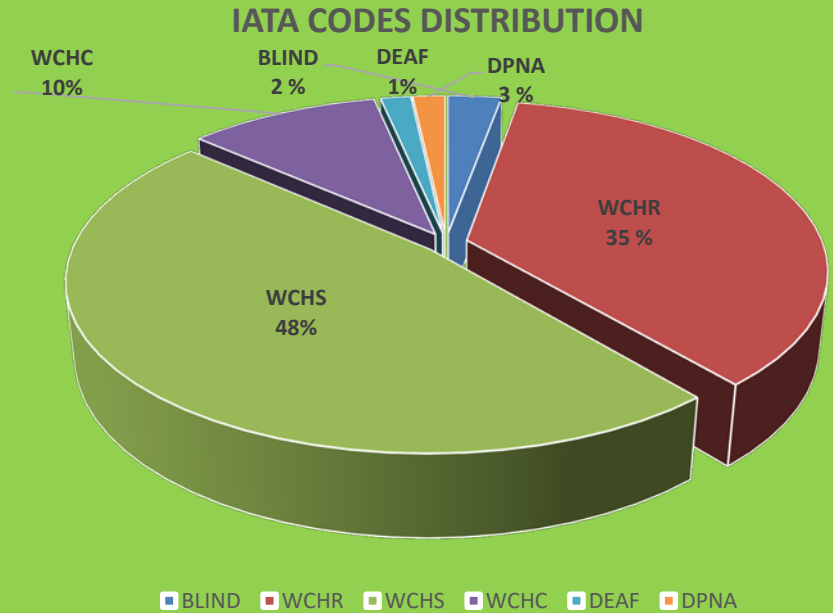
2024: 1.600.147 PRMs
0,73% of total passengers
218.7 mln total passengers

71% pre-notified
1.135.457
+3% vs 2022
29% not pre-notified
464.690

2025: 1.842.273 PRMs
(+15% vs 2024)
0,80 % of total passengers
229.7 mln total passengers
(+5% vs 2024)

72% pre-notified
1.842.273
+4 % vs 2022
28% not pre-notified
518.640

PRM assistance 2025



2025 Rate of pre – notifications: + 4 % vs 2022

2025 PRM ASSISTANCES REQUESTS BY IATA CODES			
CODICE	2025	2024	2025 vs 2024
BLIND	2%	3%	0%
WCHR	35%	36%	-1%
WCHS	48%	48%	0%
WCHC	10%	10%	0%
DEAF	2%	2%	0%
DPNA	3%	2%	1%





Protection of Passengers Rights Department

