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## ENAC initiatives for Passengers with disabilities and reduced mobility

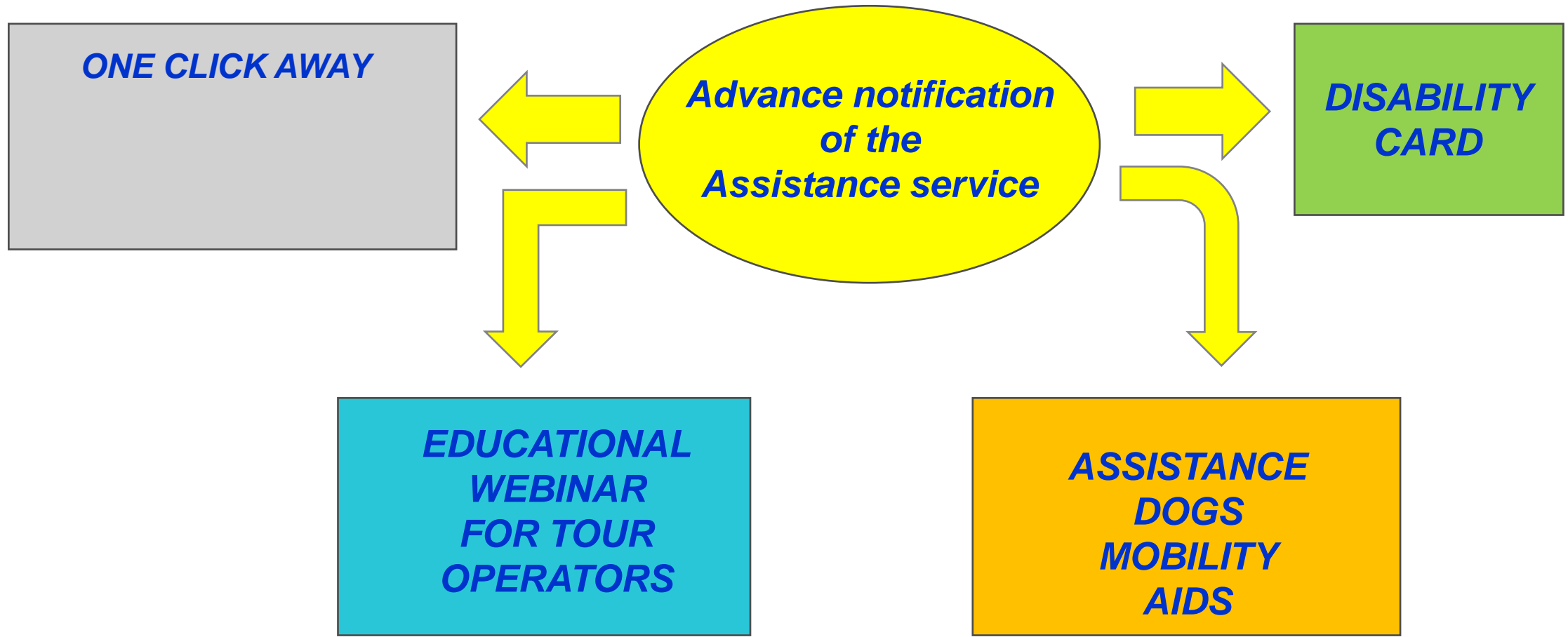


# When everything started - Italian initiatives for PRMs



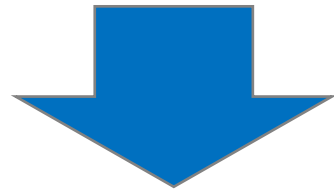
# Italian Disability Advisory Board – IDAB

Dedicated working groups on thematic topics to support air travel



# ENAC – IATA «One click away» initiative

- Improve website assistance area of three Italian carriers **ITA Airways** , **Neos** and **Air Dolomiti**
- Assess websites information for PRMs and PWDs
- Agree on format, layout, content and terminologies
- Read- proof with disabilities association content (Open Doors Organization)

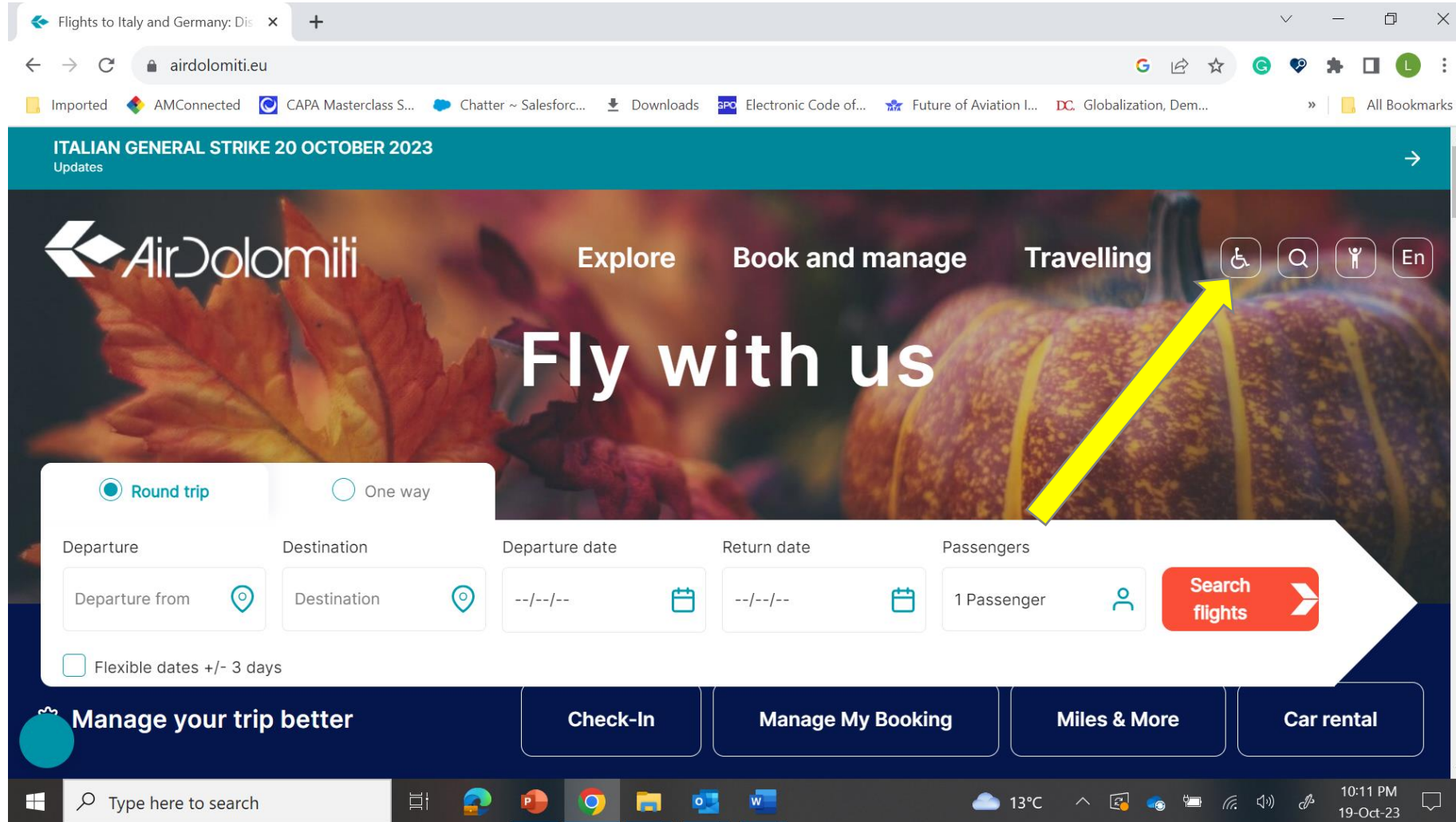


- One Click icon will link to the main assistance page
- Correct terminology and alignment
- Same page layout
- Same order of topics
- Same icon as a reference
- Same location of the one click icon at the top right of the home page

**One  
click away  
from home  
page**



# Air Dolomiti One click Away Web Page



The screenshot shows the Air Dolomiti website homepage. At the top, there is a teal banner with the text "ITALIAN GENERAL STRIKE 20 OCTOBER 2023" and "Updates". Below this is the Air Dolomiti logo and navigation links: "Explore", "Book and manage", and "Travelling". A yellow arrow points to a wheelchair accessibility icon located in the top right corner of the main content area. The main content area features a large image of autumn leaves and pumpkins with the text "Fly with us". Below this is a search form with fields for "Round trip" (selected) and "One way", "Departure" (with a "Departure from" dropdown), "Destination" (with a "Destination" dropdown), "Departure date" (with a calendar icon), "Return date" (with a calendar icon), and "Passengers" (with a "1 Passenger" dropdown). A red "Search flights" button is on the right. At the bottom, there is a section titled "Manage your trip better" with buttons for "Check-In", "Manage My Booking", "Miles & More", and "Car rental". The Windows taskbar is visible at the bottom of the browser window.

Relevant information for persons with disabilities available by clicking on the wheelchair logo on the homepage of the airline websites !!!



# Educational Webinar for Tour Operators



## Primo webinar formativo per agenti di Viaggio e Tour operators

Regolamento (CE) 1107/2006 relativo ai passeggeri con disabilità e a mobilità ridotta (PRM) e importanza della corretta prenotazione per la pre-notifica.



# Capacity Development project in Jordan



# Facilitating travel for autistic passengers

## Autismo In viaggio attraverso l'aeroporto

Informazioni per gli accompagnatori





# Facilitating travel for autistic passengers

TRAVEL INFORMATION SEE ALL → ✕

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## 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 ∨



# Facilitating travel for autistic passengers- FCO airport





Thank you

