

ADAPT

"Assistance for Disabled
Air Passenger Travel"



1 in 5

people in UK
have an impairment



13%

of disabled people report
lack of assistance in
complex buildings



Passengers with Specific
Access Needs (PSAN)
market growth

10-15%

per year



HEATHROW TERMINAL 3

21

airlines

1

service provider
(OmniServ)



51k

passengers per day

615

seeking
assistance



10k

in actual need
of assistance



212k

PSANs during 2016



60%

rated the service as
"poor"



30%

PSANs at the airport are
"not notified"
before their arrival



Late running passengers cause

50,000 minutes

of delay a year at Heathrow

This causes a loss for

£3.5+ million

ADAPT BENEFITS

- Improved efficiency
- Pro-active assistance
- Accurate passenger location
- Better communications

