Group 1 PRMAssist

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PRMAssist is an accessibility app aimed at making the process of navigating airports an easier experience for Passengers with Reduced Mobility (PRM). Broadly speaking, it consists of a mobile app which allows PRMs to request services to help them navigate the airport, and receive important information, such as gate notifications and general information, on their phones. These services can be tailored to suit the requirements of passengers, with categories including wheelchair services and navigation for blind passengers. The ability to easily request these services makes the airport experience a lot more tolerable for PRMs.

The other component of the app provides notifications of airport loudspeaker announcements, as well as flight updates, such as gate changes or delays. This is a common problem PRMs encounter, leading to them missing their flights, and forcing Dublin Airport to reschedule them for another flight and organise overnight accommodation. By providing a solution that keeps PRMs in the loop about the goings on of the airport and their flight details, PRMAssist reduces the chances that someone will miss out on their flight, and thus increase the overall airport experience for PRMs.

Along with the app, there is also a web interface, which allows administrative staff to easily access service requests and push notifications to users on the app. Before PRMAssist was developed, over 30% of PRMs failed to pre-book services, which caused significant pressure in providing PRMs with timely services. By creating a centralised method of requesting services, it is anticipated that the number of PRMs who book services beforehand will increase significantly, and thus make their airport experience easier, while also making it easier for OCS, our client, to manage them.