



- **A bit about me**
- **Air travel for wheelchair users - the data**
- **Challenges across the aviation industry**
- **Wheelchair in the cabin progress**
- **Collaboration with industry**

# About me

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# My entrepreneurial journey

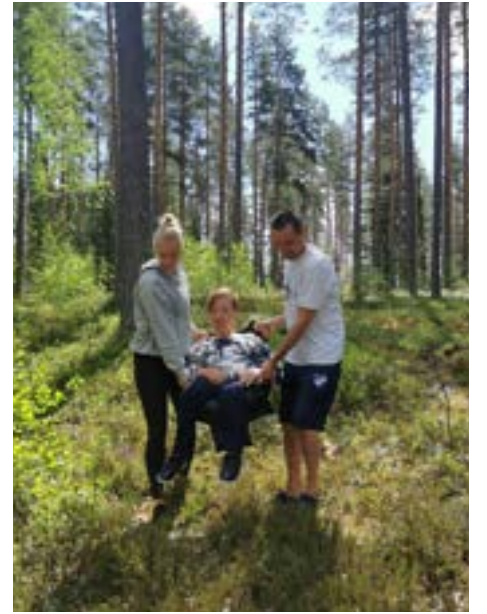
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- It started with a beer and a book
- Leaving my full time job
- Running my own business  
ableMove
- Winning the UK disabled  
entrepreneur awards 2018
- Brand and investment deal  
with easyGroup and renamed  
easyTravelseat











# Air travel for wheelchair users - the data





**5 to 7% of  
1 to 2%**

**WCHC volume in relation to PRM volume**

ICAO IN 2019 REPORTED 4.5 BILLION PASSENGERS WERE CARRIED GLOBALLY



# Survey on air travel for wheelchair customers



# Demographic breakdown



**336 respondents**

**65%**

POWERED WHEELCHAIR  
RESPONDENTS

**35%**

MANUAL WHEELCHAIR  
RESPONDENTS



## The most common occurring words across all responses in the survey from wheelchair customers





“I can fly without being seated in my chair, but the stress of knowing the chair is going to be lost or damaged is very high. I arrived in Turkey with no wheelchair at all. It had not been put on the flight.”

SURVEY RESPONDENT

60%

HAVE EXPERIENCED THEIR WHEELCHAIR BEING DAMAGED



# 58%

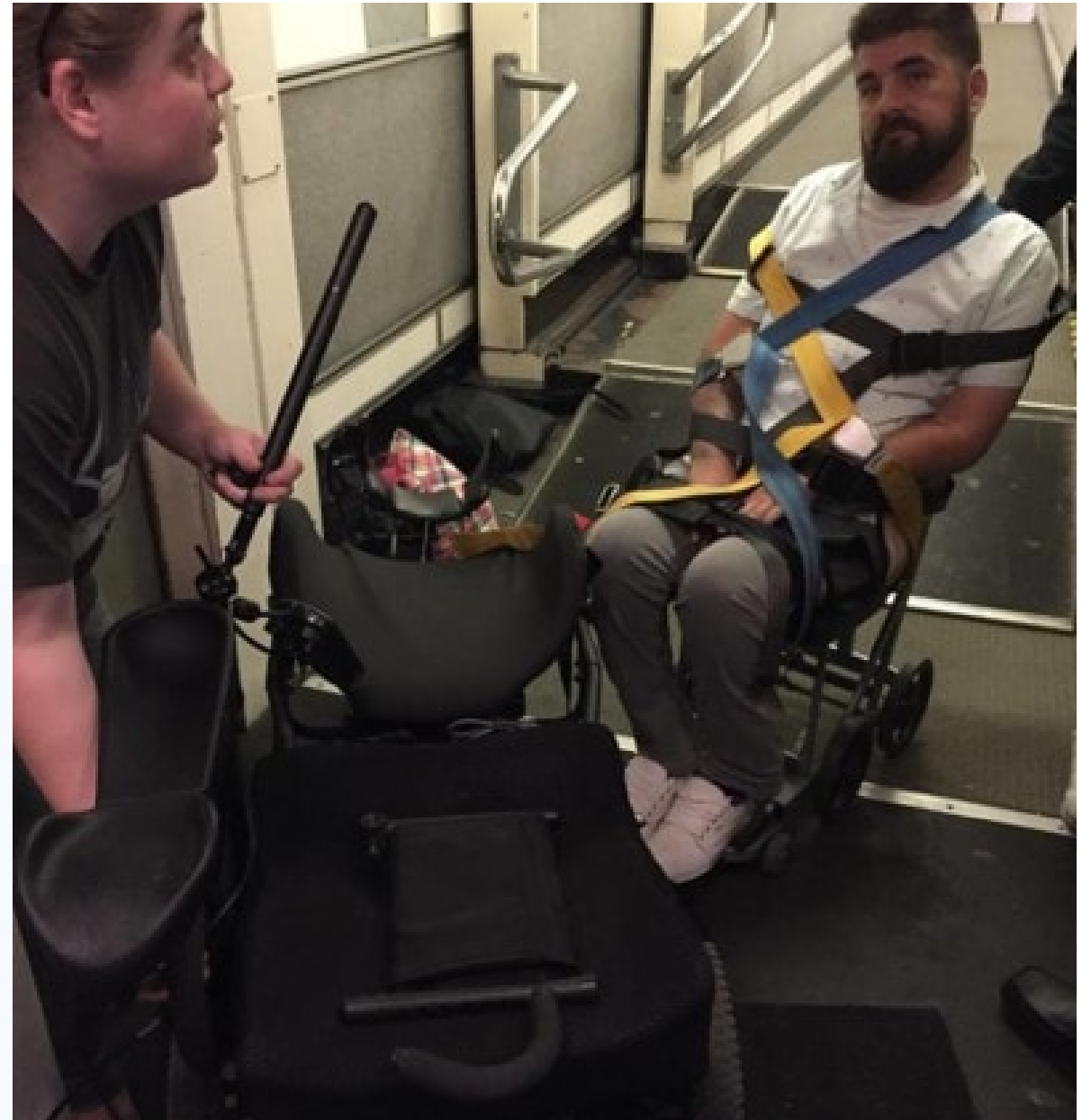
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FEEL MODERATELY OR VERY UNSAFE WHEN USING AN AISLE CHAIR

“As soon as you go to the transfer chair and onto the airplane you immediately feel like you don't belong if you are disabled. Nothing is made for us an everything is so difficult too, and it is very disheartening because I would love to travel more if it wasn't so hard.”

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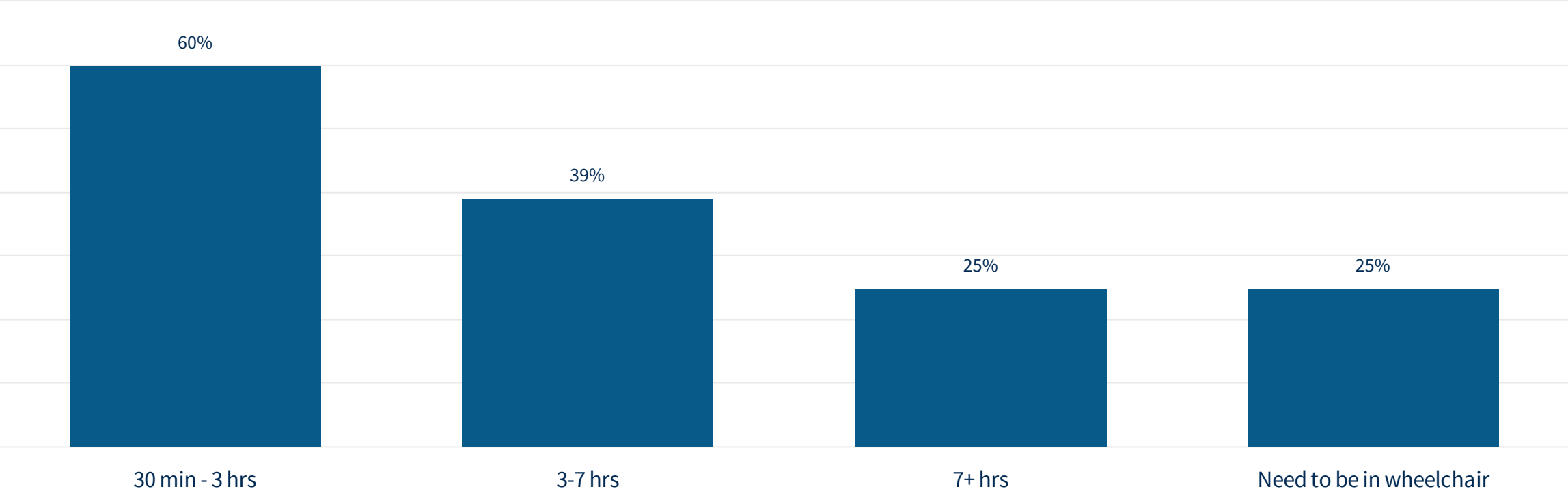
SURVEY RESPONDENT





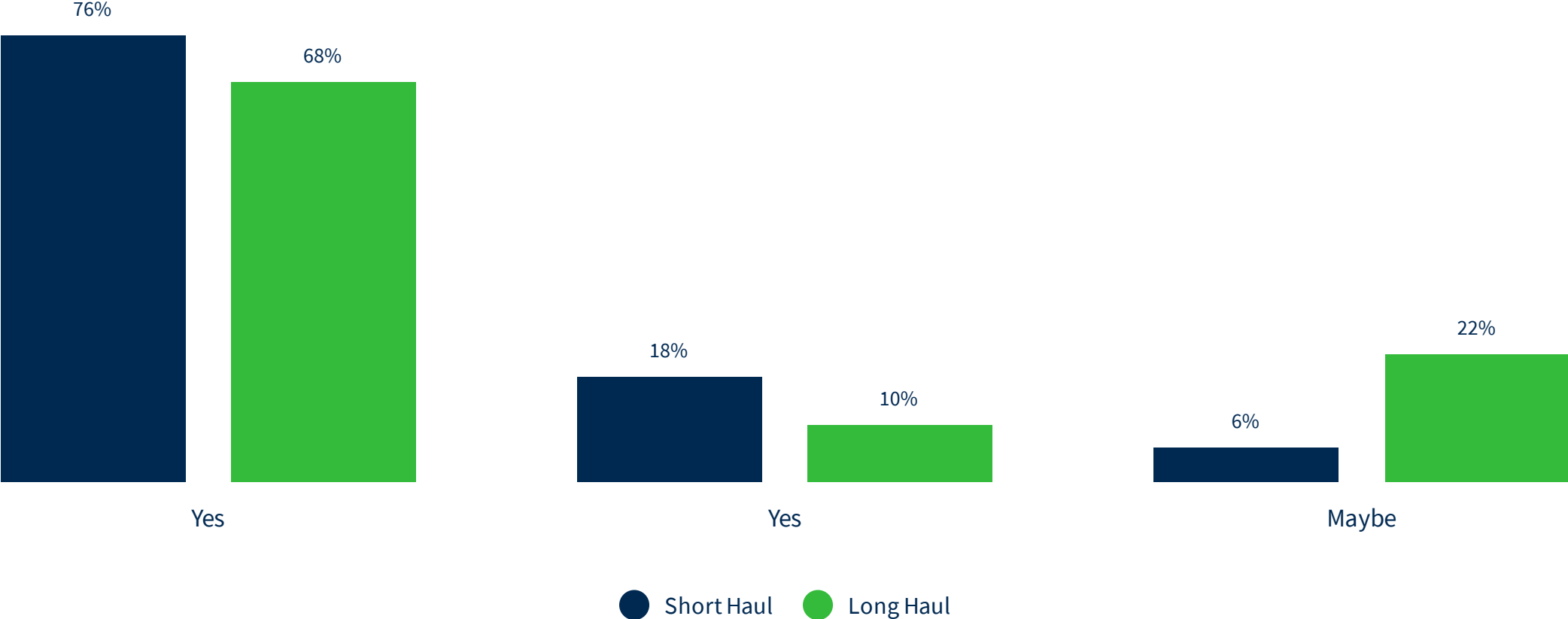
# Managing flights without being in a wheelchair or accessing the toilet

Managing without being in a wheelchair



# Wheelchair customers remaining in their wheelchair

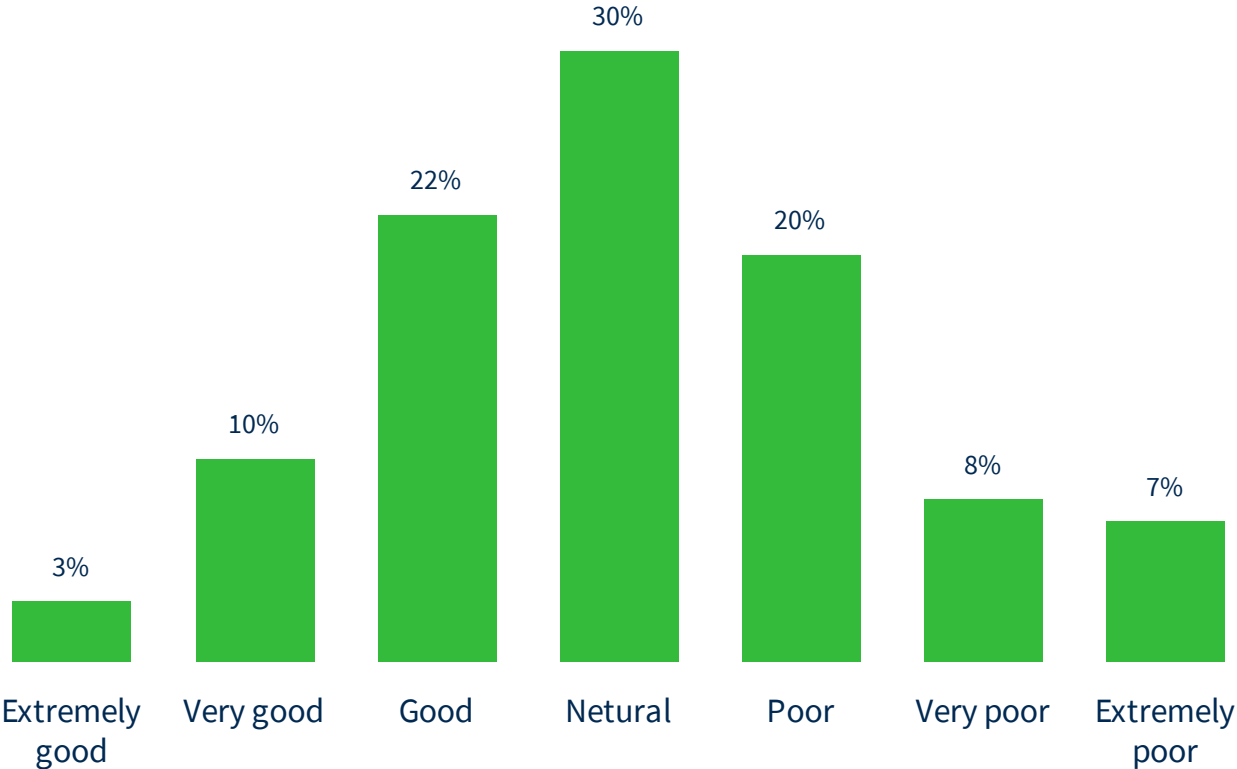
Would you fly more frequently than you currently do if you could remain within your wheelchair in the cabin?





# Overall experience when flying by air as a wheelchair customer

How would you rate your overall flying experience?



**1 in 4**

**rate their  
experience**

as good to extremely good



# Challenges across the industry





- ✘ **Chairs come in all different shapes and sizes**
- ✘ **Availability of wheelchair information on the day or travel**
- ✘ **Different cabin door sizes**
- ✘ **Airport infrastructure and equipment (lifting and pushing)**
- ✘ **Transporting mobility aid to cargo hold**
- ✘ **Clear securement points**
- ✘ **Trying to re-assemble disassembled wheelchair**
- ✘ **Training is inconsistent across industry**



**Wheelchair in the cabin**

# Wheelchair in the cabin progress

- A wheelchair spot within the cabin is technically feasible
- U.S Transportation Secretary is working a rule in the coming years that would allow passengers to remain in their wheelchairs
- Feasibility studies are happening
- Air certified wheelchairs







**Collaboration with industry**



## 1/ Mobility aid quick guide

Information of wheelchair dimensions and weight on the chair

Simply instructions for manual lifting

Isolation and tie down points

Manual to electric mode



## 2/ Training

Hands-on training for handlers

Better equipment for handlers

Preparing, securing, carrying and stowing of mobility aids



## 3/ Break fix for wheelchairs

Work with airlines to ensure passengers wheelchairs can be fixed by regional dealers/suppliers in countries around the world



## 4/ Wheelchair in the cabin

Support organizations looking at wheelchair in the cabin - it makes perfectly good commercial sense.



## 5/ Future design of wheelchairs

Air travel certification (future)




Removable parts

Joysticks

Lifting points



# Thankyou

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