

**TORINO
AIRPORT**



SAGAT S.p.A.

PRM ANNUAL INFORMATION DOCUMENT

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Introduction

Based upon the ENAC LG-2018/001 Guidelines (hereinafter “GL”), the Company SAGAT S.p.A., assigned to manage Turin Airport (hereinafter “the Company”), has started the Annual Consultation Procedure of airport Users about the definition of the 2026 PRM fee, notifying Users who operate at the airport, ENAC and, for information, ART and the airline associations by email (our ref. no. 2026/1490) and publishing the same on its internet website at the address <https://www.aeroportoditorino.it/en/sagat/business-partners/aviation/fees-charges>.

The Company prepared this “PRM Information Document”, available to Users on its internet website at the address <https://www.aeroportoditorino.it/en/sagat/business-partners/aviation/fees-charges> and it has sent it to ENAC by email.

At the end of the public hearing, the Company will send the minutes signed by the parties to the Users present at the hearing, and, for information, to the Users’ Committee, to ENAC, to the Airline Associations and to ART.

If the proposed fee level is agreed between the Airport Manager Company and the airport Users, ENAC will notify IATA for the purposes of updating the ticketing systems at sales agencies at least 60 days in advance of the entry into force of the fee.

ENAC and the airport Manager will also publish the new PRM fee on their respective websites.

a. Analytical table of the PRM cost center, reconciled with the certified simplified/regulatory analytical accounts, indicating, for the actual year, the service units, revenues and details of the admitted operating costs and capital

Below is the analytical statement for the PRM cost center PRM cost center of the regulatory cost accounting system for the 2025 final financial year, certified by the auditing firm

The table contains the same level of information as previous years and its layout complies with the regulatory accounting guidelines contained in the “Co.Re Guidelines. airports” of Resolution ART 38.2023.

2025 REGULATORY ACCOUNTING	PRM
	309
A) Final production value	5,036,626
1) Revenues from sales and services	5,036,626
B) Admitted production expenses:	3,620,140
1) On raw and maintenance materials, consumables and goods	5,920
2) On services	274,215
3) Leasehold costs (concession tax included)	186,222
4) Staff costs	3,007,073
5) Depreciations:	103,567
a) Depreciation of intangible assets	14,206
b) Depreciation of tangible assets	89,361
8) Other provisions	697
C) Additional costs allowed for regulatory purposes:	0
D) Total regulatory costs	3,620,140
E) Gross margin	
F) Net invested capital	754,595
1) Self-financed fixed assets	824,161
4) Surcharge	
5) Balance between Receivables from customers and Payables from suppliers	-69,566
G) Remuneration on net invested capital	43,993
1) Self-financed fixed assets	48,049
4) Surcharge	
5) Balance between Receivables from customers and Payables from suppliers	-4,056
H) Total regulatory costs	3,664,133
I) Service unit	2,493,379
L) Equilibrium unit charges	1.47
2025 fee applied	2.02

b. Final tariff proposal for the PRM fee to be applied for the year of reference, with adjustments

The table below shows the calculation of the balance-only tariff for the year 2027, which turns out to be equal to €1.30 per departing passenger, based upon the 2025 regulatory analytical accounting data, certified by the auditing company and in conformity with what is established by the Guidelines at paragraphs 4 and 5.

The costs used for the calculation of the 2027 theoretical equilibrium tariff were revalued at the planned inflation rate of +2.4% for the year 2026 and +2.4% for the year 2027 as indicated in the Public Finance Planning Document Public Finance of 22 April 2026 which is the latest official index available on the date of publication of this document and were divided by the service units estimated for the year 2027. If on the date of the annual hearing, the updated value of the index is made available any upward or downward adjustments will be included in the calculation and illustrated to users.

Furthermore, the projected increase in traffic between 2025 and 2027, amounting to **+36.7%**, has highlighted the inability of the 2025 costs, although inflated, to adequately represent the 2027 tariff. In fact, even taking into account the efficiencies resulting from the increase in volumes, already during the first 8 months of 2026, incremental costs emerged that made it necessary to adjust the 2025 costs. Therefore, as provided for in paragraph 4.1 of the Guidelines, the most up-to-date expenditure forecasts relating to all variable cost components related to traffic volumes, such as personnel costs and the purchase of new specialized equipment. In other words, the 2025 cost base was supplemented with the valuation of costs for additional staff already under contract as of the date of publication of this document and investments already made were added to the 2025 cost base. As a purely estimated costs or expected investments were not taken into account, were not taken into account, knowing that the incremental costs entered in the Adjustments column of the table below could be, in light of the traffic growth forecasts known to date, may be insufficient to guarantee a fee sufficient to cover the expected costs that will be incurred in 2027 for the provision of the service.

REGULATORY ACCOUNTING	PRM 2025	Adjustments	2027 PRM cost estimate *
A) Final production value	5,036,626	0	na
1) Revenues from sales and services	5,036,626	0	na
B) Admitted production expenses:	3,620,140	646,611	4,384,220
1) On raw and maintenance materials, consumables and goods	5,920	0	6,208
2) On services	274,215	28,596	316,818
3) Leasehold costs (concession tax included)	186,222	0	195,268
4) Staff costs	3,007,073	608,571	3,702,419
5) Depreciations:	103,567	9,445	118,270
6) Changes in the inventory of raw and maintenance materials, c	697	0	731
9) Other operating costs	42,444	0	44,506
C) Additional costs allowed for regulatory purposes:	0	0	0
D) Total regulatory costs	3,620,140	646,611	4,384,220
E) Gross margin			
F) Net invested capital	820,105	94,450	956,659
1) Self-financed fixed assets	824,161	94,450	960,912
5) Balance between Trade Receivables and Trade Payables	-4,056	0	-4,253
G) Remuneration on net invested capital	43,993	4,956	51,326
1) Self-financed fixed assets	48,049	4,956	55,579
5) Balance between Trade Receivables and Trade Payables	-4,056	0	-4,253
H) Total regulatory costs	3,664,133	651,567	4,435,546
Estimated WLUs 2027			3,422,189
2027 Equilibrium unit charges			1.30

* (costs 2025 +2.4% for 2026 and 2.4% for 2027 for items not subject to adjustments and for 2027 only for those subject to adjustments)

Based on the results shown in the table above and including the valuation of the regulatory adjustment of €384,496, corresponding to the portion of 2025 costs not covered by the revenues for the year, the proposed equilibrium charge for 2027 is **€1.41 per departing passenger**. There are no further costs to be adjusted.

c. Illustration of the criteria used to identify the indirect cost allocation drivers and the methodology (allocation key) used for allocating general costs

The estimated costs for the PRM 2027 service include the allocation of indirect costs. As defined by the airport fee regulation models (Annex "A" to resolution no. 38/2023 of 9 March 2023), the general economic and capital components attributable to the Airport Manager overall activities are allocated to

the activities referred to in paragraph 27.4 , in proportion to the costs attributed to each activity on the basis of point 1, letters a) and b).

d. Admitted NIC level for the actual year, related to the PRM cost center, net of the receivables-payables balance

The net invested capital admitted for the 2025 actual year, as can be seen from the table at paragraph a. of this document, amounts to Euro 820.105 and mainly concerns directly allocated costs for the purchase of wheelchairs and ambulift vehicles for the PRM service and the part of investments indirectly allocated as illustrated in point c above.

e. Forecasts, for the year of reference, of service units (departing passengers, net of legal exemptions)

The estimate of service units – departing passengers – for the year 2027 is 3,422,189 as indicated in the table at point b. of this document.

f. Information on the service level offered and on the quality standards to be pursued by the Airport Manager Company for all services, in accordance with Annex 1 of the ENAC GEN 02 B circular, as well as, in particular, on the quality indicators/targets for the PRM service included in the Quality Plan approved by ENAC

SAGAT has always been committed to providing the best assistance to all passengers, and its staff is well-trained and regularly updated to better support disabled and mobility-impaired passengers during their time at the airport.

The airport was designed with special attention to the needs of people with disabilities, ensuring they can fully enjoy all airport services. The functional layout of passenger flows is organized on separate levels: departures are at the top, and arrivals are at the bottom. The internal vertical connections are ensured by elevators equipped with buttons featuring Braille characters and acoustic safety devices. The rooms are spacious and bright, and the floors feature tactile pathways.

The Departures Area features the Sala Amica, a dedicated space exclusively for passengers with reduced mobility and their companions. To make your time at the airport more pleasant, once you have passed through security control, there is a second Sala Amica that can be used until boarding.

The multi-story parking garage, equipped with 6 elevators and dedicated restrooms, offers 50 spaces for vehicles driven by individuals with disabilities. The reserved areas are located on the 2nd floor of the building at the Departures level, adjacent to the covered pedestrian walkway.

For temporary loading and unloading, 8 parking spaces are reserved along the airport roadways (4 at the Arrivals level and 4 at the Departures level), with one space available at the General Aviation terminal. In addition to these, there is one inside the “Bye&Fly” car park and one on the second floor of the multi-storey car park

Upon arrival at the airport, the PRM can activate the assistance service at the call points, check-in desks, or the information office. The call points enable you to alert an operator to assist the PRM and accompany them to the boarding area.

QUALITY MEASUREMENTS IN ACCORDANCE WITH ENAC REGULATIONS

Service Charter Results 2025 (PRM section)

The 16 indicators on the service provided to passengers with disabilities or reduced mobility, as required by Circular GEN-02B, in 2025 all met the target. Our passengers have recognised our commitment and dedication, with satisfaction levels above 95%, a threshold that ENAC defines as “excellence”. The lowest customer satisfaction score recorded in 2025 was 99.3%.

✓ PERCEIVED QUALITY

In order to measure the customer satisfaction of passengers with reduced mobility in pursuant to Circular GEN-02B, in 2025 we sent them over 1,300 questionnaires. The 8 perceived quality indicators (nos. 5, 6, 9, 12, 13, 14, 15, 16) in the survey in 2025 all exceeded the targets and are shown below below, in the table showing the results of the Service Charter.

✓ QUALITY DELIVERED

The ENAC regulation prescribes the methods of detection and calculation for each of the 8 indicators relating to the quality provided (nos. 1, 2, 3, 4, 7, 8, 10, 11). In 2025, we carried out approximately 14,000 recordings of monitoring the service for PRMs.

These indicators were also all equal to or higher than the pre-established targets and are shown in the table below.

The following table shows all the indicators of the Service Charter, PRM Section.

Indicators 1, 11 and 13 – highlighted in yellow – are also included in the Quality Plan Quality Plan of the 2024/2027 Programme Contract, referred to in the following paragraph.

Carta dei Servizi - Indicatori PRM soggetti a pubblicazione (GEN-02B)					
QUALITY FACTORS	NO.	INDICATORS	UNIT OF MEASUREMENT	2025 TARGET	2025 RESULT
EFFICIENCY OF ASSISTANCE SERVICES	1	For PRM departing with pre-notification: waiting time to receive assistance, from one of the airport's designated points, in the case of pre-notification	Waiting time in minutes 90% of cases	03:40	03:02
	2	For PRM departing without pre-notification: waiting time to receive assistance, from one of the airport's designated points, having notified of one's presence	Waiting time in minutes 90% of cases	06:45	02:22
	3	For PRM arriving with pre-notification: waiting time on board for disembarkation of PRM, after the last passenger has disembarked	Waiting time in minutes 90% of cases	03:55	03:35
	4	For PRM arriving without pre-notification: waiting time on board for disembarkation of PRM, after the last passenger has disembarked	Waiting time in minutes 90% of cases	06:45	02:59
PERSONAL SAFETY	5	Perception of the condition and functionality of available vehicles and equipment	% satisfied PRM passengers	98.0%	100%
	6	Perception of the adequacy of staff training	% satisfied PRM passengers	98.0%	100%
AIRPORT INFORMATION	7	Accessibility: amount of essential information accessible to persons with visual, hearing and motor disabilities compared to the total amount of essential information	% accessible essential information out of total amount of essential information	100%	100%
	8	Completeness: amount of information and instructions, relating to services offered, available in accessible format compared to the total amount	% information/instructions relating to services in accessible format out of the total amount of	100%	100%
	9	Perception of the effectiveness and accessibility of information, communications and internal airport signs	% satisfied PRM passengers	98.0%	99.6%
PASSENGER COMMUNICATION	10	Number of responses provided in the set times compared to the total number of information requests received	% responses provided in set times out of the total number of requests.	100%	100%
	11	Number of complaints received compared to the total PRM traffic	% complaints received out of total PRM traffic	0.03%	0.02%
AIRPORT COMFORT	12	Perception of the effectiveness of the PRM assistance	% satisfied PRM passengers	99.8%	100%
	13	Perception of the level of accessibility and usability of the airport infrastructures: car park, call intercoms, dedicated rooms, toilets, etc.	% satisfied PRM passengers	95.0%	99.3%
	14	Perception of dedicated spaces for PRM to stay (e.g. Sala Amica or Friendly Room)	% satisfied PRM passengers	98.0%	100%
RELATIONAL AND BEHAVIOURAL ASPECTS	15	Perception of staff courtesy (infopoint, security, special assistance staff)	% satisfied PRM passengers	97.5%	100%
	16	Perception of the professionalism of staff dedicated to providing special assistance to PRM	% satisfied PRM passengers	98.0%	99.9%

Results of the 2025 Programme Contract

The indicators of the Programme Contract referring to PRMs are a "subset" of those in the PRM section of the Service Charter.

The current four-year period 2024/2027 includes one more PRM indicator more than the two parameters in the Quality Plan for the previous period 2020/2023. In the Quality Plan of the Programme Contract, of which 2025 was the second year, there are in fact three parameters, out of a total of ten, concerning the service for passengers with disabilities or reduced mobility.

Below are the three PRM indicators of the Programme Contract, with their correspondence to the numbering of the Service Charter:

Program Contract	Service charter	
#	Indicator code	Indicator number
4	PRM.1	PRM.1
5	PRM.10	PRM.13
7	CDS.33	PRM.11

- Indicator 4 – "For PRM departing with pre-notification": Waiting time to receive assistance from one of the designated points at the airport, in case of pre-notification" is a quality parameter that reflects the efficiency of the service, as it shows the waiting time to receive assistance once you have notified your presence at the airport.

- Indicator 5 – "Perception of the level of accessibility and usability of airport infrastructures: parking, call intercoms, dedicated rooms, toilets" is a perceived quality parameter that reflects the degree of satisfaction with the accessibility and usability of dedicated airport infrastructures. It represents a variety of aspects that contribute to the PRM customer experience.
- Indicator 7 – "Number of complaints received in relation to total PRM traffic" shows the incidence of complaints compared to the volume of PRM assistance provided. This is a crucial indicator of the "airport system's" performance, helping to identify potential opportunities for improvement. The three PRM indicators of the Program Contract Quality Plan for 2025 have been achieved, as shown in the following table:

				Year 2 - 2025		
#	Indicator Code	Indicator Description	Weight	Target	Actual	Delta (Actual vs target Year 2)
4	PRM.1	For departing PRMs with pre-notification: Waiting time to receive assistance from one of the designated points at the airport, in case of pre-notification	10.0%	03:40	03:02	00:20
5	PRM.10	Perceived accessibility and usability of airport infrastructures: parking facilities, intercoms to call for assistance, special rooms, bathroom facilities	10.0%	90.50%	99.30%	8.80%
7	CDS.33	Number of complaints received compared to total PRM traffic	12.0%	0.03%	0.02%	-0.01%

Collaboration with associations representing people with disabilities

- CPD – Council for People in Difficulty

The well-established collaboration with the CPD – Consulta per le Persone in Difficoltà (Council for People in Difficulty) continues. SAGAT has provided financial support to CPD for the implementation of the project "Caselle for All", aimed at making the Airport increasingly accessible to travellers with specific needs, physical/motor or sensory disabilities. The project takes the form of a solidarity service providing equipped transport airport-city (bookable via the dedicated freephone number, managed by the CPD). In 2023, 297 assisted transport journeys were carried out, of which 282 using an adapted vehicle. The service is described on our website at <https://www.aeroportoditorino.it/it/tofly/useful-flight-information/passengers-with-reduced-mobility/transport-and-parking>

Throughout the year, SAGAT maintains operational contact with CPD operational contacts with CPD related to the management of ordinary activities. At least once a year, a meeting is held in

which the service levels are analysed, service, opinions and opportunities for improvement are shared, and the foundations are laid for the following year's activities. In 2025, this meeting took place on 19 December

- *Italian Union of the Blind and Visually Impaired*

Collaboration to help improve the experience of blind and visually impaired people and facilitate their independent movement in the terminal.

- *National Agency for the Protection and Assistance of the Deaf*

Evaluations of digital platforms useful for deaf people to communicate in real time.

“Autism – a journey through the airport” project

SAGAT S.p.A. also continued its commitment to the project “Autism – a journey through the airport” project, conceived by ENAC with the collaboration of Assaeroporti, industry associations and airport airport management companies to facilitate access to the airport and air travel for by air for people with autism spectrum disorder.

In 2025, 6 familiarisation visits were carried out at the airport and 133 PRMs with autism spectrum disorder were assisted, of whom 74 were departing and 59 were arriving.

save them by FlyingAngels

Turin Airport has joined the project sponsored by ENAC and called #salvALI, created by FlyingAngels, the non-profit organisation specialising in the the air transport of seriously ill children to life-saving treatment not available in their country of origin, and their carers.

In 2025, no requests for assistance were received.

Training on issues relating to PRMs

In accordance with Circular GEN-02B, the training dedicated to assisting people with disabilities or reduced mobility is structured as follows:

- Module I: lasting 4 hours, is mandatory for all employees of all companies operating in the airport, including temporary and subcontracted staff, who may come into contact with PRMs. Although not required by law, SAGAT has adopted, as best practice, a more restrictive policy: all SAGAT Group personnel, regardless of their role, must complete this training module;
- Module II: lasting 8 hours, this module is compulsory for SAGAT operators or those working on behalf of SAGAT who provide assistance to PRM passengers.

In 2025, a total of 1,946 hours of training were provided, in total, involving 533 participants, of which 216 were from the SAGAT Group and 317 employees of other companies.

E-learning training involved 460 learners for a total of 1,500 hours of training, accounting for 71% of the total training provided.

Below are details of the training carried out in 2025

- ✓ Module I - initial training: 1,120 hours of training for 280 participants;
- ✓ Module I - periodic refresher: 306 hours of training for 153 participants;
- ✓ Module II - initial training: 2 courses for 30 participants, for a total of 240 hours of training;
- ✓ Module II - periodic refresher: 5 courses for 70 participants, for a total of 280 hours of training.

In addition, a specific course was organised on the subject of autism: "Techniques for supporting people with autism spectrum spectrum disorders": 3 training sessions, each lasting 4 hours, attended by 55 Group employees took part.

g. Indication of the methods of conducting the PRM service (carried out directly by the Manager or entrusted to third parties)

The assistance service for disabled persons or persons with reduced mobility (PRM) is managed by the Manager Company of Turin Airport, SAGAT S.p.A.

The operations are guaranteed 7 days a week, 365 days a year, in the approximate timeframe between 4am and midnight (subject to specific requirements) and the service is carried out even if changes are made to flight times (early arrivals and/or delays) or if there are any unscheduled flights or emergencies. Upon arrival at the airport, passengers can activate the service at the call points, the check-in desks or the information office; following the call, the PRM operator goes to meet the passenger and accompanies him/her until boarding on the aircraft.

The PRM assistance service consists of the following activities:

- assistance from the designated request points inside and outside the Terminal;
- transfer from the request point to the check-in desk;
- assistance with check-in formalities for passengers and baggage;
- assistance from the check-in desk to boarding the aircraft, including security and border checks;
- assistance in placing the baggage on board along with any wheelchair or other boarded aid;
- boarding onto the aircraft, by way of lifts, wheelchairs or other specific assistance to the seat;
- assistance from the seat to the aircraft door and disembarkation from the aircraft, by way of lifts, wheelchairs or other specific means of assistance;
- assistance from the aircraft to the baggage reclaim area and collection of baggage, completing border checks where necessary;

- assistance from the baggage reclaim area to a designated PRM service end point (Arrivals Meeting Point) for WCHR categories;
- assistance in reaching the means of transport at the car park, bus stop or train station if the arriving passenger is not being met by an accompanying person, for the WCHS, WCHC, DEAF, BLIND and DPNA categories;
- help with taking connecting flights, if in transit, with assistance on board and on the ground, inside the terminals and between them, depending on specific requirements;
- assistance in getting to the toilets when needed;
- ground support for recognised assistance dogs, where necessary. When a PRM passenger is supported by a chaperone, the latter must, where necessary, be able to provide assistance at the airport;
- ground assistance for all necessary mobility equipment, including electric wheelchairs, subject to prior notice of 48 hours and limited to the space available on board the aircraft as well as in respect of the relevant legislation on dangerous goods;
- ground assistance to obtain the temporary replacement of mobility equipment that has been damaged or lost, keeping in mind that the replacement with comparable devices may not be feasible;
- ground assistance with accessing flight information;
- ground assistance during the flight and prior familiarization with the touch points (carried out by suitably trained personnel) for passengers with autism spectrum disorders.

The activity of driving special vehicles (Ambulift, Aviramp and MiniBus) for transporting PRM from the airport to the aircraft (and vice versa) is also carried out by the airport Manager.

Furthermore, to guarantee the continuity of operations during sudden peaks in work and to replace absent personnel, the Manager uses staff employed under fixed-term agency employment contracts. The supplier guarantees coverage of any unplanned requirements by way of an availability service that is active 24/7.

All staff members involved in the PRM assistance service (both that provided by the Manager and that under the remit of suppliers) receive the training required by the relevant regulations along with periodic refresher courses.

h. Information on the workforce component and the number of annual employees (FTE) dedicated to the PRM service and the respective cost

The service organisation requires the daily presence of dedicated personnel from 4am to midnight, along with the presence of at least one (1) staff member even before and after these hours, if flights are early and/or delayed.

The number of staff members, operating both in the landside and airside areas, varies according to the flight schedule linked to the summer and winter seasons and based upon the number of reserved PRM, supplemented by a number of additional staff members for requests by passengers who have not reserved assistance according to the timescales established by Reg. EC 1107/2006 and by the ENAC circular.

The total average annual number of employees in 2025 (in FTEs) dedicated to the PRM service is 48.20, to which must be added 8.45 FTEs of indirect staff. The cost relating to the personnel employed is 2,361,629 euros, to which is added the cost of indirect personnel, relating to the other Cost Centres, which amounts to 645,444 euros.

The year 2025 saw a 11.6% increase in airport assistance, which led to a strengthening of the workforce in this sector as well.

i. List and number of main infrastructures and equipment used to perform the PRM assistance service

Turin Airport has the following dedicated infrastructure, vehicles and equipment for the PRM assistance service:

- 4 Ambulifts, of which 2 are fully electric;
- 1 Aviramp ladder;
- 1 Fiat Ducato Maxi vehicle, model Minibus Power Metropolis 160 Multijet model;
- 107 wheelchairs, divided as follows
 - o 1 paediatric wheelchair;
 - o 15 bariatric wheelchairs;
 - o 12 wheelchairs for movement within the aisle of the aircraft (via finger or Ambulift);
 - o 4 electric wheelchairs;
 - o 75 manual wheelchairs;
- transfer boards for people with disabilities;

- lifting slings for people with disabilities.

During 2026, SAGAT further enhanced the equipment dedicated for the assistance of passengers with reduced mobility (PRM). In particular, from February 2026, an additional Ambulift vehicle was rented for a period of three months, for a total amount of €13,950.00 (excluding VAT).

Subsequently, in June 2026, the purchase of the same vehicle was finalised vehicle for €82,450.00 (excluding VAT), increasing the fleet fleet to 5 Ambulifts, 2 of which are fully electric.

In addition, the tender procedure for the purchase of a further 15 wheelchairs was concluded, wheelchairs, the delivery of which is expected by December 2026, in order to further strengthen further strengthen the availability of equipment dedicated to the PRM assistance service.

j. Indication of the amount and types of annual assistance, according to the classification indicated in Section 5 (5.2.2) – Facilitation of the transport of persons with reduced mobility- of Doc. 30 ECAC – Part I – 11th Edition/December 2009- Amendment no.2

In 2025 Turin Airport recorded a total of 45,314 PRM, broken down according to the types indicated in the following table, of which **33.3%** were not reserved (6.5% passengers and 26.9% airline).

Types of assistance	Reserved	Not reserved		TOTAL
		Passengers	Airline	
BLND	1224	60	302	1,586
WCHR	7006	851	3325	11,182
WCHS	13724	1795	6481	22,000
WCHC	6609	130	1520	8,259
DEAF	718	43	231	992
DPNA	923	45	327	1,295
TOTAL	30,204	2,924	12,186	45,314
	66.7%	6.5%	26.9%	

Key

BLND: visually impaired or blind people	WCHC: Completely immobile people who are not self-sufficient on board and require complete assistance
WCHR: people who cannot travel long distances but can go up and down stairs and move independently	DEAF: People with hearing disabilities
WCHS: people who cannot travel long distances, and who cannot go up and down stairs but are independent on board	DPNA: People with intellectual or behavioural disabilities

In the first eight months of 2026, the PRM assistance service provided a total of **35,184** assistance services an increase of **22.3%** compared to those provided in the same period of 2025.

During this period, the **July 2026** recorded the highest number of assistance requests handled, amounting to **5,311**, constituting the highest monthly figure recorded to date.

The following table summarizes the trend in PRM passengers and total passengers from 2023 to 2025:

	2023	2024	2025
Total PRM Assistance	36,972	40,613	45,314
Increase on PY	13.5%	9.8%	11.6%
Total pax	4,531,185	4,693,977	5,006,169
% on pax	0.82%	0.87%	0.91%

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