



ENAIRe launches a chatbot to answer questions on drone pilots, aerial work and other airspace uses

- The tool will automatically answer frequently asked questions on operations that require airspace reservations and safety studies
- The CEO, Enrique Maurer, regards this application as “a new milestone in ENAIRe's digital transformation and its clear desire to constantly improve its services by relying on artificial intelligence to improve customer service”
- Applications to ENAIRe for drone operations have increased 40-fold since 2018: this year, over 52,000 have been coordinated.

Madrid, 12 December 2024

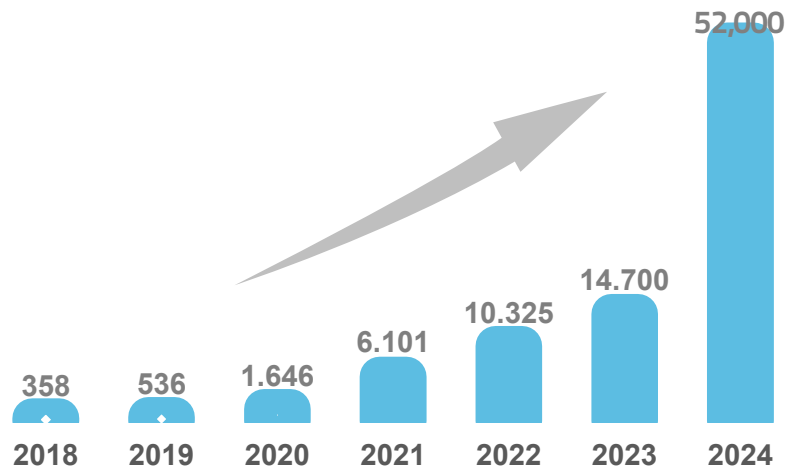
ENAIRe makes a chatbot available to all users registered with ENAIRe Planea to automatically answer FAQs about drone operations and safety studies, aerial work with manned aircraft, aerial sports that require airspace reservations, cross-country flights, drone swarms, air festivals, and more.

Due to the increase in the number of annual operations managed by ENAIRe (see chart), the department responsible for coordinating operational airspace has decided to implement this solution to address the growing user demand, which has gone up over 40-fold in recent years, as well as the demand for information. So far in 2024, ENAIRe has coordinated 52,000 drone operations.





ANNUAL DRONE OPERATIONS COORDINATED BY ENAIRE



ENAIRE has coordinated over 52,000 operations in 2024, with the final year-end tally to be determined.

ENAIRE's CEO, Enrique Maurer, regards this launch as "a new milestone in the digital transformation of the services provided by ENAIRE, as it is the first artificial intelligence tool in operation within the organisation to improve user support".

He also considers it "a measure consistent with ENAIRE's commitment to boosting the drone operations sector", an industry in which the national air navigation manager will play a key role as a U-Space service provider and as the common information service provider (CISP).

The chatbot, already in operation since 19 November, is limited to responding to information requests related to operations carried out by customers and users who do not engage in commercial or military operations and who are registered in the [ENAIRE Planea](#) web application.

For now, the chatbot is in a test phase (beta version), so users need to clear the cache and cookies on their browsers before interacting with the chatbot to ensure that the latest updates are loaded correctly, and avoid potential display or operational errors.

PRESS RELEASE





At ENAIRE, we want to work with you to continue improving; your opinion is key, so if you have any suggestions or identify areas for improvement, feel free to share your feedback via coop.consultas@enaire.es.

About ENAIRE

ENAIRE is the air navigation service provider in Spain.

As a company of the Ministry of Sustainable Transport and Mobility, it provides air traffic control services during the en route and approach phases of all flights to and from Spain and overflights. In addition, it manages communications, navigation and surveillance services from ENAIRE in the airspace and the entire AENA airport network in Spain and provides aerodrome air traffic control services in 21 airports, including the busiest.

ENAIRE is the fourth largest European air navigation service provider, and it is a member of international partnerships A6 Alliance, SESAR (Single European Sky ATM Research) Joint Undertaking, SESAR Deployment Manager, ITEC, CANSO (Civil Air Navigation Services Organisation) and collaborates closely with ICAO (International Civil Aviation Organization).

ENAIRE has received the highest score in Europe on the aviation safety key performance indicator for four years in a row. It has also been awarded the EFQM 600 Seal for its safe, efficient, innovative and sustainable management of air navigation services.

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