ICAO Regional FAL Seminar
Nairobi, Kenya
18-21 February 2014

Persons with Disabilities

21 February 2014
1. Background


1. BACKGROUND


- Post-1969: Increase in elderly & disabled air passengers; Barriers limiting air travel

- 1979: ICAO work: focus on airport access

- 1983-1992: UN Decade of Disabled Persons
1. BACKGROUND

- 1986: ICAO Assembly requests global review
  - Access to airports
  - Access to air transport services
- 1990: new SARPs in Annex 9 on access to airports
- 2nd part of review: Problems in using air services
  - accessibility to aircraft
  - movement, facilities and services on board
  - contacts with reservations/travel agents
  - attendants
  - fares, charges, etc.
1. BACKGROUND

● 1997: new section in Chapter 8 of Annex 9
  → Definition of ‘person with disabilities’
  → Standard: access to airports
  → Standard: access to air services

→ Related Recommended Practices

● Guidance material: Circular 274
1. BACKGROUND

*Person with disabilities.* Any person whose mobility is reduced due to a *physical incapacity* (sensory or locomotor), an *intellectual deficiency*, *age*, *illness* or any other *cause of disability* when using transport and whose situation needs special attention and the adaptation to the person’s needs of the services made available to all passengers.
2. LATEST DEVELOPMENTS: AMD. 24

- FALP/7 (October 2012)
  - Proposed revisions to PWD SARPs
    - Amendment 24 (November 2013)
      - Endorsed revised PWD Guidelines

- General
  - Access to airports
  - Access to air services
2. LATEST DEVELOPMENTS: AMD. 24

General Provisions

- PWD should benefit from services available to the general public
- Assistance provided: *respect dignity* of PWDs
- Scope: *arrival at airport of departure → leaving airport of destination*
- Minimum uniform standards to be *published*
- Information on assistance to be provided
- Information: *accessible formats*
- Trained personnel: assist PWDs
Access to Airports

- Contracting States to ensure that airport facilities and services are adapted to the needs of PWDs
- Lifting systems: if telescopic passageways not used
- Designated pick-up/drop-off points
- Ground transportation or special transport services
- Parking facilities
- **Transfer from one aircraft to another**
2. LATEST DEVELOPMENTS: AMD. 24

Access to Air Services

- **Equivalent** access to air services.
- Minimum standards of accessibility on board aircraft
- New aircraft: conform to accessibility standards
- Disability aids: free of charge in cabin or as priority baggage
- **Service animals**: free of charge in cabin at seat
2. LATEST DEVELOPMENTS: AMD. 24

Access to Air Services

- Battery-powered devices & spillable batteries
- Travel without medical clearance → not clear PWD fit to travel & could compromise safety/well-being
- Need for assistant: by PWD/Airline; Fare discount
- Advance notice: assistance/lifting required
### 3. DOC 9984: PWD MANUAL


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3. DOC 9984: PWD MANUAL

Definitions

- Persons with disabilities
- Aircraft operator
- Service animals

► Use of common definitions developed by IATA
3. DOC 9984: PWD MANUAL

● General
   → No refusal of carriage: except safety
   → No charge for assistance

● Training
   → Who should be trained?
   → Scope and content of training programmes

● Pre-journey
   → Information on services & facilities
   → Advance notice
   → Travelling with an assistant
PERSONS WITH DISABILITIES

• Arrival and moving through an airport
  → Use of facilities
  → Check-in services

• Airport facilities
  → Accessible routes and passageways
  → Seating areas

• Security screening and border checks

• Boarding and disembarking an aircraft
  → Assistance with boarding & disembarking
  → Lifts & ramps; Transfer of mobility aids
PERSONS WITH DISABILITIES

- Aircraft operators’ services on board
  → Carriage of mobility aids
  → Seat allocation
  → Service animals

- Aircraft
  → Accessible aircraft features
  → Accessible washrooms

- Connections and leaving an airport
  → Loss/delay/damage: mobility aids
  → Baggage retrieval
QUESTIONS?