Air Passenger Rights of Persons with disabilities

Implementation and Application in Switzerland

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Annex 9 to Chicago Convention

- Establishment of the National Facilitation Committee
- Standards and Recommended Practices
Annex 9 / ECAC Doc No. 30 Part 1

• Implementation of Annex 9

• Guidance on facilitation of the transport of persons with reduced mobility

• Code of Practice supports the agreed international position and adds further details
Implementation of PRM Rights in Switzerland

Legislation

• Swiss Act on the Elimination of Discrimination against People with Disabilities (1.1.2004)
• Regulation (EC) No 1107/2006 (1.11.2009) (including ECAC Doc. No 30) see Art. 91 para 4 Federal Aviation Act
• UN Convention on the Rights of Persons with Disabilities (15.5.2014)
Implementation of Regulation (EC) No 1107/2006

The active participation of Swiss airports, Swiss airlines as well as disability organizations, the organization of the travel agencies and the Federal Bureau for the Equality of People with Disabilities under the Guidance of the Federal Office of Civil Aviation enabled the successful implementation of the EC Regulation 1107/2006.
Implementation at Swiss airports

Commitment of Swiss airports to evaluate together with disability organisations the best and most practicable solutions with regard to the obligations concerning infrastructure of the airports, training of the personnel, defining the points of arrival / departure, the waiting areas, the quality standards, engaging the service provider etc., taking into account the different forms of disability.

Successful and timely implementation of the necessary procedures.
Enforcement of EC Regulation 1107/2006

Art. 14.1 EC Regulation 1107/2006 states that:
Each Member State shall designate a body or bodies responsible for the enforcement of this Regulation as regards flights departing from or arriving at airports situated in its territory. Where appropriate, this body or bodies shall take the measures necessary to ensure that the rights of disabled persons and persons with reduced mobility are respected, including compliance with the quality standards referred to in Article 9(1). The Member States shall inform the Commission of the body or bodies designated.
General Monitoring

There is a very small number of complaints made to NEB CH (< 5 p.a.) due to the procedure laid down in EC Regulation 1107/2006, therefore FOCA attaches special importance to the yearly (monitoring) activities and on-site checks.
Yearly Audits on Airports

- Berne (BRN)
- Geneva (GVA)
- Lugano (LUG)
- Sion (SIR)
- St. Gallen-Altenrhein (ACH)
- Zurich (ZRH)
- Basel-Mulhouse (BSL/MLH) together with DGAC
Audits

One single audit, covering:

- Dangerous Goods aspects: Inspector DG
- Safety aspects: Inspector Facilities
- Passenger Rights aspects: Inspector Passenger Rights
Checks

• Special flights
• Daily operations
Information on Passenger Rights

Article 15.4 states that:

The Member States shall take measures to inform disabled persons and persons with reduced mobility of their rights under this Regulation and of the possibility of complaint to this designated body or bodies.
Information on Passenger Rights

• Information for persons with disabilities on FOCA homepage, airlines and airports homepages, in medias (newspaper, TV, radio)

• Information for travel agencies and tour operators, regular meetings with the Swiss travel agencies organisation and publications in its information leaflet, regular meetings with the Ombudsman for tourism.
Number of Complaints

- Reports addressed to airport and airlines
- Very small number of reports addressed to FOCA
Matter of Complaints and Practical Problems

- seamless travel with different means of transport (e.g. bus, train)
- transportation free of cost of 2 mobility aids
- animals in cabins
- Prenotification (process, correct code)
- Role of travel agencies
Matter of Complaints

Reports decreased with regard to the need of assistance for passengers with disabilities after FOCA rulings in this matter.
Co-operation and commitment

The co-operation of all stakeholders involved is necessary to allow a seamless air transportation of passengers with disabilities, meaning

• travel agency
• airline
• airport
• PRM provider

AND THE PASSENGER
Thank you for your attention!

Any questions welcome