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**AGENDA ITEM 5: AVIATION SECURITY AND
FACILITATION**

**DOCUMENTS OF STANDARDS AND GUIDELINES FOR
AIRPORT SERVICE FACILITIES TO FACILITATE SERVICES
FOR ALL USERS**

(Presented by the People's Republic of China)

INFORMATION PAPER

SUMMARY

The planning and design of airport service facilities require a balanced approach and comprehensive consideration of the airport's scale, construction and operational costs, as well as passenger satisfaction. This paper introduces China's efforts in improving the system of standards and guidelines for airport service facilities in line with the idea of building safe, green, smart, and humanistic airports. It emphasizes the various factors to be considered in the planning, design, construction, operation, and maintenance of airport service facilities, as well as identifying the needs of all airport users through surveys and research to meet their expectations.

DOCUMENTS OF STANDARDS AND GUIDELINES FOR AIRPORT SERVICE FACILITIES TO FACILITATE SERVICES FOR ALL USERS

1. INTRODUCTION

1.1 China has 262 transport airports, and the number continues to grow. There are many differences in the scale and characteristics of each airport, as well as in the experience and capabilities of airport builders and operators. The Civil Aviation Administration of China (CAAC) is responsible for both the planning, construction, and management of China's airports and the supervision of their service quality. To ensure the design and service quality of airports across the country, it is necessary to guide and optimize the planning and design of airports in a unified way, in order to better balance the scale of the airport, its construction and operational costs, and passenger satisfaction.

1.2 CAAC, through comprehensive research and drawing on international experience, has recognized that customer satisfaction does not have a linear relationship with the spatial scale of airport terminals and that the size of airport space should be moderate. The spatial quality related to passenger needs is more important. CAAC advocates for the provision of comprehensive service facilities to help passengers use their time efficiently and improve their travel experience. It also acknowledges that the service facilities at airports cater not only to general passengers but also to passengers with special needs such as the elderly and the disabled. In addition to these groups, the airport's user base also includes pick-up and drop-off crowds, employees of civil aviation units, and aviation enthusiasts who enjoy photographing aircraft takeoffs and landings.

1.3 In order to provide unified guidance for airports nationwide to enhance construction and operational standards, to better serve various airport users, and to better balance the relationships between safety, efficiency, convenience, and cost-effectiveness, China has introduced two standards: *Technical Standards for Airport Passenger Terminal Facilities with Accessibility by Individuals with Disabilities* and *Setting Specifications of Public Information Sign System for Civil Airport*. Additionally, five guiding documents have been issued, including "Guidelines on the Planning and Construction of Aviation Viewing Facilities at Civil Airports", "Guidelines on the Planning, Construction, Facilities and Equipment of Lavatories at Civil Airports", "Guidelines on the Planning, Construction, Facilities and Equipment of Baby Care Rooms at Civil Airports", "Guidelines on the Construction of Charging Facilities for Portable Electronic Devices at Terminal Buildings", and "Guidelines on the Planning and Design of Resting Areas for Transport Airport Employees".

2. DISCUSSION

2.1 The preparation of standards and guidance documents encourages comprehensive consideration and in-depth research into the utilization needs of various types of airport users. In considering the needs of passengers, not only are the general passengers taken into account, but also the actual needs of special groups such as people with disabilities, the elderly, mothers with infants, children, and international travelers. We adhere to the principle of "integration and sharing," serving people with disabilities and other special groups while also better serving general passengers. For example, in the industry standards for accessibility, we actively promote the seamless connection between baggage check-in equipment and the ground. This not only serves people with disabilities and the elderly but also brings convenience to general passengers carrying baggage and those with children. In addition to the large number of passengers, airport users also include non-passenger groups, such as people who pick up and drop off passengers at the airport, employees who work at the airport, and aviation enthusiasts who like to photograph aircraft takeoffs and landings at airports. Our guidelines encourage comprehensive and in-depth demand research, provide suggestions for research methods, and fully consider the service needs of all types of airport users.

2.2 The preparation of guiding documents takes into full consideration of the whole life-cycle management of service facilities. We fully implement the concept of integration of construction and operation, and each guiding document takes into account every aspect of the service facilities, including planning, design, construction, operation, and maintenance. For example, in the lavatory

construction guidance, we make it clear that the planning and construction of airport lavatories should consider the operability and convenience of cleaning and maintenance work in advance. In the industry standards for guiding signs, we emphasize that even the best guidance sign system cannot match intuitive architectural design and clear sightlines. When planning the layout and flow of the airport, the sign system should be planned and designed in advance.

2.3 The preparation of the guiding document focuses on the special scenario needs of airport users during airport travel. For common facilities widely used by all industries, such as lavatories, baby care rooms, accessible facilities, and public information signs, we have specifically taken into account the particularities of airports in terms of passenger flows, aviation security, and operational safety. We have clarified corresponding precautions and highlighted the differences between the planning of airport service facilities and that of service facilities in other application scenarios. For instance, many service facility spaces in airports need to consider the storage and passage requirements for passengers with baggage, the departure and arrival areas need to accommodate changing needs, and the construction and operation of related facilities should meet the requirements for clear airspace protection and security, and so on.

2.4 Guiding documents have been developed to provide more ideas, tools and methodologies rather than mandatory requirements. Airports vary in size and features, and improving service quality usually requires a certain amount of investment. In drafting guiding documents, we avoid making uniform mandatory requirements and instead offer ideas, tools, and methods to airport operators and designers to avoid imposing additional burdens on airports by reserving more room for initiative in adapting to local conditions.

2.5 Various illustrations and examples are provided for readers using the guiding documents. We offer correct and incorrect illustrations, such as the positioning and color configuration of guide signs, the internal layout of lavatories, the selection of seats in baby care rooms, and the installation styles of charging facilities that are “recommended” and “not recommended”, making the documents clearer and easier to understand, and also helping to prevent mistakes when airports are planning, designing, and installing equipment. In the appendix sections of each Guideline, we provide readers with a wealth of best practices for the planning, construction, and operation of airport service facilities, including text and pictures, to inspire readers.

3. ACTION BY THE CONFERENCE

3.1 The Conference is invited to note the contents of this Paper.

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