



WORKING PAPER

ASSEMBLY — 40TH SESSION

EXECUTIVE COMMITTEE

Agenda Item 14: Facilitation Programmes

IMPLEMENTATION OF ACCESSIBILITY AND UNIVERSAL DESIGN MEASURES

(Presented by the Dominican Republic)

EXECUTIVE SUMMARY

This Working Paper presents several initiatives by the Dominican Republic relating to accessibility and universal design. As part of the implementation of Resolution A39-20, the Aviation Authority has committed to complying with ICAO Doc 9984, doing work on identification, analysis and recommendations for accessibility and universal design in our country's airports, seeking to pinpoint measures for fostering the provision of more accessible services to air transport users with disabilities or reduced mobility, in order to ensure that the dignity of persons with special requirements is respected.

Although the experience described here reflects only the reality of the Dominican Republic, it will enable others to assess the usefulness of concrete air transport facilitation measures for the population affected by impairments, disabilities or mobility issues, which represents an increasingly large group of people at the global level.

We take into consideration that the current edition of Doc 9984, *Manual on Access to Air Transport by Persons with Disabilities*, dates back to 2013, and we aim to satisfy the current needs of this group of people with special requirements and reduce the difficulties they may face when using air transport.

Action: The Assembly is invited to:

- a) urge ICAO to conduct studies and compile background information to be used by States for analysing the usefulness of updating Doc 9984; and
- b) urge ICAO to incorporate a portion of the content of Doc 9984 into Annex 9 as Standards or Recommended Practices.

Strategic Objectives:

This working paper relates to Strategic Objective — *Security and Facilitation*.

Financial implications:

The activities referred to in this paper will be undertaken subject to the resources approved by ICAO for the 2020–2021 budget.

¹ English and Spanish versions provided by Dominican Republic

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| <i>References:</i> | Annex 9 — <i>Facilitation</i> (Fifteenth Edition, October 2017). Summary of the Final Report of the Fourth Meeting of the Aviation Security and Facilitation Regional Group AVSEC/FAL/RG/4 held in Mexico City from 3-5 June 2014. WP/8 – Best Practices in FAL. 39th Session of the ICAO Assembly (Montreal, 27 September to 6 October 2016), Resolution A39-20. <i>Manual on Access to Air Transport by Persons with Disabilities</i> (Doc 9984). <i>Manual on Access to Air Transport by Persons with Disabilities</i> (Doc 9984). |
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1. INTRODUCTION

1.1 This working paper presents several initiatives by the Dominican Republic in the areas of accessibility and universal design. It will contribute to the sharing of experiences with other States and make available to ICAO a database and best practices in the areas of accessibility and universal design.

1.2 It is estimated that between 10% and 15% of the population in the Dominican Republic has some level of disability affecting their active participation in society. These disabilities arise for different reasons and in different contexts. Of particular note are permanent disabilities affecting the neurological, cognitive, sensorial, or motor systems, or a combination thereof. According to the Pan American Health Organization and the World Health Organization (PHO and WHO, respectively), 35% of disabled persons have a motor-related disability.

1.3 Subject to guidance from A39-20, Document 9984, and Annex 9 – *Facilitation*, work is underway in the areas of identification, analysis and recommendations for accessibility and universal design in order to provide air transport users having disabilities or reduced mobility with access to environments, processes, products and services.

2. ANALYSIS

2.1 In 2017, the Aviation Authorities, in conjunction with technical experts from the State Representative Platform of Persons with Physical Disabilities (PREDIF), a Spanish organization seeking to contribute to the dissemination of knowledge about the Spanish non-profit association promoting equal opportunity and the improvement of the quality of life of persons with disabilities, conducted a diagnostic survey of all areas related to facilitation at the International Airports of the Americas, Jose Francisco Peña Gomez and Punta Cana, with the aim of submitting a report on their findings and recommendations, which could then be adopted by the airport owners and managers. The report was submitted in 2018.

2.2 As a result of the joint work, commitment, and the vision of the Dominican State for the bolstering of Dominican airports, work has successfully begun on the processes of adapting and converting the airports into inclusive spaces that promote autonomy and accommodate everyone, irrespective of their race, religion, or physical condition.

2.3 The Aviation Authority and VINCI Airports, a global airport group belonging to the network of airports operated by Aeropuertos Dominicanos Siglo XXI, the concession managing the Jose Francisco Peña Gomez International Airport of the Americas, have launched investment initiatives for the year 2019 resulting in the following actions:

- a) Designation of preferential parking spaces for disabled persons, with appropriate dimensions and signage in accordance with the provisions of the Diagnostic Survey submitted by the Authority.

- b) In the Immigration area, tables for filling out forms have been adapted for use by persons in wheelchairs or of small stature.
- c) Lavatory renovations, including the addition to each one of a sink installed at a low height, and toilet stalls duly equipped with support bars and adapted for persons with reduced mobility.
- d) Installation of ischiatic support seats in the Customs area.
- e) Adaptation of Immigration counters in both terminals.
- f) Installation of textured flooring materials at critical points such as stairs and elevators.

2.4 AERODROME. A commitment has also been made to continuing the work in the other airports it manages.

2.5 For its part, the Punta Cana Airport management has provided facilities at the 23 boarding gates which ensure that travelers with reduced capacity enjoy a greater level of autonomy and their universal rights.

2.6 With respect to capacity building, a workshop seminar was held in 2017 and 2018 on the Fundamentals of Accessibility and Universal Design in Air Transport Facilitation, led by technical experts from the State Representative Platform of Persons with Physical Disabilities (PREDIF), with the collaboration of the University of the Caribbean. Participants included staff of the institutions forming the aviation system and airport management, with the aim of raising staff awareness of the situation of persons with disabilities.

2.7 In this year, 2019, the Civil Aviation Board, together with the Institute of Technical and Professional Training (INFOTEP), provided a sign language course to representatives of the entities of the National Facilitation Committee. The course was part of the schedule of activities of the Accessibility Unit of the Civil Aviation Board's Facilitation Division.

2.8 The Accessibility and Universal Design Unit was also created, as recommended by Chapter 13 of the *Manual on Access to Air Transport by Persons with Disabilities* (Doc 9984).

2.9 The Dominican Republic has declared 2019 the Year of Innovation and Competitiveness, and with respect to air transport, the aviation authority considers airports to be a pillar of the country's economy. Consequently, connectivity must continue to be strengthened through inclusive measures to help eliminate any practices interpreted as discriminatory, so that all persons, irrespective of their physical condition, will be able to use this means of transport.

3. CONCLUSION

3.1 Although the experience described here reflects only the reality of the Dominican Republic, it will enable others to assess the usefulness of concrete air transport facilitation measures for the population affected by impairments, disabilities or mobility issues, which represents an increasingly large group of people at the global level.