



## فريق خبراء التسهيلات

### الاجتماع الرابع عشر

(مونتريال، من ٢٠ إلى ٢٤/٤/٢٠٢٦)

البند رقم ٤: تقارير مجموعات العمل التابعة لفريق خبراء التسهيلات

### تقرير مجموعة عمل تيسير الانتفاع بخدمات الطيران المدني الدولي في مجال الطيران المدني الدولي (WGAA)

(ورقة مقدمة من مقرر مجموعة عمل تيسير الانتفاع بخدمات الطيران المدني الدولي)

#### التنقيح رقم ١

##### الموجز

تعرض ورقة العمل هذه تقرير مجموعة عمل تيسير الانتفاع بخدمات الطيران المدني الدولي (WGAA) تماشياً مع مهمتها لوضع استراتيجية بشأن تيسير الانتفاع بخدمات الطيران للأشخاص ذوي الإعاقة وذوي الحركة المحدودة. وتُقدّم في الورقة مسودة استراتيجية، تضع نهجاً شاملاً وقائماً على الحقوق، يتماشى مع اتفاقية الأمم المتحدة لحقوق الأشخاص ذوي الإعاقة. كما تُقدّم فيها مسودة خلاصة وافية للوائح والقوانين والسياسات الوطنية استناداً إلى ردود الدول على استبيان عبر الإنترنت بشأن القواعد القياسية والتوصيات الدولية (SARPs) ذات الصلة بذلك الواردة في الملحق التاسع - "التسهيلات".

الإجراء المطلوب من فريق خبراء التسهيلات:

يُرجى من فريق الخبراء النظر في المقترحات المقدمة في الفقرة ٣ من ورقة العمل هذه.

#### ١- المقدمة

١-١ يُشكّل الأشخاص ذوو الإعاقة نسبةً كبيرةً ومنتامية من سكان العالم ويُمثّلون أكبر أقلية في العالم. وتشير منظمة الصحة العالمية (WHO) إلى أن هذه النسبة تزداد بشكل مضطرب بسبب النمو السكاني والتقدّم الطبي وأنماط الشيخوخة. ويحتاج الطيران، على غرار جميع وسائل النقل الأخرى، إلى التعرّف على هذه الشريحة المتزايدة من الركاب واستيعابها. ويتمتع الأشخاص ذوو الإعاقة بالحقوق الدولية ذاتها التي يتمتع بها المواطنون الآخرون، مثل الانتفاع بالخدمات وكفالة مشاركتهم وإشراكهم بصورة كاملة وفعّالة في المجتمع، بما في ذلك حرية التنقل وحرية الاختيار (اتفاقية الأمم المتحدة بشأن حقوق الأشخاص ذوي الإعاقة (CPRD)، المادة ٣ (ج) والمادة ٣ (و)). وينبغي أن يتمتع الأشخاص ذوو الإعاقة على قدم المساواة مع الآخرين بإمكانية الانتفاع بوسائل النقل الجوي. ونتيجةً لذلك، فقد أصبح من المهم بشكل متزايد تيسير الانتفاع بخدمات الطيران لجميع الركاب حول العالم، لا سيما المستضعفين منهم، مثل الأشخاص ذوي الإعاقة. ومع ذلك، هناك عوائق مُعيّنة تمنع الأشخاص ذوي الإعاقة وذوي الحركة المحدودة من الاستفادة الكاملة من خدمات النقل الجوي الدولي.

٢-١ وفي هذا السياق، وافقت لجنة النقل الجوي (ATC) خلال دورتها ٢٣٠، بناءً على توصية من فريق خبراء التسهيلات (FALP)، على الاختصاصات لإنشاء مجموعة عمل تيسير الانتقاع بخدمات الطيران المدني الدولي (WGAA)، بقيادة عضو فريق الخبراء من كندا. وجرى تكليف مجموعة العمل هذه بالاضطلاع بمهام تتماشى مع الأحكام الواردة في الملحق التاسع - التسهيلات، والقرار ٤١-١٥ الصادر عن الدورة الحادية والأربعين للجمعية العمومية للإيكافو - "تيسير الانتقاع بخدمات الطيران المدني الدولي"، والتي تشمل، في جملة أمور، إعداد خلاصة وافية للوائح والقوانين والسياسات الوطنية بشأن تيسير الانتقاع بخدمات الطيران ووضع استراتيجية بشأن تيسير الانتقاع بخدمات الطيران للأشخاص ذوي الإعاقة وذوي الحركة المحدودة من أجل الوصول إلى نظام نقل جوي يتكامل بمراعاة الإعاقة، بالتعاون مع جميع الجهات المعنية.

٣-١ كما بحث إعلان الدوحة بشأن تسهيلات النقل الجوي الدولي الذي اعتمده الشق الوزاري الرفيع المستوى لمؤتمر التسهيلات الذي انعقد في الدوحة، بقطر، في أبريل ٢٠٢٥، الدول والإيكافو والمنظمات الدولية والاقليمية والجهات المعنية الأخرى على إعطاء الأولوية للشمول وتيسير الانتقاع بخدمات النقل الجوي للأشخاص ذوي الإعاقة الظاهرة وغير الظاهرة ومحدودي الحركة من خلال ضمان مشاركتهم في عمليات صنع القرار وتعزيز أنشطة جمع وتبادل البيانات وزيادة تدريب الموظفين، من بين الجهود الأخرى، من أجل إرساء منظومة نقل جوي تراعي ذوي الإعاقات.

## ٢- المناقشة

١-٢ أحرزت مجموعة عمل تيسير الانتقاع بخدمات الطيران المدني الدولي، وفقاً لاختصاصاتها وبرنامج عملها، تقدماً في تنفيذ ولايتها من خلال عقد سلسلة من الاجتماعات عن بُعد، كان آخرها في يناير ٢٠٢٦، مما أدى إلى وضع مسودة استراتيجية بشأن الانتقاع بخدمات الطيران ومسودة خلاصة وافية للوائح والقوانين والسياسات الوطنية بشأن تيسير الانتقاع بخدمات الطيران. كما ناقشت مجموعة العمل خلال اجتماعاتها استعراض التقدّم المُحرز بشأن التعديلات المقترحة إدخالها على القواعد القياسية والتوصيات الدولية ذات الصلة الواردة في الملحق التاسع وبرنامج عملها للمهام الجارية والجديدة المحتملة، بما في ذلك تحسين تتبع النواتج واحترام المهل الزمنية، والتنسيق مع أفرقة الخبراء الأخرى التابعة للإيكافو والمنظمات الدولية المعنية.

٢-٢ ووافقت مجموعة عمل تيسير الانتقاع بخدمات الطيران المدني الدولي، إثر مداولاتها في إطار سلسلة من الاجتماعات، على مسودة استراتيجية الإيكافو بشأن الانتقاع بخدمات الطيران للأشخاص ذوي الإعاقة وذوي الحركة المحدودة (انظر المرفق (أ)). وتضع مسودة الاستراتيجية رؤية شاملة للانتقاع على الصعيد العالمي في كافة أنشطة الإيكافو المتعلقة بسفر الركاب، بما يتماشى مع اتفاقية حقوق الأشخاص ذوي الإعاقة. كما تُحدّد عناصر رئيسية، مثل إعطاء الأولوية للانتقاع بخدمات الطيران في العمل الاستراتيجي للإيكافو وضمان تجربة سفر لائقة وتعزيز التعاون الدولي وبناء القدرات ودمج الابتكار التكنولوجي وترسيخ مشاركة الأشخاص ذوي الإعاقة في جميع عمليات صنع القرار، حسب الاقتضاء.

٣-٢ وتُحدّد الاستراتيجية كذلك مجالات التركيز لمساعدة الإيكافو سعياً إلى تحقيق مهمّة الاستراتيجية، بما في ذلك الحاجة إلى إدخال التحسينات التنظيمية والتوعية والتدريب، بما في ذلك بناء القدرات، وتُحدّد المسؤوليات بالنسبة للإيكافو والدول الأعضاء وقطاع الطيران (بما في ذلك مصنّعي الطائرات) والمجموعات الدولية التي تمثل الأشخاص ذوي الإعاقة، التي يجب إشراكها في عملية صنع القرار والسياسات، مع الاحترام الكامل لمبدأ "لا غنى عن رأينا في أي شأن يخصنا".

٤-٢ وتماشياً مع مهمة فريق التسهيلات لمواصلة تحسين تسهيل سبل الانتقاع بخدمات الطيران للأشخاص ذوي الإعاقة وإعداد خلاصة وافية للوائح الدول وقوانينها وسياساتها المتعلقة بالانتقاع بخدمات الطيران، نظّمت مجموعة العمل، بدعم من الأمانة العامة، استبياناً عبر الإنترنت عرض القواعد القياسية والتوصيات الدولية ذات الصلة الواردة في الملحق التاسع من أجل جمع المعلومات ذات الصلة لإعداد الخلاصة الوافية. واستُخدمت نتائج الاستبيان من أجل وضع مسودة الخلاصة المقترحة للوائح

والقوانين والسياسات المتعلقة بالانتفاع بالخدمات في الطيران المدني الدولي (انظر المرفق (ب)). وفي حين جرى استلام ما مجموعه ٨٥ استبياناً (بشكل إلكتروني وورقي)، تشمل الخلاصة الوافية الحالية بيانات مستخرجة من ٦٨ استبياناً تم إرسالها إلكترونياً. وسُعطي مجموعة العمل الأولوية لتحديث الخلاصة الوافية لتشمل البيانات المستقاة من الاستبيانات الورقية.

٥-٢ وتُرعى في مسودة الخلاصة الوافية ردود الدول على أسئلة الاستبيان وتقدّم معلومات بشأن أحكام الدول الأعضاء المعنية المتعلقة بالانتفاع بخدمات الطيران. كما أنّها توفر ملخصات للوائح القائمة أو أفضل الممارسات المتاحة في مختلف الدول الأعضاء وتحدّد الاتجاهات المشتركة التي ستزوّد الإيكاو بمعلومات أساسية عن أفضل الممارسات القائمة أو الثغرات المحدّدة. وبالنظر إلى بيئة الطيران المتطورة وأثرها المُحتمل على نقل الأشخاص ذوي الإعاقة ومحدودي الحركة، يجب مراجعة المعلومات الواردة في مسودة الخلاصة الوافية وتحديثها بطريقة متواصلة، على هذا الأساس، وذلك ضماناً لحدائتها وملاءمتها.

٦-٢ كما ستُنظر مجموعة العمل في إعداد نموذج جديد للاستبيان والخلاصة الوافية من أجل جمع المعلومات ومشاركتها بشكل أكثر بساطة. وستدرس مجموعة العمل والأمانة العامة للإيكاو إمكانية إنشاء بوابة إلكترونية لجمع المعلومات وتبادلها بكفاءة.

### ٣- التوصيات

١-٣ يُرجى من فريق الخبراء القيام بما يلي:

(أ) تشجيع الدول الأعضاء على مواصلة المشاركة في أعمال مجموعة عمل تيسير الانتفاع بخدمات الطيران المدني الدولي ودعمه؛

(ب) مراجعة مسودة استراتيجية الإيكاو المقترحة بشأن الانتفاع بخدمات الطيران للأشخاص ذوي الإعاقة ومحدودي الحركة الواردة في المرفق (أ) والطلب من الأمانة العامة أن تقوم بالخطوات اللازمة على الصعيد الداخلي لإقرارها؛

(ج) مراجعة مسودة الخلاصة الوافية المقترحة للوائح والقوانين والسياسات المتعلقة بالانتفاع بخدمات الطيران الواردة في المرفق (ب) والطلب من الأمانة العامة أن تقوم بالخطوات اللازمة على الصعيد الداخلي لإقرارها؛

(د) الموافقة على أن تُدرج مجموعة العمل في برنامج عملها مواصلة تحديث الخلاصة الوافية حسب الاقتضاء، بدعم من الأمانة العامة للإيكاو وذلك ضماناً لحدائتها وملاءمتها.

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**APPENDIX A**

**ICAO STRATEGY ON ACCESSIBILITY IN AVIATION FOR  
PERSONS WITH DISABILITIES AND REDUCED MOBILITY**

**ICAO STRATEGY ON ACCESSIBILITY IN  
AVIATION FOR PERSONS WITH DISABILITIES  
AND REDUCED MOBILITY**

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## A VISION FOR GLOBAL ACCESSIBILITY

Persons with disabilities and reduced mobility represent an important segment of air travel demand and a growing proportion of the world's population. This has contributed to increased diversification in the travel products and services offered by the aviation sector. The World Health Organization (WHO) estimates that over 1.3 billion individuals live with some form of disability, representing around 16% of the global population. Additionally, as the population ages, the percentage of people with disabilities is expected to increase.

Disabilities include any impediments that are permanent, temporary or episodic and could include physical, mental, intellectual, cognitive, learning, communication or sensory impairment, whether evident or not, that in interaction with various barriers may hinder a person's full and equal participation in society. Persons with disabilities may decide not to travel by air, or travel less, due to the barriers they might face during the course of their journeys.

Both Member States and industry have demonstrated a strong commitment to improving accessible air transport for persons with disabilities. While Annex 9 establishes a global facilitation framework, accessibility-related regulations are primarily implemented through individual jurisdictions. Achieving significant progress will require strengthened alignment and coordination across Member States through that global framework.

The United Nations (UN) Convention on the Rights of Persons with Disabilities (CRPD) requires its parties to take appropriate measures so that persons with disabilities have access, on an equal basis with others, to the physical environment, to transportation, to information and communication including information technologies and systems, and other facilities and services open or provided to the public both in urban and rural areas. The CRPD has also identified the need for international cooperation to create a legislative framework with a concrete, enforceable and time-bound benchmark for monitoring the gradual implementation of accessibility for all.

With the aim to adhere to the CRPD and create consistency in the application of policy, standards products and processes, ICAO General Assembly Resolution A42-14 has mandated the ICAO Council to develop an effective strategy and work program on accessibility for passengers with disabilities. Additionally, the ICAO Strategic Plan 2026-2050 has identified the strategic goal of: Aviation Delivers Seamless, Accessible and Reliable Mobility for All. This strategic framework should be aligned with other ICAO and UN accessibility initiatives, such as the CRPD with the objective of protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms for all persons with disabilities, including freedom of movement and freedom of choice.

Recognizing the multi-faceted and multi-disciplinary nature of advancing accessibility in the air transportation system, and its impact on the passenger travel experience, it is imperative for ICAO to develop a common vision and define a global Strategy on Accessibility. ICAO's vision for global accessibility would support the civil aviation sector in facilitating access to air travel for persons with disabilities.

This can be achieved through:

- Member States recognizing their obligations under the Convention on International Civil Aviation (Chicago Convention) to ensure the provision of an accessible air transportation system;
- All civil aviation stakeholders committing to further develop a seamless transportation system;
- A commitment to prioritize a holistic approach to accessibility in all parts of ICAO's mandate, aligned with UN accessibility initiatives, such as the CRPD, Assembly Resolution, the ICAO Strategic Plan 2026-2050 and the Doha Declaration; and
- The participation and contributions of persons with disabilities in the development of policies intended to address their access needs.

## Mission

Facilitate the adoption and implementation of international standards and recommended practices (SARPs), procedures, policies, tools and services that ensure accessibility in aviation, promote the rights of persons with disabilities, and foster a culture of inclusion across the global aviation industry, in close collaboration with persons with disabilities, industry and with other organizations to carry out this mission.

## Key Elements

This strategy aligns with other ICAO and UN initiatives to protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, including freedom of movement and freedom of choice. The strategy will be achieved through a series of actions contained in a framework built on ensuring that:

1. ICAO identifies accessibility as a strategic priority across all aspects of its mandate, including safety;
2. Dignified travel for all persons is facilitated throughout the travel journey;
3. International cooperation and participation exists, including capacity building for training and outreach, to ensure that no country is left behind;
4. Technological advances are considered including for infrastructure and design ; and
5. The involvement of persons with disabilities is a prerequisite for decision making.

### **1. Accessibility as an ICAO Strategic Priority:**

- i. In order to ensure the freedom of movement by all people, ICAO recognizes accessibility as a strategic priority.
- ii. ICAO recognizes that accessibility matters be considered holistically for all issues under ICAO's mandate related to passenger travel, including when reviewing matters related to, but not limited to, safety and security.

- iii. The aviation industry's long-standing safety culture—built over decades through close collaboration between airlines, regulators, and industry partners—is the cornerstone of all operational and regulatory decisions.
- iv. Enhancing accessibility for passengers with disabilities is an essential objective; and must be pursued in a manner that fully preserves the safety of operations. The industry's exemplary safety record is a critical element of passenger protection, including for passengers with disabilities.
- v. Regulations and standards establishing the rights of passengers with disabilities should uphold and reinforce the industry's high safety standards, ensuring that accessibility and safety remain mutually supportive priorities.

## **2. Facilitating dignified travel for all persons:**

- i. The need to provide equal access to air transportation for all passengers, including by using new technologies to support an accessible air travel system.
- ii. Accessibility should be integrated in the design, development and then implementation of a policy, program, service or procurement as far as it is feasible.
- iii. Ensure that services and infrastructure are available to all, regardless of a person's disability-related needs.
- iv. The aviation sector must be capable of safely transporting mobility aids, supported by clear, consistent standards that address safety considerations and ensure that any operational constraints are transparently communicated to passengers and service providers in advance of travel.
- v. Enhancing accessibility or accommodating disability-related needs should not result in financial barriers for persons with disabilities. All aspects of the travel journey, from booking to completion of travel should be considered.

- vi. Airports and airlines require guidance from regulators, standards bodies, and other relevant stakeholders to support the consistent application of accessibility best practices and application of safety principles.
- vii. Accessible aircraft and airport design and infrastructure must be considered when developing best practices.
- viii. Ensure that mandatory training for aerodromes and airline personnel is tailored to their specific functions and includes accessibility-related topics such as infrastructure and services availability, the care and safe and secure handling of mobility aids, safe transfer and loading techniques, effective communication, boarding assistance, and sensitivity training for all personnel involved, including decision makers and service developers.

### **3. International cooperation and capacity building:**

- i. Striving for a seamless air transportation system across borders, there is a need for consistent application in air transport accessibility regulations, standards and procedures, to the greatest extent practicable. ICAO is the appropriate global forum to engage Member States.
- ii. There are effective SARPs and guidance materials that reflect current and new best practices.
- iii. Member States must ensure that appropriate legislation and regulations are developed and applied in accordance with ICAO provisions.
- iv. ICAO to facilitate and promote events to serve as a platform for knowledge exchange between Member States, stakeholders and representatives of persons with disabilities and other relevant stakeholders.
- v. ICAO should encourage Member States to develop programs to assist other Member States in developing their capacity to advance accessibility.
- vi. Mandatory training must be developed to ensure all service providers including aerodromes are aware of the needs of travellers and how to provide appropriate assistance to meet their needs.

- vii. Advice and support should be provided to Member States to facilitate their adoption of SARPs.

#### **4. Adoption of technological advances:**

- i. Adoption of advanced or emergency technologies could contribute to better experiences for the travel journey of persons with disabilities. A few examples could include autonomous wheelchairs, beacons, assistive devices and virtual reality tours of airports.
- ii. Need to recognize and mitigate the potential that increasing reliance on digital solutions, such as mobile phones and biometric processes, may create a “digital divide”, where travel is simplified for many but harder for others.
- iii. Development and implementation of technology should consider the universal design principles to ensure that no unintended barriers are created by removing others.
- iv. Accessibility must be designed from the start. Future strategies must embed universal design principles in aircraft and airport infrastructure planning and ensure that airframers and aerodrome designers are fully engaged, as their role is essential to delivering an accessible end-to-end journey.

#### **5. Participation of groups representative of persons with disabilities:**

- i. It is essential that ICAO, Member States, aircraft manufacturers, aerodromes and airlines work closely with groups of representatives of persons with disabilities and other relevant stakeholders.
- ii. The inclusion and participation of such groups in the decision and policy making process, fully respects the principle of "nothing about us, without us", and ensures that decisions being made reflect the needs of the travellers.

## Focus Areas

In order to meet the Mission of this strategy, ICAO will address the following focus areas:

### Focus Area 1: Enhance Regulatory Framework

Finalize compendium of accessibility regulations and best practices.

Complete a holistic review of all existing ICAO SARPs and guidance materials that impact the transportation of persons with disabilities, including:

Review and update ICAO Annex 9 SARPs to reflect current best practices in accessibility.

Review and update the ICAO Manual on Access to Air Transport by Persons with Disabilities (DOC9984) and any other guidance materials that may impact accessibility.

Promote the adoption of ICAO SARPs related to accessibility.

### Focus Area 2: Foster Collaboration and Partnerships

Strengthen collaboration within ICAO, international organizations, NGOs, and industry stakeholders to promote accessibility.

Establish partnerships with organizations representing persons with disabilities to ensure their perspectives are included in policymaking.

Encourage the sharing of best practices and innovative technologies among Member States and industry partners.

Engage with aviation regulatory bodies of Member States to foster consistent application of accessibility standards globally.

Ensure that existing accessibility features incorporated into aircraft and equipment are consistently and effectively utilized by operators.

Explore and adopt assistive technologies (e.g., mobile apps for navigation, communications devices) to enhance accessibility at airports and during flights.

Ensure accessible communication methods for passengers with disabilities to request assistance and provide feedback and offer consistency across the travel journey with multiple modes of communication, including compatibility with assistive technologies.

*Focus Area 3: Enhance Awareness and Training*

Adopt existing best practices and strengthen accessibility across the passenger journey by developing and implementing targeted training programs for all aviation personnel on accessibility needs and industry best practices.

Launch awareness campaigns to educate the public and industry stakeholders about the importance of accessibility in aviation.

Promote the inclusion of accessibility modules in aviation training curriculums worldwide.

*Focus Area 4: Monitor and Evaluate Progress*

Develop metrics and indicators to assess the progress of accessibility initiatives.

Establish a reporting mechanism for Member States to share their progress and challenges in implementing accessibility standards and measures.

Conduct regular reviews and updates of ICAO accessibility policies based on passenger feedback and emerging needs.

## Roles and responsibilities for implementation

Implementation of this strategy will take place in phases, with a view to gradually layering on to the international aviation system iterative changes that will advance accessibility for persons with disabilities. An implementation plan will be developed in-line with the identified focus areas of this strategy.

The following highlights relevant areas of shared responsibilities and engagement by different participants in the global system.

**ICAO:** As the recognized international organization of Member States for international civil aviation, ICAO develops policies and standards related to facilitation and accessibility, undertakes compliance audits, performs studies and analyses, develops recommended practices, provides assistance and builds aviation capacity through many other activities and the cooperation of its Member States and stakeholders.

**Member States:** Commit to prioritize accessibility and recognize their obligations under the Convention on International Civil Aviation (Chicago Convention) to ensure the provision of an accessible air transportation system. They participate in ICAO decision making on accessibility, implement ICAO SARPs, enforce regulatory frameworks in their jurisdictions, and support ICAO and other Member States in their efforts to improve accessibility.

**Industry:** International air sector associations provide international leadership and coordination of industry efforts to improve accessibility and bring industry expertise on air operations to the work of ICAO. Transportation service providers will prioritize universal accessibility and barrier-free design, and implement accessibility when developing and implementing travel solutions from the outset, rather than adapting and modifying later.

**Aircraft manufacturers:** Prioritize research and development efforts to expand airplane capabilities and expand industry knowledge. Incorporate inclusive systems engineering principles by embedding subject users in design, testing and validation of engineering solutions. Promote a balance between certification requirements, cabin innovation, industry standardization and operator choice to advance barrier-free air travel. Multiply the value of accessibility solutions to bring benefits to a broader range of passengers beyond those with disabilities contributing to more efficient and inclusive designs.

**International groups representing persons with disabilities:** Bring the voice and lived experience of persons with disabilities to the work of ICAO on accessibility. Organizations representing persons with disabilities will be engaged and participate during all steps and provide feedback on priorities, actions and impact.

## Assistance with Implementation

ICAO will establish a mechanism to provide advice and support to those Member States seeking assistance with the above, including in the development of appropriate training and capacity building to ensure that a consistent level of compliance, service and infrastructure exists to facilitate the travel of persons with disabilities. Member States and stakeholders will be encouraged to support ICAO activities with resources, both financial and in-kind, to ensure a successful implementation of agreed measures to support air transport of persons with disabilities and reduced mobility.

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**APPENDIX B**

**ADVANCING ACCESSIBILITY IN AVIATION  
COMPENDIUM**

**Advancing Accessibility in Aviation**  
Compendium

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## Introduction

During the twelfth Facilitation Panel (FALP/12, 13-23 July 2021) the Panel corroborated the need to continue to advance accessibility in aviation for persons with disabilities.

An online survey was developed, mirroring the relevant Annex 9 SARPs, in order to make Member States provide information to ICAO to support the development of a compendium of regulation, statutes, and policies relating to accessibility in aviation.

The results of the survey - completed on 21 June 2021 - has been used to develop the proposed compendium.

**66** States responded to the online survey: Albania, Algeria, Argentina, Armenia, Australia, Belarus, Benin, Bosnia and Herzegovina, Bulgaria, Burundi, Cambodia, Canada, China, Cuba, Cyprus, Czechia, Denmark, Ecuador, Egypt, El Salvador, Eswatini, Finland, France, Gabon, Georgia, Germany, Guatemala, Guinea, Guyana, Hungary, Iceland, Iraq, Ireland, Kazakhstan, Kyrgyzstan, Latvia, Lithuania, Macao SAR, China, Malaysia, Mauritius, Mongolia, Netherlands (Aruba), Netherlands (St. Maarten), New Zealand, Nicaragua, Nigeria, Pakistan, Paraguay, , Philippines, Poland, Portugal, Republic of Korea, Republic of Moldova, Russian Federation, Sao Tome and Principe, Serbia, Singapore, Slovenia, Somalia, Sweden, Switzerland, Turkmenistan, Ukraine, United Kingdom, United Republic of Tanzania, Uruguay, Venezuela (Bolivarian Republic of), Viet Nam.

**17** States responded to the hard copy survey: Angola, Austria, Azerbaijan, Brazil, Cabo Verde, Chile, Dominican Republic, Italy, Japan, Netherlands, North Macedonia, Norway, Romania, Sudan, Thailand, Türkiye and the United States.

## Questions' details

This section presents a summary of the responses received from responding countries to the online survey, organized by question. For additional information regarding each country, please consult Annex A.

Q 1. Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?

**Yes: 54** Member States (Algeria, Argentina, Armenia, Australia, Belarus, Bosnia and Herzegovina, Bulgaria, Cambodia, Canada, China, Cuba, Cyprus, Czechia, Denmark, Ecuador, Egypt, Finland, France, Gabon, Georgia, Germany, Guinea, Guyana, Hungary, Iceland, Iraq, Ireland, Kazakhstan, Kyrgyzstan, Latvia, Macao SAR, China, Malaysia, Mongolia, Nicaragua, Nigeria, Pakistan, Paraguay, Philippines, Poland, Portugal, Republic of Korea, Republic of Moldova, Russian Federation, Serbia, Singapore, Slovenia, Somalia, Sweden, Switzerland, Turkmenistan, Ukraine, United Kingdom , Uruguay, Venezuela (Bolivarian Republic of), Viet Nam)

**No: 9** Members States (Benin, Burundi, El Salvador, Eswatini, Guatemala, Lithuania, Mauritius, Netherlands (Aruba), Netherlands (St. Maarten), Sao Tome and Principe, United Republic of Tanzania)

**N/A: 2** Members States (Albania, New Zealand)

Q 2. Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9:

a) Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).

**Yes: 33** (Algeria, Armenia, Australia, Bosnia and Herzegovina, Bulgaria, Cambodia, Canada, Czechia, Denmark, France, Gabon, Guinea, Guyana, Hungary, Latvia, Malaysia, Mongolia, New Zealand, Nicaragua, Pakistan, Philippines, Poland, Republic of Korea, Republic of Moldova, Russian Federation, Serbia, Singapore, Slovenia, Sweden, Turkmenistan, Ukraine, United Kingdom, Venezuela (Bolivarian Republic of))

**No: 17** (Argentina, Belarus, China, Cuba, Cyprus, Egypt, Finland, Iceland, Iraq, Ireland, Kazakhstan, Kyrgyzstan, Macao SAR, China, Paraguay, Portugal, Switzerland, Uruguay, Viet Nam)

**N/A: 15** (Albania, Benin, Burundi, Ecuador, El Salvador, Eswatini, Georgia, Germany, Guatemala, Lithuania, Mauritius, Netherlands (Aruba), Netherlands (St. Maarten), Nigeria, Sao Tome and Principe, Somalia, United Republic of Tanzania)

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The landscape of global aviation is increasingly shaped by a concerted effort to ensure accessibility for individuals with disabilities. A review of national policies and regulations reveals a strong emphasis on this crucial aspect, with many countries adopting comprehensive frameworks to guarantee the rights and enhance the travel experience of persons with reduced mobility. While the provided information focuses broadly on accessibility, it primarily highlights provisions for air travel and airport facilities, rather than detailed aircraft design specifications.

European Union Member states implemented Regulation (EC) No 1107/2006, which addresses the rights of persons with disability and reduced mobility when traveling by air. It serves as a basis also in the United Kingdom, fostering a remarkable degree of regional harmonization in accessibility mandates.

Numerous countries have embedded accessibility principles within their national laws and decrees on disability rights, such as Algeria's Executive Decree No. 06-455, Mongolia's Law on the Rights of Persons with Disabilities, and the Philippines' Implementing Rules and Regulations of Batas Pambansa Bilang 344, ensure that the commitment to inclusivity extends across various sectors, including transportation.

Furthermore, a significant number of states have developed dedicated aviation regulations or national facilitation programs specifically addressing disability access. Examples include Belarus's Aviation Regulations on Operator Certification and Airport Activities, Bosnia and Herzegovina's Aviation Law, Canada's Accessible Transportation for Persons with Disabilities Regulations, Egypt's National Facilitation Program, Gabon's Gabonese Aviation Regulation RAG-2 Facilitation, Kazakhstan's Order No. 189, Moldova's National Air Transport Facilitation Program, Turkmenistan's Programme for the Continuous Monitoring of Civil Aviation Operators and Organizations, and Ukraine's Air Code. These frameworks emphasise a tailored approach to addressing the challenges and requirements of air travel accessibility.

A vital aspect of these regulatory landscapes is the oversight and monitoring conducted by civil aviation authorities or equivalent bodies. These designated agencies, such as the Australian Human Rights Commission, Canada's Canadian Transportation Agency, France's DGCA, Ireland's Commission for Aviation Regulation, Singapore's CAAS, Switzerland's FOCA, and the UK Civil Aviation Authority, play a critical role in enforcing compliance and ensuring the effective implementation of accessibility provisions. This is often reinforced through regular audits and inspections, as practiced by Hungary, Latvia, Portugal, Switzerland, and the UK, demonstrating a proactive approach to maintaining high standards of accessibility.

Moreover, many countries have established guidelines and standards specifically for airport facilities, recognizing them as crucial public spaces. New Zealand's Building Act and the Singapore Code on Accessibility in the Built Environment 2019 are exemplary in detailing requirements for accessible infrastructure within airport premises.

The provided responses show that national efforts to enhance accessibility in air travel are primarily focused on airport infrastructure, ground handling, and the rights of passengers with reduced mobility. There is less explicit detail concerning specific regulations or statutes that directly mandate new or refurbished aircraft to conform to particular design specifications based on their type, size, and configuration, as might be outlined in broader international aviation standards like Annex 9. Although some mentions, such as Finland's reference to "Commission Regulation (EU) No 965/2012," or Singapore's guidelines for restraint devices, might indirectly touch upon operational aspects that influence aircraft interior, detailed aircraft design requirements for disability access are not a prominent feature of this dataset. Nonetheless, the overarching theme is a global, growing commitment to creating a more inclusive and accessible air travel experience.

**b) Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.**

**Yes: 43** (Algeria, Australia, Belarus, Bosnia and Herzegovina, Bulgaria, Cambodia, Canada, China, Cuba, Czechia, Denmark, Egypt, Finland, France, Gabon, Georgia, Germany, Guinea, Guyana, Hungary, Iceland, Ireland, Kazakhstan, Kyrgyzstan, Latvia, Mongolia, New Zealand, Nicaragua, Pakistan, Poland, Portugal, Republic of Korea, Republic of Moldova, Russian Federation, Serbia, Slovenia, Sweden, Switzerland, Turkmenistan, Ukraine, United Kingdom, Venezuela (Bolivarian Republic of), Viet Nam)

**No: 9** (Argentina, Armenia, Iraq, Macao SAR, China, Malaysia, Paraguay, Philippines, Singapore, Uruguay)

**N/A: 14** (Albania, Benin, Burundi, Cyprus, Ecuador, El Salvador, Eswatini, Guatemala, Lithuania, Mauritius, Netherlands (Aruba), Netherlands (St. Maarten), Nigeria, Sao Tome and Principe, Somalia, United Republic of Tanzania)

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National strategies vary. For instance, Algeria's Law 02-09 grants persons with a disability card free transport for mobility aids, Canada's regulations require carriers to accept disability aids free of charge and as priority baggage, the Bolivarian Republic of Venezuela's legislation explicitly guarantees free transport of wheelchairs, walkers, and other aids, prohibiting refusal and specifying carriage in cabin or as priority baggage, Turkmenistan's program also includes provisions for facilitating PRMs travel.

The trend in Europe is adherence for European Member states to EU Regulation 1107/2006, mandating free carriage of disability aids. Outside Europe, many countries have similar laws ensuring persons with disabilities can travel with their essential aids without extra charges. A consistent thread is the legal commitment to enable accessible travel and the free carriage of disability-related equipment.

c) Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge.

**Yes: 43** (Algeria, Argentina, Armenia, Australia, Belarus, Bosnia and Herzegovina, Bulgaria, Cambodia, Canada, China, Cuba, Czechia, Denmark, Egypt, Finland, France, Gabon, Georgia, Germany, Guinea, Guyana, Hungary, Iceland, Ireland, Kazakhstan, Kyrgyzstan, Latvia, Mongolia, New Zealand, Nicaragua, Poland, Portugal, Republic of Korea, Republic of Moldova, Russian Federation, Serbia, Slovenia, Sweden, Switzerland, Turkmenistan, Ukraine, United Kingdom, Venezuela (Bolivarian Republic of))

**No: 9** (Iraq, Macao SAR, China, Malaysia, Pakistan, Paraguay, Philippines, Singapore, Uruguay, Viet Nam)

**N/A: 14** (Albania, Benin, Burundi, Cyprus, Ecuador, El Salvador, Eswatini, Guatemala, Lithuania, Mauritius, Netherlands (Aruba), Netherlands (St. Maarten), Nigeria, Sao Tome and Principe, Somalia, United Republic of Tanzania)

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When examining the global landscape of regulations concerning the in-cabin transport of service animals for persons with disabilities, several overarching themes and distinct national approaches emerge. The fundamental principle across many nations is to facilitate travel for individuals requiring assistance, ensuring their service animals can accompany them free of charge in the aircraft cabin, typically at their feet.

European Union Regulation (EC) No 1107/2006, implemented in European Union Member states, serves as a unifying framework, mandating the complimentary carriage of recognized service dogs.

While the core principle is consistent, some countries, like France and Switzerland, also emphasize that national regulations might further define the specifics of this provision.

Beyond the EU framework, many countries have established their own national aviation regulations, acts, or decrees to address this matter. Argentina, for instance, relies on "Act 26.858," which specifically covers persons with disabilities accompanied by a guide dog. Similarly, Armenia, Belarus, Kazakhstan, Kyrgyzstan, and Ukraine have distinct aviation rules or decrees that govern the transport of passengers, baggage, and service requirements, often with explicit paragraphs or articles dedicated to service animals. Canada's Accessible Transportation for Persons with Disabilities Regulations requires the transportation of service dogs free of charge, and also requires that airlines provide sufficient floor space for the dog including if that requires an additional seat.

Another prevalent approach involves national air transport facilitation policies or programs. These documents, like those in Cambodia, Gabon, Guinea, Nicaragua, the Republic of Moldova, and Turkmenistan, underscore a broader commitment to easing travel for individuals with special needs, with specific provisions for service animals being an integral part.

In some cases, airline-specific policies and manuals also play a crucial role. Cuba, for example, refers to both its Cuban Aeronautical Regulation and the international passenger manual of its national airline, Cubana de Aviación, along with the airline's special assistance policy. Egypt's national carrier, EgyptAir, similarly provides guidelines on its website.

Furthermore, countries often cite official legal publications or online government portals as the authoritative source of these regulations. Australia, Bosnia and Herzegovina, Mongolia, and Venezuela (Bolivarian Republic of), among others, direct interested parties to their respective legislative websites or official gazettes where the detailed provisions can be found.

While these common threads exist, individual countries also present unique distinctions. Hungary, for instance, clarifies that its interpretation of "service animals" under the EU regulation is specifically limited to assistance dogs. Switzerland highlights that despite adhering to the EU regulation, it lacks a specific legal definition for "assistance dog" or regulated training standards. New Zealand provides a comprehensive approach by directing users to both a general disability information portal and specific airline policies, ensuring multiple avenues for information. Meanwhile, China has its own "Administrative Measures for Air Transport of Persons with Disabilities."

In conclusion, the global landscape reflects a clear commitment to accommodating persons with disabilities traveling with service animals. This commitment is realized through a blend of international harmonization, national legal frameworks, and practical airline-specific guidelines, all aiming to ensure dignity, accessibility, and freedom of movement for these passengers.

#### [d\) Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.](#)

**Yes: 35** (Belarus, Bosnia and Herzegovina, Bulgaria, Cambodia, Canada, China, Cuba, Czechia, Denmark, France, Gabon, Germany, Guinea, Guyana, Hungary, Iceland, Ireland, Kazakhstan, Kyrgyzstan, Latvia, Malaysia, Mongolia, New Zealand, Nicaragua, Pakistan, Poland, Portugal, Republic of Moldova, Russian Federation, Serbia, Sweden, Switzerland, Turkmenistan, Ukraine, United Kingdom)

**No: 15** (Algeria, Argentina, Armenia, Australia, Finland, Georgia, Korea, Macao SAR, China, Paraguay, Philippines, Singapore, Slovenia, Uruguay, Venezuela (Bolivarian Republic of), Viet Nam)

**N/A: 16** (Albania, Benin, Burundi, Cyprus, Ecuador, Egypt, El Salvador, Eswatini, Guatemala, Iraq, Lithuania, Mauritius, Netherlands (Aruba), Netherlands (St. Maarten), Nigeria, Sao Tome and Principe, Somalia, United Republic of Tanzania)

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Global aviation policies largely favour facilitating travel for persons with disabilities without requiring medical certificates, with safety-specific exceptions.

Canada limits when medical data may be requested to only when it is reasonably necessary to permit the carrier to assess the person's request. Cuba only requires certificates if health issues genuinely impair travel safety. China largely waives medical certificates, with exceptions for oxygen needs and safety concerns. Ukraine enforces stricter health certificate requirements in certain cases, while Mongolia focus on declaration needs or health impacts on the passengers themselves or other passengers.

According to Regulation (EC) No 1107/2006 implemented by European Members states, there is no obligation for passengers with disability to provide medical proof, a principle applied by the UK as well. Many non-EU nations also align with this approach.

However, blanket non-requirement is not absolute. Authorities retain the right to request medical information or clearance when safety concerns arise - such as uncertain ability to fly, potential health deterioration, or safety risks to others - maintaining a careful safety balance.

In summary, the industry is moving toward more inclusive policies, reducing dependence on medical clearance, driven by anti-discrimination rules. Yet, safety remains paramount, allowing medical assessments only when genuine safety risks are identified.

e) Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.

**Yes: 16** (Algeria, Bulgaria, Canada, Egypt, Guinea, Kyrgyzstan, Mongolia, Nicaragua, Pakistan, Republic of Korea, Republic of Moldova, Russian Federation, Sweden, Ukraine, Venezuela (Bolivarian Republic of), Viet Nam)

**No: 33** (Argentina, Armenia, Australia, Belarus, Bosnia and Herzegovina, Cambodia, China, Cuba, Czechia, Finland, France, Gabon, Georgia, Germany, Guyana, Hungary, Iceland, Ireland, Latvia, Macao SAR, China, Malaysia, New Zealand, Paraguay, Philippines, Poland, Portugal, Serbia, Singapore, Slovenia, Switzerland, Turkmenistan, United Kingdom, Uruguay)

**N/A: 17** (Albania, Benin, Burundi, Cyprus, Denmark, Ecuador, El Salvador, Eswatini, Guatemala, Iraq, Kazakhstan, Lithuania, Mauritius, Netherlands (Aruba), Netherlands (St. Maarten), Nigeria, Sao Tome and Principe, Somalia, United Republic of Tanzania)

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Globally, provisions for assistants traveling with persons with disabilities at a discounted price vary, favouring encouragement over mandates, with the exception of Canada whose regulations require carriers to transport support persons that provide certain types of assistance to persons with a disability free of charge on domestic flights.

Many countries embed this within broader air transport or aviation policies, which aim to improve accessibility but do not always explicitly guarantee discounts for assistants. Instead, they often authorize or recommend airlines to offer benefits at their discretion. Countries like Bulgaria, Guinea, Kyrgyzstan, Nicaragua, Pakistan, Republic of Moldova and Sweden reference facilitation documents that detail such policies.

A common trend is the suggestion or allowance of discounts rather than strict obligation, giving airlines flexibility while promoting accessibility. Government subsidies in some nations support these initiatives.

For example, Algeria's laws and decrees broadly cover reduced or free transport for persons with disabilities, potentially including assistants. Specifically, Algerian Executive Decree No. 06-144 provides for reduced fares and free transportation for people with disabilities. This is part of a broader effort by the Algerian government to integrate people with disabilities into society by addressing their specific needs and challenges.

Russia's Ministry of Transport decree on federal subsidies emphasizes ensuring accessibility, implying support for discounted travel. Ukraine states airlines may offer discounts, while the Bolivarian Republic of Venezuela's authorities request operators to do so "to the extent possible." Viet Nam references a Decree guiding its law on persons with disabilities, possibly including travel benefits.

In conclusion, no uniform global mandate exists, but many countries actively promote accessible air travel through policies encouraging or enabling discounts, fostering a more inclusive environment for persons with disabilities and their companions.

Q 3. Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?

**Yes: 38** (Algeria, Australia, Belarus, Bosnia and Herzegovina, Bulgaria, Cambodia, Canada, China, Cuba, Czechia, Denmark, Egypt, Finland, France, Gabon, Georgia, Hungary, Iceland, Ireland, Kazakhstan, Latvia, Mongolia, New Zealand, Philippines, Poland, Portugal, Republic of Korea, Republic of Moldova, Russian Federation, Serbia, Singapore, Sweden, Switzerland, Turkmenistan, Ukraine, United Kingdom, Venezuela (Bolivarian Republic of), Viet Nam)

**No: 13** (Argentina, Armenia, Cyprus, Guinea, Guyana, Kyrgyzstan, Macao SAR, China, Malaysia, Nicaragua, Pakistan, Paraguay, Slovenia, Uruguay)

**N/A: 15** (Albania, Benin, Burundi, Ecuador, El Salvador, Eswatini, Germany, Guatemala, Iraq, Lithuania, Mauritius, Netherlands (Aruba), Netherlands (St. Maarten), Nigeria, Sao Tome and Principe, Somalia, United Republic of Tanzania)

Many nations demonstrate commitment to accessible aviation through programs verifying airline and airport compliance. Common strategies include legal frameworks, oversight bodies, and systematic monitoring. European Member states apply Regulation (EC) No 1107/2006, and the UK uses it as a key compliance tool. These countries conduct regular audits and inspections - often by designated enforcement agencies - to ensure airport and airline adherence to rights for persons with reduced mobility.

Many countries have dedicated national bodies or commissions responsible for monitoring and enforcing accessibility standards. Australia, for instance, has the Australian Human Rights Commission to handle complaints and the Aviation Access Forum to advise on policy and develop Disability Access Facilitation Plans. Canada's Canadian Transportation Agency is responsible for monitoring compliance with accessibility requirements. Cuba has established a National Commission for follow-up and monitoring the application of disability rights, involving various state bodies, Canada points to its compliance monitoring and enforcement policy from the Canadian Transportation Agency. Korea references laws promoting mobility convenience for transportation vulnerable individuals. Russia mentions a Federal Act on the Protection of Competition, which might indirectly influence accessibility provisions.

Another common thread is the implementation of comprehensive supervision plans, programs, or inspection checklists that apply to both airlines and airports. Belarus has Aviation Regulations on Operator Certification and Airport Activities. Bosnia and Herzegovina outline a supervision plan and program for both airlines and airports within its Aviation Law. China explicitly states that civil aviation inspectors conduct inspections on airlines and airports based on specific administrative measures and technical standards for accessible facilities. Turkmenistan adopts an annual program for continuous monitoring of civil aviation operators and organizations through periodic audits. Ukraine's Air Code mandates that services for people with restricted mobility be subject to audit and checks by the civil aviation authority, with financial penalties for violations.

Several countries emphasize that compliance is part of their broader National Air Transport Facilitation Policies (NATFP) or general aviation laws. This includes Algeria, Cambodia, Egypt, Gabon, Republic of Moldova, and Venezuela (Bolivarian Republic of), indicating that accessibility validation is integrated into overall aviation operations and regulations.

Specific points relating to airports and airlines often appear in these compliance frameworks:

- **Airports:** New Zealand, while not specifying a direct aviation compliance program, details regulations under its Building Act that ensure public buildings, including airports, provide reasonable and adequate access, parking, and sanitary facilities for persons with disabilities. Philippines, similarly, focuses on minimum requirements for buildings, facilities, and utilities for public use to be accessible, applying to airport infrastructure. Singapore specifically mentions its Building and Construction Authority auditing the airport for compliance with the Singapore Code on Accessibility in the Built Environment. Georgia mentions using a "Checklist for airport operators."
- **Airlines:** Singapore highlights that its Civil Aviation Authority (CAAS) audits Singapore carriers' compliance with guidelines for restraint devices and the carriage of service animals in the passenger cabin. The UK Civil Aviation Authority (CAA) has introduced a comprehensive accessibility performance framework specifically for UK airports, monitoring

their performance and publishing findings annually, underpinned by EU regulations and ECAC recommendations.

Despite variations in mechanisms and legal tools, there is a global consensus on the need for strong programs to validate aviation accessibility compliance. These programs usually involve national regulators, audits, and inspections to ensure airlines and airports deliver non-discriminatory, accessible services for all passengers.

Q 4. Does your State have any policies, regulations, or statutes related to the following issues?

a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.

**Yes: 45** (Algeria, Argentina, Armenia, Australia, Belarus, Bosnia and Herzegovina, China, Bulgaria, Cambodia, Canada, Cuba, Czechia, Denmark, Egypt, Finland, France, Gabon, Georgia, Guinea, Guyana, Hungary, Iceland, Kazakhstan, Latvia, Macao SAR, China, Malaysia, Mongolia, New Zealand, Nicaragua, Pakistan, Paraguay, Philippines, Poland, Portugal, Republic of Korea, Republic of Moldova, Serbia, Singapore, Slovenia, Sweden, Switzerland, Turkmenistan, Ukraine, United Kingdom, Venezuela (Bolivarian Republic of), Viet Nam)

**No: 3** (Cyprus, Kyrgyzstan, Uruguay)

**N/A: 17** (Albania, Benin, Burundi, Ecuador, El Salvador, Eswatini, Germany, Guatemala, Iraq, Ireland, Lithuania, Mauritius, Netherlands (Aruba), Netherlands (St. Maarten), Nigeria, Russian Federation, Sao Tome and Principe, Somalia, United Republic of Tanzania)

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Every country surveyed is committed to ensuring that air travel is inclusive, providing special assistance and accessible information to passengers with disabilities on par with the general public.

The European Union's Regulation (EC) No 1107/2006 stands out as a leading framework, heavily influencing policy across its member states and beyond. This regulation is clear: assistance for disabled passengers at airports and on board must be free of charge, and crucial information, including safety briefings, must be provided in accessible formats. It also assigns clear responsibilities, often making the airport managing body accountable for ground assistance. The continued relevance of ECAC Doc 30, Part I, Section 5, a code of good conduct, further emphasizes a common European approach to ground handling. Similarly, Canada's Accessible Transportation for Persons with Disabilities Regulations establishes clear responsibilities, requires assistance for passengers' with disabilities to be provided free of charge, information must be available in accessible formats, and websites, mobile websites and applications must meet the requirements for a Level AA conformance of the Web Content Accessibility Guidelines. Additionally, Canada's regulations requires automated self-service kiosks and onboard entertainment to be accessible.

Countries like Gabon, Guinea, Kazakhstan, Ukraine, and Venezuela (Bolivarian Republic of) have established their own national aviation regulations. While distinct, these often mirror the EU's core principles, focusing on non-discrimination and the provision of necessary services. Some nations,

such as South Korea, the Philippines, and Singapore, integrate air travel accessibility within broader national disability or building accessibility laws, ensuring a consistent standard across various public services.

Across the board, a key focus is on accessible information. This extends from pre-flight details and safety briefings to real-time flight updates, ensuring passengers with disabilities are always well-informed. Airports are specifically tasked with providing accessible facilities, including designated service counters and mobility equipment like wheelchairs and specialized vehicles. Airlines, in turn, are responsible for in-flight assistance, ensuring comfort and safety, and managing the carriage of personal mobility aids and service animals.

A growing area of attention is assistance for passengers with hidden disabilities. The UK, for example, has developed specific guidance for both airports and airlines, promoting better understanding and support for those with non-visible conditions, often facilitated by initiatives like the "Sunflower Lanyard."

In essence, while the specific legal instruments may vary, the global aviation sector is moving towards a unified goal: making air travel truly accessible and dignified for every passenger.

b) That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.

**Yes: 41** (Armenia, Australia, Belarus, Bosnia and Herzegovina, Bulgaria, Cambodia, Canada, China, Cyprus, Czechia, Denmark, Egypt, Finland, France, Gabon, Hungary, Iceland, Kazakhstan, Kyrgyzstan, Latvia, Malaysia, Mongolia, New Zealand, Nicaragua, Pakistan, Paraguay, Philippines, Poland, Portugal, Republic of Korea, Republic of Moldova, Serbia, Singapore, Slovenia, Sweden, Switzerland, Turkmenistan, Ukraine, United Kingdom, Venezuela (Bolivarian Republic of), Viet Nam)

**No: 7** (Algeria, Argentina, Cuba, Guinea, Guyana, Macao SAR, China, Uruguay)

**N/A: 18** (Albania, Benin, Burundi, Ecuador, El Salvador, Eswatini, Georgia, Germany, Guatemala, Iraq, Ireland, Lithuania, Mauritius, Netherlands (Aruba), Netherlands (St. Maarten), Nigeria, Russian Federation, Sao Tome and Principe, Somalia, United Republic of Tanzania)

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Countries globally share a commitment to establishing minimum accessibility standards for persons with disabilities in air transport, aiming to ensure ease and dignity in travel. This is broadly achieved through national legislation, disability rights acts, or aviation regulations.

Canada's Accessible Transportation for Persons with Disabilities Regulations provide a set of clear, consistent, specific and legally binding accessibility requirements and cover many parts of the travel experience: services, equipment, facilities, communications, training, and security and border screening.

In the European Union, the EU Regulation (EC) No 1107/2006 directly impacts laws in all the EU Member States. Beyond the EU, the ECAC Doc 30, Part I - Facilitation, serves as a key reference for some countries like Turkmenistan, promoting shared best practices. A crucial commonality is the mandate for airlines and airports to publish their accessibility standards and services, enhancing transparency for passengers.

However, implementation varies significantly. Countries differ in their legal instruments, with some relying on National Air Transport Facilitation Programs (e.g., Armenia), while others integrate accessibility into broader disability legislation (e.g., France, Venezuela (Bolivarian Republic of)). The level of detail in national regulations also ranges from broad internal standards (e.g., Belarus) to highly prescriptive guidelines on infrastructure and equipment (e.g., China).

Airports show differences in their approach to planning (e.g., Australia's collaborative DAFPs) and how publication requirements are tiered by passenger volume (e.g., Hungary, Switzerland). The emphasis on specific facilities also varies, from general accessibility features to specialized internal transfer systems (e.g., Venezuela). For airlines, distinctions often lie in the specifics of operational policies, such as detailed guidelines on restraint devices and service animals (e.g., Singapore), and requirements for multilingual information and consideration of aircraft capabilities (e.g., Ukraine).

Ultimately, while accessible air travel is a universal goal, its implementation relies on international guidance and diverse national frameworks shaped by legal traditions, infrastructure, and population needs.

c) That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.

**Yes: 42** (Algeria, Armenia, Australia, Belarus, Bosnia and Herzegovina, Bulgaria, Cambodia, Canada, China, Cyprus, Czechia, Denmark, Egypt, Finland, France, Gabon, Guinea, Guyana, Hungary, Iceland, Kazakhstan, Kyrgyzstan, Latvia, Mongolia, New Zealand, Nicaragua, Pakistan, Philippines, Poland, Portugal, Republic of Korea, Republic of Moldova, Serbia, Singapore, Slovenia, Sweden, Switzerland, Turkmenistan, Ukraine, United Kingdom, Venezuela (Bolivarian Republic of), Viet Nam)

**No: 6** (Argentina, Cuba, Macao SAR, China, Malaysia, Paraguay, Uruguay)

**N/A: 18** (Albania, Benin, Burundi, Ecuador, El Salvador, Eswatini, Georgia, Germany, Guatemala, Iraq, Ireland, Lithuania, Mauritius, Netherlands (Aruba), Netherlands St. Maarten), Nigeria, Russian Federation, Sao Tome and Principe, Somalia, United Republic of Tanzania)

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Governments and regulatory bodies worldwide have increasingly focused on ensuring that individuals with disabilities receive necessary information in accessible formats when traveling by air. While specific regulations vary by jurisdiction, there are consistent approaches and distinct responsibilities assigned to both airports and airlines.

A foundational principle across all regulatory frameworks is the prohibition of discrimination based on disability and the right to equal access to air travel services. This includes ensuring that essential information is readily available to all passengers. Consequently, airlines and airports are generally required to provide information regarding services, aircraft capabilities, any limitations, and available accessibility features.

A significant emphasis is placed on delivering information in accessible formats. For persons who are blind or who have low vision, this involves providing materials in large print, Braille (where feasible), and audio descriptions. Digital platforms, including websites and mobile applications, must

be compatible with screen readers and offer adjustable font sizes and colour contrasts. For individuals with hearing disabilities, regulations often mandate captions for safety videos and announcements, and staff are typically trained in alternative communication methods such as written notes. Addressing the needs of individuals with cognitive or developmental disabilities often involves using clear, simplified language and, in some cases, offering pre-visit familiarization options for airport environments.

Staff training is a common requirement, ensuring personnel are proficient in disability awareness, appropriate assistance techniques, various communication methods, and knowledge of accessible features and services. Many regulations encourage passengers to provide advance notice, typically 48 hours, to facilitate timely service delivery.

The accessibility of digital platforms is a growing focus, with requirements for websites and online booking systems to comply with accessibility standards (e.g., for screen readers and keyboard navigation), allowing all passengers to access booking details and flight updates. Furthermore, jurisdictions typically establish complaint resolution mechanisms for passengers to address service deficiencies, often through national enforcement bodies. Effective coordination between airlines and airport operators is also widely recognized as essential for ensuring seamless service consistency across all travel touchpoints.

While both airports and airlines contribute to an accessible travel experience, their specific obligations differ.

Airports are primarily responsible for the physical infrastructure accessibility of their facilities. This includes providing ramps, elevators with tactile and audible features, accessible restrooms, clear wayfinding systems (including tactile paths and audible signals), and accessible parking and drop-off areas. Many regulations also require real-time information displays to be customizable, presenting updates in various formats to accommodate diverse sensory needs. Self-service kiosks for check-in and bag drop are increasingly expected to be accessible, featuring audio guidance, tactile keypads, and adjustable screens. Airports typically manage the provision of special assistance for passengers with reduced mobility, including wheelchair assistance from check-in to the gate and for connections. Additionally, certain countries, such as Canada and the United States, mandate designated service animal relief areas within airport premises.

Airlines have specific obligations related to in-flight accessibility. This encompasses features within the aircraft, such as movable aisle armrests, priority stowage for personal wheelchairs, accessible lavatories on larger aircraft, and onboard wheelchairs. Airlines are often required to provide individual safety briefings to passengers with sensory disabilities, explaining procedures and exit locations. During flights, cabin crew are expected to keep passengers updated on announcements and assist with in-flight entertainment where applicable. Airlines generally must provide seating accommodations that meet disability-related needs, such as accessible aisle seats with movable armrests. While airlines provide assistance with boarding, deplaning, and stowing carry-on items, their policies often outline limitations on providing extensive personal care (e.g., assistance in lavatories, with eating, or administering medication), potentially requiring a safety assistant in such cases. A critical responsibility for airlines is the handling of assistive devices. They must accept battery-powered wheelchairs and other assistive devices, adhering to specific regulations for battery packaging and ensuring priority for in-cabin or baggage compartment storage. Airlines also maintain policies for compensation or replacement in the event of damaged or lost equipment. Some countries

are exploring initiatives like requiring airlines to offer passenger assistance profiles, allowing individuals to store their accessibility requirements for future bookings.

In summary, these regulations are intended to promote accessible air travel by reducing information barriers for individuals with cognitive or sensory disabilities and ensuring that the physical environment and support services are suitable for their various needs.

d) That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.

**Yes: 39** (Armenia, Australia, Belarus, Bosnia and Herzegovina, Bulgaria, Cambodia, Canada, China, Czechia, Denmark, Egypt, Finland, France, Gabon, Georgia, Guinea, Hungary, Iceland, Kazakhstan, Latvia, Mongolia, Nicaragua, Pakistan, Paraguay, Philippines, Poland, Portugal, Republic of Korea, Republic of Moldova, Serbia, Singapore, Slovenia, Sweden, Switzerland, Turkmenistan, Ukraine, United Kingdom, Venezuela (Bolivarian Republic of), Viet Nam)

**No: 9** (Algeria, Argentina, Cuba, Guyana, Kyrgyzstan, Macao SAR, China, Malaysia, New Zealand, Uruguay)

**N/A: 18** (Albania, Benin, Burundi, Cyprus, Ecuador, El Salvador, Eswatini, Germany, Guatemala, Iraq, Ireland, Lithuania, Mauritius, Netherlands (Aruba), Netherlands (St. Maarten), Nigeria, Russian Federation, Sao Tome and Principe, Somalia, United Republic of Tanzania)

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Around the world, there is a general consensus on the importance of providing appropriate assistance to individuals with disabilities during air travel. This understanding emphasizes that properly trained personnel are essential for delivering respectful and effective support. Although the methods of training may differ between countries, certain key approaches are commonly recognized.

A legal or regulatory framework supports these initiatives. Many countries, especially in Europe, reference EU Regulation 1107/2006 as the foundation for their training standards. This regulation mandates that airline and airport personnel interacting with the public, including those employed by subcontractors, undertake appropriate training. Canada's Accessible Transportation of Persons with Disabilities Regulations requires that personnel who may be required to interact with the public or to participate in making decisions or in developing policies or procedures in relation to accessibility be trained in the principles of accessibility; the different types of barriers that may hinder equal access to transportation services for persons with disabilities; the various types of assistance that may be needed by persons with disabilities; communication with persons with disabilities; as well as in handling mobility aids and special equipment. Countries such as Armenia, Cambodia, and Republic of Moldova utilize their National Air Transport Facilitation Programs or similar aviation regulations to establish these requirements. In some cases, like in Bosnia and Herzegovina, disability assistance training is integrated into broader airport and airline security protocols, reflecting a comprehensive approach to passenger support.

The scope of training programs tends to be consistent across jurisdictions. These programs aim to develop awareness and understanding of the diverse needs of passengers with disabilities. Practical skills are also prioritized, with countries like Canada and China specifying training in providing physical assistance, managing mobility aids, and using specialized equipment appropriately.

Additionally, staff training frequently includes familiarization with relevant procedures and regulations governing air travel for persons with disabilities to ensure comprehensive readiness.

It is generally agreed that all personnel who have direct contact with passengers or provide assistance for individuals with disabilities should receive this training. This requirement typically encompasses employees of subcontracted staff as well, to maintain a consistent level of service. The obligation for training is usually ongoing, with many countries - including Canada, Switzerland, and Turkmenistan - requiring recurrent or refresher courses to ensure staff remain informed about best practices and updated procedures.

While the core principles remain consistent, implementation details can differ based on national contexts and priorities. There is an emphasis on shared responsibility between airlines and airports, with regulations generally assigning duties to both parties to ensure the availability of trained personnel.

For instance, Australia adopts a collaborative approach, allowing airports and airlines to develop training programs in consultation with national organizations such as the Australian Airports Association and the Aviation Access Forum. This approach encourages industry-led cooperation. Canada employs a more prescriptive framework, with regulations specifying training content and timelines in detail. China outlines comprehensive training requirements across relevant air transport entities, reflecting a highly structured approach.

Singapore demonstrates a proactive stance by independently implementing extensive staff training programs at Changi Airport, even without specific regulatory mandates. This indicates a commitment to maintaining service standards. European Union Member States, while following EU regulations, also refer to ECAC Doc 30, Part I, Section 5 as a practical resource for staff training, supporting regional consistency in best practices.

Q 5. Does your State require airports, airlines, or other entities to provide the following facilities or services?

a) Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?

**Yes: 49** (Algeria, Argentina, Armenia, Australia, Belarus, Benin, Bosnia and Herzegovina, Bulgaria, Cambodia, Canada, China, Cuba, Cyprus, Czechia, Denmark, Egypt, El Salvador, Finland, France, Gabon, Georgia, Guinea, Guyana, Hungary, Kazakhstan, Kyrgyzstan, Latvia, Malaysia, Mongolia, New Zealand, Netherlands (St. Maarten), Nicaragua, Pakistan, Philippines, Poland, Portugal, Republic of Korea, Republic of Moldova, Serbia, Singapore, Slovenia, Sweden, Switzerland, Turkmenistan, Ukraine, United Kingdom, Uruguay, Venezuela (Bolivarian Republic of), Viet Nam)

**No: 7** (Burundi, Eswatini, Guatemala, Iceland, Netherlands (Aruba), Lithuania, Paraguay, Sao Tome and Principe)

**N/A: 10** (Albania, Ecuador, Germany, Iraq, Ireland, Mauritius, Nigeria, Russian Federation, Somalia, United Republic of Tanzania)

Ensuring accessible boarding and disembarking for passengers with disabilities is a recognized priority internationally. When direct, level access is unavailable, countries are increasingly establishing provisions for specialized facilities and services, such as mechanical lifting devices, ramps, and other solutions.

A core element of this effort is a framework of laws and regulations. Canada's Accessible Transportation for Persons with Disabilities Regulations require that if an airport does not permit level boarding of an aircraft, it must be equipped with a lift, a ramp or portable stairs.

European Union Member States adhere to EU Regulation 1107/2006, which requires airports and airlines to accommodate the needs of disabled persons and those with reduced mobility in air travel, and ECAC Doc 30, Part I, Section 5, as guidelines for implementing accessible services.

Countries such as Armenia, Benin, and Gabon utilize national air transport facilitation programs or specific regulations, like Cuba's Aeronautical Regulation No. 9, to formalize these requirements. Some nations, including Argentina and Venezuela (Bolivarian Republic of), integrate these provisions into broader disability and accessibility laws, reflecting a comprehensive approach to inclusion.

Legal texts often directly specify the types of equipment necessary for assistance. References to "lifting devices, ramps, or other means" are common. Belarus refers to specific standards detailing available equipment, while Ukraine's regulations specify the need for "lifting systems or other devices" and mention "lifts, wheelchairs, onboard wheelchairs, or other aids" to facilitate passenger movement between aircraft and terminal. The primary goal of these regulations is to ensure accessibility, safety, and a respectful travel experience. New Zealand emphasizes providing a "safe and dignified journey" for all passengers.

Responsibility for providing these services is typically shared. Airports are generally tasked with maintaining infrastructure and equipment. Airlines also play a significant role; for example, Air New Zealand has invested in its own "Eagle lifting device" to improve assistance for wheelchair users. Additionally, other entities or service providers, such as ground handling companies, are recognized as important contributors in executing these functions, as reflected in regulations from Ukraine and Venezuela (Bolivarian Republic of).

Some countries include specific operational standards and practical considerations. El Salvador outlines a "contingency plan" for remote aircraft positions, involving aisle chairs and manual assistance. China has detailed "Technical Standards" for accessible facilities and equipment in passenger terminal areas.

Overall, through legislation, technical standards, and operational procedures, the aviation sector works to minimize barriers and promote smooth, respectful boarding and disembarking experiences for persons with disabilities.

b) Flight service related information in an accessible communication format for the vision and hearing impaired?

Note: Amended question to remove the term impairment as it is viewed negatively by persons with disabilities and should be avoided: b) Flight service related information in an accessible communication format for persons with vision and hearing disabilities?

**Yes: 39** (Armenia, Australia, Belarus, Bosnia and Herzegovina, Bulgaria, Canada, China, Czechia, Denmark, Egypt, El Salvador, Finland, France, Gabon, Georgia, Guyana, Hungary, Kazakhstan, Kyrgyzstan, Latvia, Malaysia, Mongolia, New Zealand, Nicaragua, Pakistan, Philippines, Poland, Portugal, Republic of Korea, Republic of Moldova, Sao Tome and Principe, Singapore, Slovenia, Sweden, Switzerland, Turkmenistan, Ukraine, United Kingdom, Venezuela (Bolivarian Republic of))

**No: 17** (Algeria, Argentina, Benin, Burundi, Cambodia, Cuba, Cyprus, Eswatini, Guatemala, Guinea, Iceland, Lithuania, Macao SAR, China, Paraguay, Serbia, Uruguay, Viet Nam)

**N/A: 10** (Albania, Ecuador, Germany, Iraq, Ireland, Mauritius, Nigeria, Russian Federation, Somalia, United Republic of Tanzania)

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Traveling by air with a vision or hearing disability may involve certain obstacles, but efforts to improve accessibility are contributing to more inclusive environments. In many countries, there is a common focus on offering essential flight information in formats that are accessible to everyone.

Canada's Accessible Transportation for Persons with Disabilities require that information about any transportation-related service or facility be accessible. If information is made available in an electronic format, the format must be compatible with adaptive technology that is intended to assist persons with disabilities. For information is made available only in a paper format, it must be available on request, in large print, Braille or in an electronic format. Information in an audio format, must be made available in a visual format and information in a visual format, must be made available in an audio format.

Countries within or closely aligned with the European Union, lean heavily on Regulation (EC) No 1107/2006. This pivotal European legislation acts as a blueprint, directly influencing how nations approach accessibility for air passengers with disabilities or reduced mobility. Its widespread adoption underscores a common understanding that accessible communication isn't just a courtesy, but a right.

Regardless of specific regulations, the core principle remains consistent: flight service-related information must be provided in ways that overcome communication barriers. This means ensuring both vision and hearing-impaired individuals can access vital updates, from boarding calls to safety briefings. Whether it's through visual displays, audio announcements, or staff assistance, the aim is to keep all passengers informed at every step of their journey.

The responsibility for accessible communication is typically shared between airports and airlines, with details differing depending on circumstances.

At the airport facilities like designated check-in counters and trained personnel, some with sign language skills, are emerging as common features. Countries like Ukraine highlight the importance of staff training in bridging communication gaps. Many airports also provide comprehensive service

guides, both online and physically, detailing the assistance available. Bosnia and Herzegovina, for instance, directs passengers to specific airport websites for information on reduced mobility services. Switzerland's regulations explicitly task airports with ensuring flight information is available in accessible formats.

On board the aircraft, airlines are increasingly adopting technology and practices to ensure in-flight information is accessible. El Salvador, for example, champions on-board videos with both sound and subtitles in multiple languages for safety and service announcements. New Zealand emphasizes the importance of passengers informing the airline of their needs so that cabin crew can provide tailored assistance throughout the flight.

Beyond these specific examples, national air transport facilitation programs, like those in Armenia, Kyrgyzstan, Republic of Moldova and Turkmenistan, broadly outline the responsibilities of the aviation sector as a whole. Additionally, some countries, integrate aviation accessibility into broader national laws concerning digital services and public facility access, ensuring a more holistic approach to inclusivity.

This shared commitment to accessibility ensures that, regardless of the location, efforts are made to provide clear and effective flight information, contributing to a more inclusive air travel experience.

#### c) Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?

**Yes: 46** (Armenia, Australia, Belarus, Benin, Bosnia and Herzegovina, Bulgaria, Cambodia, Canada, China, Cyprus, Czechia, Denmark, Egypt, El Salvador, Finland, France, Gabon, Georgia, Guinea, Guyana, Hungary, Iceland, Kazakhstan, Kyrgyzstan, Latvia, Macao SAR, China, Malaysia, Mongolia, New Zealand, Netherlands (St. Maarten), Nicaragua, Pakistan, Philippines, Poland, Portugal, Republic of Korea, Republic of Moldova, Serbia, Singapore, Slovenia, Sweden, Switzerland, Turkmenistan, Ukraine, United Kingdom, Venezuela (Bolivarian Republic of), Viet Nam)

**No: 10** (Algeria, Argentina, Burundi, Cuba, Eswatini, Guatemala, Lithuania, Netherlands (Aruba), Paraguay, Sao Tome and Principe, Uruguay)

**N/A: 10** (Albania, Ecuador, Germany, Iraq, Ireland, Mauritius, Nigeria, Russian Federation, Somalia, United Republic of Tanzania)

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Providing designated pick-up and drop-off points for persons with disabilities near airport terminal entrances and exits is a common and often mandated practice internationally. Although legal requirements differ among countries, there is a general emphasis on ensuring accessibility for passengers with reduced mobility.

Canada's Accessible Transportation for Persons with Disabilities Regulations require airport operators to, upon request, assist passengers with disabilities to proceed between the curbside zone and the check-in and from the general public area to the curbside zone.

European Union Member States follow a unified approach by applying Regulation (EC) No 1107/2006 which includes guidelines for designated pick-up and drop-off points for persons with

disabilities close to the entrances and exits of the terminal building. This regulation establishes the rights of disabled persons and those with reduced mobility when traveling by air, promoting consistent accessibility standards across the European Union.

Many other nations have established their own regulations and frameworks. For example, Armenia, Gabon, Guinea, Kyrgyzstan, Republic of Moldova, and Turkmenistan utilize specific national air transport facilitation programs or aviation regulations. Countries like the Philippines, China, and Republic of Korea incorporate airport accessibility provisions into their broader national disability laws. Venezuela (Bolivarian Republic of) explicitly references its "Persons with Disabilities Act," highlighting a comprehensive approach.

At the operational level, airports are generally responsible for implementing these requirements, in collaboration with relevant stakeholders, including disability organizations. There is also an emphasis on providing clear and accessible information about available services and locations.

Accessible parking facilities are also recognized as essential components. The principle of positioning these facilities close to entrances and exits is consistently emphasized by several countries.

Some operational challenges are acknowledged. For example, El Salvador's temporarily relocated designated points during COVID-19, reducing accessibility and highlighting how contextual factors can hinder ideal service delivery despite commitment.

#### d) Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?

**Yes: 36** (Argentina, Armenia, Australia, Belarus, Bosnia and Herzegovina, Bulgaria, Cambodia, Canada, China, Czechia, Denmark, Egypt, Gabon, Georgia, Guinea, Guyana, Hungary, Kyrgyzstan, Latvia, Macao SAR, China, Mongolia, New Zealand, Netherlands (St. Maarten), Nicaragua, Pakistan, Philippines, Poland, Portugal, Republic of Moldova, Serbia, Singapore, Slovenia, Switzerland, Turkmenistan, United Kingdom, Venezuela (Bolivarian Republic of), Viet Nam)

**No: 19** (Algeria, Benin, Burundi, Cuba, El Salvador, Eswatini, Finland, France, Guatemala, Iceland, Kazakhstan, Lithuania, Malaysia, Netherlands (Aruba), Paraguay, Republic of Korea, Sao Tome and Principe, Sweden, Ukraine, Uruguay)

**N/A: 11** (Albania, Cyprus, Ecuador, Germany, Iraq, Ireland, Mauritius, Nigeria, Russian Federation, Somalia, United Republic of Tanzania)

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Accessible ground transportation for individuals with disabilities is addressed through a variety of national and international frameworks. Different countries implement regulations and programs to support inclusive mobility, with approaches varying based on context and infrastructure.

Canada's Accessible Transportation for Persons with Disabilities Regulations require airports to ensure that their agreements with ground transportation service providers ensure that the transportation that is accessible to persons who are travelling with a mobility aid or any other assistive device or with a service dog, including transportation with vehicles that are capable of carrying mobility aids.

European Union Member States refer to Regulation (EC) No 1107/2006 establishing standards for assistance to persons with disabilities or reduced mobility during air travel, including airport assistance and access to aircraft.

Outside the EU, nations such as Armenia, Gabon, Guinea, Republic of Moldova and Turkmenistan have established their own National Air Transport Facilitation Programmes, which often align with international guidelines to promote smoother passenger experiences within airports.

Some countries have comprehensive laws on accessibility that extend beyond aviation-specific regulations. For example, Australia's Disability Standards for Accessible Public Transport, the Philippines' Implementing Rules and Regulations of Batas Pambansa Bilang 344, China's Regulations on Building an Accessible Environment, and the Bolivarian Republic of Venezuela's Persons with Disabilities Act encompass wider public space and service accessibility, including ground transportation components.

Some countries provide detailed information about airport services tailored for passengers with reduced mobility.

The connection between aviation regulations and external ground transportation services is not always explicitly outlined. Hungary notes that while EU aviation safety rules are strict, ground transportation falls outside their direct regulation, although broader EU accessibility initiatives support such efforts. In contrast, New Zealand indicates that due to the small size of its airports, dedicated external ground transportation services are not considered necessary. Some airlines, such as Viet Nam Airlines (VNA), also provide specialized transport services for persons with disabilities at certain airports, complementing broader national policies.

Overall, efforts to facilitate accessible ground transportation are implemented through a combination of international regulations, national laws, and specific airport and airline initiatives. These measures collectively contribute to making travel experiences more inclusive for passengers with disabilities.

#### e) Adequate parking facilities for persons with disabilities?

**Yes: 44** (Algeria, Argentina, Armenia, Australia, Belarus, Benin, Bosnia and Herzegovina, Bulgaria, Cambodia, China, Cyprus, Czechia, Denmark, Egypt, El Salvador, Finland, France, Gabon, Georgia, Guinea, Guyana, Hungary, Kazakhstan, Latvia, Macao SAR, China, Malaysia, Mongolia, Netherlands (St. Maarten), New Zealand, Nicaragua, Pakistan, Paraguay, Philippines, Poland, Portugal, Republic of Korea, Republic of Moldova, Serbia, Singapore, Slovenia, Switzerland, Turkmenistan, Ukraine, United Kingdom, Uruguay)

**No: 11** (Burundi, Canada, Cuba, Eswatini, Guatemala, Iceland, Kyrgyzstan, Lithuania, Netherlands (Aruba), Sao Tome and Principe, Venezuela (Bolivarian Republic of), Viet Nam)

**N/A: 11** (Albania, Ecuador, Germany, Iraq, Ireland, Mauritius, Nigeria, Russian Federation, Somalia, Sweden, United Republic of Tanzania)

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Parking facilities for persons with disabilities or reduced mobility are an important aspect of developing accessible environments, and it is noticeable that many countries have implemented regulations and initiatives in this regard. Countries such as Armenia and Republic of Moldova include

requirements for parking facilities in their National Air Transport Facilitation Programs (NATFP) while others such as France and Singapore are covered in building codes.

Airports prioritize accessible parking close to terminal entrances. These spaces are designed with unobstructed routes, ramps, and lifts to address elevation changes. Some airports provide assistance call systems within parking areas, clearly signposted and accessible from vehicles. Payment and ticketing systems are often designed to be user-friendly for wheelchair users. Additionally, accessible shuttle services may connect distant parking lots to terminals, and valet parking services with dedicated accessible spots are frequently available. Travellers are encouraged to research airport facilities in advance to identify parking, shuttle options, and reservation possibilities.

In general, despite regional differences in implementation and responsibilities, there is a common commitment to ensuring that parking and air travel facilities are accessible and accommodating for all individuals.

Q 6. Have any service challenges for persons with disabilities, especially in any of the following categories been identified?

a) Accessibility of travel related information.

**Yes: 14** (Australia, Bosnia and Herzegovina, Cambodia, China, Cuba, Finland, Gabon, Georgia, Mongolia, Netherlands (St. Maarten), New Zealand, Portugal, Republic of Korea, Sao Tome and Principe, Switzerland)

**No: 40** (Algeria, Argentina, Armenia, Belarus, Benin, Bulgaria, Burundi, Canada, Cyprus, Czechia, Denmark, Egypt, El Salvador, France, Guatemala, Guinea, Guyana, Hungary, Iceland, Kazakhstan, Kyrgyzstan, Latvia, Lithuania, Macao SAR, China, Malaysia, Netherlands (Aruba), Nicaragua, Pakistan, Paraguay, Philippines, Poland, Republic of Moldova, Serbia, Singapore, Slovenia, Turkmenistan, Ukraine, United Kingdom, Uruguay, Venezuela (Bolivarian Republic of), Viet Nam)

**N/A: 12** (Albania, Ecuador, Eswatini, Germany, Iraq, Ireland, Mauritius, Nigeria, Russian Federation, Somalia, Sweden, United Republic of Tanzania)

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Access to travel-related information for persons with disabilities or reduced mobility involves various challenges across different countries. Certain common issues are evident, particularly concerning airports and airlines. Many nations face difficulties in providing accessible travel information and services.

A primary concern is the limited availability of accessible information. Cuba notes that travel details are not always available in formats suitable for individuals with visual or hearing disabilities, such as audio, sign language, or plain text.

Coordination and communication among travel stakeholders also present challenges. Often "codeshare flights" fail in transferring assistance information between the main airline and partner carriers, which can affect the delivery of necessary support. Similarly, airlines sometimes struggle to offer timely services if passengers do not specify their needs when booking. This suggests a need

for improved communication channels and awareness initiatives encouraging passengers to disclose their requirements.

Regulatory consistency and compliance are additional concerns. For instance, Australia describes a lack of uniform national standards for accessibility, indicating fragmentation in service provision. Portugal notes difficulties in ensuring that travel agencies and tour operators follow European regulations, emphasizing that enforcement is often a matter for authorities other than the Civil Aviation Authority. These issues reflect ongoing efforts to establish clear standards and accountability within the travel sector.

Other practical aspects, such as wayfinding within terminals, are also noted. Australia highlights challenges faced by passengers with disabilities or reduced mobility navigating complex airport layouts. Additionally, digital accessibility of booking and informational platforms is an area of concern, as seen in New Zealand's mention of website accessibility issues related to quarantine facility bookings.

Operationally, airports are offering various services, such as assistants, audio announcements, telescreens, and dedicated information desks.

While progress has been made in establishing legal and operational supports, challenges remain in providing comprehensive, accessible information, ensuring effective communication among all parties, and maintaining consistent standards across the travel environment.

#### b) The transportation of service animals.

**Yes: 16** (Australia, Bosnia and Herzegovina, Cambodia, Canada, China, Czechia, Finland, France, Gabon, Georgia, Hungary, Mongolia, Netherlands (St. Maarten), Poland, Republic of Korea, Switzerland, Viet Nam)

**No: 38** (Algeria, Argentina, Armenia, Belarus, Benin, Bulgaria, Burundi, Cuba, Cyprus, Denmark, Egypt, El Salvador, Guatemala, Guinea, Guyana, Iceland, Kazakhstan, Kyrgyzstan, Latvia, Lithuania, Macao SAR, China, Malaysia, Republic of Moldova, New Zealand, Netherlands (Aruba), Nicaragua, Pakistan, Paraguay, Philippines, Portugal, Sao Tome and Principe, Serbia, Singapore, Slovenia, Turkmenistan, Ukraine, United Kingdom, Uruguay, Venezuela (Bolivarian Republic of))

**N/A: 12** (Albania, Ecuador, Eswatini, Germany, Iraq, Ireland, Mauritius, Nigeria, Russian Federation, Somalia, Sweden, United Republic of Tanzania)

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The transportation of service animals for persons with disabilities or reduced mobility, especially in air travel, faces regulatory inconsistencies. Many countries lack clear definitions or standard certifications for service animals, resulting in varied rules and passenger experiences.

A primary concern is the absence of a universally accepted, clear definition of "service animal" or "assistance dog." Consequently, the recognition and treatment of such animals can differ between nations. Many EU Member States highlight the lack of a national legal definition and specific training requirements for assistance dogs. These differences can lead to varying policies at airlines and airports, and in some cases, may result in the rejection of service animals that are recognized in their home countries.

The distinction between trained assistance animals and emotional support animals also varies. Canada's regulations, for instance, require carriers to accept service dogs that have been individually trained by an organization or person specializing in service dog training to perform a task to assist the person with a disability with a need related to their disability. Emotional support animals don't generally have such training, from the definition of service dogs, which may affect passengers' expectations.

Certification and identification processes present additional challenges. France has received reports from disability organizations regarding difficulties faced by travellers with service dogs in training, despite the dogs having national certificates. China notes that processes for issuing IDs and quarantine certificates for service animals are still being developed, while Poland states that certification procedures are not clearly defined.

There are also practical concerns for airlines. China, for example, has identified issues related to service dogs urinating in passenger areas, which can impact the comfort of all passengers.

While many issues are common globally, certain countries have established specific regulations or guidelines. Bosnia and Herzegovina's "Law on Obligations in Civil Aviation" provides relevant legal context, along with airport-specific information for passengers with disabilities or reduced mobility. Georgia's "Rules on Providing Assistance to Disabled Persons when Traveling by Air" offer detailed procedures. Korea's "Airport Service Manual" outlines operational practices. Mongolia states that transportation of assistance dogs is provided free of charge.

Conversely, some countries have limited provisions. Gabon mentions a lack of signage for animal transport, which may cause logistical confusion. Viet Nam indicates that no specific regulations exist regarding service animals, leaving gaps in service provision.

Overall, some progress has been made in certain regions to support service animals in air travel. However, developing more consistent definitions, training standards, and certification practices worldwide could further improve the experience and accessibility for passengers or disabilities and reduced mobility.

### c) Wheelchair service requests.

**Yes: 12** (Bosnia and Herzegovina, Cambodia, Canada, China, Finland, Gabon, Georgia, Malaysia, Mongolia, Netherlands (St. Maarten), Republic of Korea, Sao Tome and Principe, Viet Nam)

**No: 42** (Algeria, Argentina, Armenia, Australia, Belarus, Benin, Bulgaria, Burundi, Cuba, Cyprus, Czechia, Denmark, Egypt, El Salvador, Eswatini, France, Guatemala, Guinea, Guyana, Hungary, Iceland, Kazakhstan, Kyrgyzstan, Latvia, Lithuania, Macao SAR, China, Netherlands (Aruba), Nicaragua, Pakistan, Paraguay, Philippines, Poland, Portugal, Republic of Moldova, Serbia, Singapore, Slovenia, Switzerland, Turkmenistan, Ukraine, United Kingdom, Uruguay, Venezuela (Bolivarian Republic of))

**N/A: 12** (Albania, Ecuador, Germany, Iraq, Ireland, Mauritius, New Zealand, Nigeria, Russian Federation, Somalia, Sweden, United Republic of Tanzania)

Many countries are striving to improve wheelchair services for passengers with disabilities or reduced mobility, with a general emphasis on advance notification to ensure timely and adequate assistance.

This allows airports and airlines to prepare the necessary equipment and personnel, making the travel experience smoother. A common thread across the board is that wheelchair service provided by airports or airlines is typically free of charge, a welcome policy that helps reduce the burden on passengers with disabilities. Passengers are usually encouraged to make their requests through various channels, including airline customer service, reservation offices, or dedicated online forms. This ensures that assistance can be coordinated from check-in through boarding and upon arrival. Furthermore, several nations have implemented specific laws and regulations to govern the provision of assistance for persons with disabilities in air transport, demonstrating a commitment to accessibility as a legal right.

While the overarching goals are similar, individual countries and their respective airports and airlines face unique challenges and employ specific strategies:

Bosnia and Herzegovina has a clear legal framework with its "Law on Obligations in Civil Aviation BiH," and major airports like Sarajevo, Tuzla, and Banja Luka provide detailed information on their services for passengers with reduced mobility (PRM) on their websites. This suggests a structured and transparent approach.

In Cambodia, airport operators are responsible for wheelchair services for all types of passengers—departing, arriving, transfer, and transit. However, some airlines, like Sky Angkor Airlines, may charge a fee for their own wheelchair service, though they transport passenger-owned wheelchairs free of charge. The importance of pre-booking is also highlighted to avoid delays.

Canada faces a different challenge: despite general provisions, the Canadian Transportation Agency has received complaints about passengers not receiving requested wheelchair assistance or experiencing delays.

Finland emphasizes a strict 48-hour advance notification period, often requiring a medical clearance form (MEDIF) for certain conditions. Helsinki Airport even has a dedicated Finnair Special Assistance check-in desk, streamlining the process for those needing aid.

A fundamental issue in Gabon is the lack of accessible information, with "no information panels at airports" being a significant barrier for passengers with disabilities.

Georgia has a comprehensive document, "The Rules on Providing Assistance to Disabled Persons when Traveling by Air Transport," underscoring its regulatory commitment. Tbilisi Airport, like many others, recommends pre-booking at least 48 hours in advance and allows personal mobility aids up to the departure gate.

Republic of Korea boasts a robust legal foundation with its "Mobility Impaired Persons' Movement Convenience Promotion Act Enforcement Decree," indicating a thorough approach to accessibility for all.

In Malaysia, passengers can request assistance at information counters, or via phone or email to the airport. Airlines like Malaysia Airlines also require a 48-hour notice for wheelchair requests, processed through their various contact channels.

Mongolia explicitly states that wheelchair service from the airport or airline is provided free of charge, setting a clear standard for passengers.

China grapples with an "inadequate number of compact onboard wheelchairs," which can hinder in-flight mobility. Despite this, major airports are generally well-equipped with ramps, elevators, and dedicated assistance, and personal wheelchairs are typically checked in free.

Sao Tome and Principe acknowledges a problem with "poor quality" services, indicating that while services may exist, their effectiveness or comfort for users is lacking.

Netherlands (St. Maarten) mentions "operators and services providers for person with disabilities," suggesting that some services might be outsourced to specialized companies.

Finally, Viet Nam highlights a unique challenge: "too heavy wheelchair owned by passengers," which could lead to logistical difficulties. Despite this, Viet Nam Airlines offers free wheelchair service and allows personal wheelchairs as checked or carry-on baggage without charge.

In general, many countries have made progress in providing wheelchair services for air passengers, but the implementation and quality of these services can differ, which can present continued challenges for persons with disabilities. Planning ahead remains an important aspect of ensuring a smooth journey.

#### d) Aircraft accessibility

**Yes: 14** (Argentina, Australia, Bosnia and Herzegovina, Cambodia, China, France, Gabon, Georgia, Malaysia, Mongolia, New Zealand, Netherlands (St. Maarten), Portugal, Republic of Korea, Sao Tome and Principe)

**No: 41** (Algeria, Armenia, Belarus, Benin, Bulgaria, Burundi, Canada, Cuba, Cyprus, Czechia, Denmark, Egypt, El Salvador, Eswatini, Finland, Guatemala, Guinea, Guyana, Hungary, Iceland, Kazakhstan, Kyrgyzstan, Latvia, Lithuania, Macao SAR, China, Netherlands (Aruba), Nicaragua, Pakistan, Paraguay, Philippines, Poland, Republic of Moldova, Serbia, Singapore, Slovenia, Switzerland, Turkmenistan, Ukraine, United Kingdom, Uruguay, Venezuela (Bolivarian Republic of), Viet Nam)

**N/A: 11** (Albania, Ecuador, Germany, Iraq, Ireland, Mauritius, Nigeria, Russian Federation, Somalia, Sweden, United Republic of Tanzania)

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Service challenges for persons with disabilities regarding aircraft accessibility indicate a set of common obstacles, especially related to smaller aircraft and airport infrastructure. Several countries face similar issues, with some providing possible solutions or illustrating the complexities involved in managing regulations.

A recurring theme across nations like Argentina, New Zealand, Portugal, and Sao Tome and Principe is the inherent difficulty posed by smaller aircraft. These compact planes often come with weight restrictions that can hinder the transport of wheelchairs, as seen in France and Sao Tome and Principe. Furthermore, their limited space makes it genuinely challenging to accommodate passengers with reduced mobility (PRMs), and for non-scheduled services using these aircraft, passenger movement can be severely restricted.

Beyond the aircraft themselves, insufficient accessible equipment at airports presents a significant barrier, especially at smaller facilities. Argentina and China, for instance, specifically noted a lack of essential boarding equipment such as ramps, ambulifts, or telescopic airbridges. This absence of proper infrastructure can make the simple act of boarding and disembarking a strenuous, if not impossible, task for individuals with disabilities.

Even when it comes to aircraft design, a gap exists. Australia highlighted that current standards primarily mandate accessible lavatories only on wide-body aircraft, leaving the majority of flights on narrow-body planes without this crucial amenity. This oversight can significantly impact the comfort and dignity of passengers with disabilities on shorter or regional routes.

Despite these challenges, there's a common thread of addressing these issues through legal frameworks and regulations. Countries like Bosnia and Herzegovina, Georgia, and Republic of Korea explicitly refer to or provide links to their specific laws and rules for assisting disabled persons in air travel. This indicates a shared recognition that robust legal mandates are essential to ensuring accessibility, even if the effectiveness of their implementation varies.

Argentina faces particular difficulties with its airports, where the absence of ramps, ambulifts, or telescopic airbridges frequently leads to complaints regarding safe aircraft access. For non-scheduled airlines operating lighter aircraft (under 5700 kg), limitations in passenger movement are a notable challenge.

In Australia, the focus is on aircraft design, where the current requirement for accessible lavatories on only wide-body aircraft leaves a significant portion of flights on narrow-body planes without this necessary feature.

Bosnia and Herzegovina stand out by referencing specific laws and dedicated airport pages (like those for Sarajevo, Tuzla, and Banja Luka airports) that outline protocols for PRM assistance, indicating a more formalized approach to accessibility.

France offers an interesting case study where an air carrier was deemed not at fault for refusing a booking due to wheelchair weight restrictions. This was because the airline had proactively informed its customers about approved transport restrictions, underscoring the importance of clear communication and adherence to regulated limitations.

On a more positive note, Malaysia's airports are equipped with Passenger Loading Bridges (PLBs), which significantly aid in accessible boarding.

However, China echoes the concern about smaller airports lacking sufficient accessible equipment for boarding and disembarking. Similarly, Sao Tome and Principe struggles with a general lack of lifts at its airports and faces frequent issues with disabled passengers weighing over 50kg, hinting at limitations in their equipment or personnel capabilities.

It's clear that while the ambition to provide accessible air travel is present, the practicalities of diverse aircraft types and varying airport infrastructures present ongoing hurdles that require continued attention and innovative solutions.

## e) The transportation of disability aids

**Yes: 18** (Bosnia and Herzegovina, Cambodia, Canada, China, Czechia, Denmark, Finland, France, Gabon, Georgia, Mongolia, Netherlands (St. Maarten), New Zealand, Portugal, Republic of Korea, Sao Tome and Principe, Sweden, Switzerland, Viet Nam)

**No: 37** (Algeria, Argentina, Armenia, Australia, Belarus, Benin, Bulgaria, Burundi, Cuba, Cyprus, Egypt, El Salvador, Eswatini, Guatemala, Guinea, Guyana, Iceland, Kazakhstan, Kyrgyzstan, Latvia, Lithuania, Macao SAR, China, Malaysia, Netherlands (Aruba), Nicaragua, Pakistan, Paraguay, Philippines, Poland, Republic of Moldova, Serbia, Singapore, Slovenia, Turkmenistan, Ukraine, United Kingdom, Uruguay, Venezuela (Bolivarian Republic of))

**N/A: 11** (Albania, Ecuador, Germany, Hungary, Iraq, Ireland, Mauritius, Nigeria, Russian Federation, Somalia, United Republic of Tanzania)

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Despite their different contexts, countries encounter similar challenges and are tending to adopt common approaches regarding the transportation of disability aids for persons with disabilities, especially in the context of air travel.

### **Key common challenges:**

**Size and weight of mobility aids:** a common challenge involves the logistical difficulties associated with large and heavy motorized wheelchairs. Countries such as Canada, China, Czechia, Portugal, and Viet Nam have observed that these aids can present operational challenges for airlines and ground staff, particularly due to differences in cargo hold capacities across aircraft.

**Damage to equipment:** the issue of damaged mobility equipment during transit is a common concern, clearly reported by some EU Member States and generally acknowledged as an area where handling could be improved. These aids are essential to an individual's independence, so damage can have a significant impact.

**Defining and Regulating Aids:** some countries, such as Czechia, Sweden and Switzerland, highlight the difficulty in consistently defining what constitutes a "disability aid" and in applying existing regulations, especially regarding batteries and dangerous goods. The absence of a universal categorization may result in confusion and variations in the implementation of rules.

**Capacity Limitations:** The issue of airlines restricting the number of wheelchairs on board, as noted by Denmark, reflects a broader systemic challenge that extends beyond individual aircraft constraints.

### **Common approaches and emerging best practices**

**Regulatory frameworks:** many countries, including all European Union Member States, Bosnia and Herzegovina, Canada, Georgia and Republic of Korea, have established legal and regulatory structures to oversee assistance for persons with reduced mobility in air transport. These regulations typically specify minimum standards for service provision.

**Operator responsibility:** while the details may differ, it's generally understood that the main responsibility for safe and effective transport sits with the aircraft operators.

**Advance notification and information sharing:** a key point is that passengers should inform airlines in advance about their mobility aids, including details such as dimensions, weight, and battery type. This helps airlines in planning and addressing potential challenges. At the same time, airlines are becoming more expected to offer transparent information regarding their requirements. Canada's Accessible Transportation for Persons with Disabilities Regulations requires airlines to publish information about the maximum weight and dimensions of mobility aids that each make and model of its aircraft is capable of transporting.

**Free transport:** European Union Member States refer to Regulation (EC) No 1107/2006 establishing free transport of disability aids. Canada's Accessible Transportation for Persons with Disabilities Regulations prohibits airlines from charging a fee for the transportation of mobility aids. In general, many countries have implemented policies for the free transport of disability aids, recognizing them as essential personal equipment rather than standard baggage.

**Addressing battery regulations:** the mention of "Dangerous Goods / Batteries" by European Union Member States, along with the detailed regulations often provided by airlines, emphasizes the importance of following international safety standards (such as ICAO-TI) for the transport of lithium-ion batteries in power wheelchairs. This remains a key safety aspect within the industry.

**International collaboration:** Canada's initiative to launch an international working group on mobility aids and air travel is a significant example of a common approach: recognizing that these challenges are global and require collaborative, harmonized solutions. International bodies like IATA and ACI World are also actively working on accessibility standards and best practices for airports and airlines worldwide.

**Focus on damage prevention and resolution:** although damage may occur, the priority is on refining handling procedures and establishing clear processes for airlines to address and provide compensation for damaged equipment, with some regional variations in implementation.

Countries are working together to address the practical aspects of integrating increasingly diverse and complex mobility aids into current air transport systems. The general focus is on establishing clearer regulations, improving communication, and fostering international cooperation to ensure that persons with disabilities can travel with their essential aids safely, reliably, and without unnecessary difficulty.

#### f) Airport accessibility

**Yes: 12** (Australia, Bosnia and Herzegovina, China, Gabon, Georgia, Lithuania, Malaysia, Mongolia, New Zealand, Republic of Korea, Sao Tome and Principe, Viet Nam)

**No: 44** (Algeria, Argentina, Armenia, Belarus, Benin, Bulgaria, Burundi, Cambodia, Canada, Cuba, Cyprus, Czechia, Denmark, Egypt, El Salvador, Eswatini, Finland, France, Guatemala, Guinea, Guyana, Hungary, Iceland, Kazakhstan, Kyrgyzstan, Latvia, Macao SAR, China, Republic of Moldova, Netherlands (Aruba), Nicaragua, Pakistan, Paraguay, Philippines, Poland, Portugal, Serbia, Singapore, Slovenia, Sweden, Switzerland, Turkmenistan, Ukraine, United Kingdom, Uruguay, Venezuela (Bolivarian Republic of))

**N/A: 10** (Albania, Ecuador, Germany, Iraq, Ireland, Mauritius, Nigeria, Russian Federation, Somalia, United Republic of Tanzania)

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Navigating airports can present specific challenges for passengers with disabilities or reduced mobility, and information from various countries highlights both ongoing efforts and areas where accessibility can be improved.

Many nations, such as Australia, Malaysia, and Mongolia, recognize the importance of providing dedicated parking for passengers with disabilities. This serves as an initial step towards facilitating a smoother travel experience from the moment of arrival. However, this practice is not universal, as São Tomé and Príncipe notes the absence of priority parking facilities.

Beyond parking, the physical infrastructure of airports is a key focus. Countries like Malaysia and Australia emphasize the need for accessible facilities, including ramps, elevators, accessible washrooms, and clear signage or announcements to assist with navigation. Nonetheless, these provisions are not consistently available across all airports. Lithuania provides an example, mentioning a single ticketing counter at VNO airport that is not wheelchair accessible, with efforts underway to address this issue. Similarly, smaller airports in China and Viet Nam often lack adequate facilities or necessary equipment.

Legal measures have been adopted by several countries to address these issues. Bosnia and Herzegovina, Georgia and Republic of Korea reference specific laws or regulations that require assistance for passengers with disabilities. While these legal frameworks establish standards, the level of implementation varies.

Challenges also persist after entering the airport. The transfer to and from the terminal can be problematic. New Zealand points out difficulties in accessing suitable taxi vans, particularly for passengers arriving late in the evening. This highlights a need for improved coordination between airport services and local transportation to support a seamless travel experience.

Overall, although many countries are advancing in areas such as dedicated parking and legal guidelines, certain gaps remain. These include inconsistent facilities at smaller airports and a lack of integrated services like accessible transportation, which are essential for comprehensive accessibility.

#### g) Emerging trends

**Yes: 12** (Australia, Bosnia and Herzegovina, Canada, China, Czechia, Finland, France, Georgia, Mongolia, Netherlands (St. Maarten), Portugal, Sweden, Switzerland)

**No: 42** (Algeria, Argentina, Armenia, Belarus, Benin, Bulgaria, Burundi, Cuba, Cyprus, Denmark, Egypt, El Salvador, Eswatini, Gabon, Guatemala, Guinea, Guyana, Iceland, Kazakhstan, Kyrgyzstan, Latvia, Lithuania, Malaysia, Netherlands (Aruba), New Zealand, Nicaragua, Pakistan, Paraguay, Philippines, Poland, Republic of Korea, Republic of Moldova, Sao Tome and Principe, Serbia, Singapore, Slovenia, Turkmenistan, Ukraine, United Kingdom, Uruguay, Venezuela (Bolivarian Republic of), Viet Nam)

**N/A: 12** (Albania, Cambodia, Ecuador, Germany, Hungary, Iraq, Ireland, Mauritius, Nigeria, Russian Federation, Somalia, United Republic of Tanzania)

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Many countries are building upon existing regulations and legal frameworks to support the rights of people with disability or reduced mobility (PRM). The COVID-19 pandemic, however, revealed a gap in these laws, as they were not originally devised to accommodate new health protocols. For example, Czechia noted the absence of harmonized guidelines for measures like face masks and terminal access, which created some confusion among passengers and service providers. Similarly, Switzerland faced challenges in managing exemptions from mask mandates for certain passengers.

There is a noticeable trend toward increased diversity and volume of assistance needs. Finland has experienced an overall rise, while Netherlands (St. Maarten) specifically attributes this increase to "medical tourism." This has led countries like Switzerland to develop new methods for identifying and supporting individuals with hidden disabilities, such as dementia.

In response, airlines and airports are adopting new technologies and equipment. France's civil aviation authority now recognizes modern devices like "Segway-type equipment" as mobility aids. Australia's Qantas is working on developing own equipment, such as "Q Ramps," to facilitate disembarking. However, this transition introduces some challenges. Canada highlighted concerns that certain biometric technologies, such as iris scans, may not be accessible to passengers who are blind or partially sighted. Conversely, China identified difficulties faced by people with disabilities when attempting to purchase tickets online in an accessible manner.

To address these changing needs, airlines are investing in better communication and staff training. Virgin Australia, for instance, has implemented a specialized training program for its customer service team. Switzerland is working toward standardizing the recognition of assistance dogs and improving pre-notification procedures for assistance requirements. Some countries, however, are experiencing issues related to service misuse. Portugal reported incidents in which individuals have exploited the inability of airlines and airports to request proof of disability, thereby straining available resources.

Q 7. Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?

**Yes: 10** (China, France, Gabon, Mongolia, Republic of Korea, Serbia, Turkmenistan, United Kingdom, Uruguay, Viet Nam)

**No: 43** (Algeria, Argentina, Armenia, Australia, Belarus, Benin, Bosnia and Herzegovina, Bulgaria, Burundi, Cambodia, Canada, Cuba, Czechia, Denmark, Egypt, El Salvador, Finland, Georgia, Guatemala, Guinea, Guyana, Hungary, Iceland, Kazakhstan, Kyrgyzstan, Latvia, Lithuania, Macao SAR, China, Malaysia, Republic of Moldova, Netherlands (Aruba), Netherlands (St. Maarten), New Zealand, Nicaragua, Pakistan, Paraguay, Philippines, Poland, Sao Tome and Principe, Singapore, Slovenia, Sweden, Switzerland, Ukraine, Venezuela (Bolivarian Republic of))

**N/A: 13** (Albania, Cyprus, Ecuador, Eswatini, Germany, Iraq, Ireland, Mauritius, Nigeria, Portugal, Russian Federation, Somalia, United Republic of Tanzania)

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Based on the responses regarding additional data collected on passengers with reduced mobility, several countries shared their approaches, highlighting both common strategies and unique perspectives.

A prevalent method is the use of passenger surveys and feedback. The United Kingdom employs a bi-annual "UK Aviation Consumer Survey," which includes a dedicated section to gather the experiences and attitudes of passengers with disabilities or reduced mobility (PRMs). This approach aims to directly capture passenger experiences. Other countries, like Uruguay, utilizes information from complaints and claims as useful sources, leveraging existing feedback channels to identify potential issues.

Another common approach involves relying on existing legal and regulatory frameworks to guide data collection. For instance, France collects data through inspections conducted under the ECAC Doc 30, which provides specific guidance for PRM inspections. This indicates that data collection often occurs within the context of compliance and operational oversight. Republic of Korea references a specific national law aimed at enhancing mobility for the "transportation vulnerable," suggesting efforts are based on a broader legal framework.

Some countries provided specific quantitative data points. Viet Nam, for example, reports tracking the total number of PRM passengers traveling by air each year. Such statistics are useful for understanding the scope and volume of this passenger segment.

Additionally, China's response was more qualitative, noting challenges faced by this group. They observed that persons with disabilities often have limited knowledge about air travel and are unfamiliar with relevant civil aviation requirements. This highlights an area related to communication and awareness that may warrant further attention.

Finally, some countries, including Mongolia, Serbia and Turkmenistan, did not provide any information, possibly indicating they do not currently collect additional data on this topic or lack readily available information.

Overall, the responses range from specific data and survey results to legal references and qualitative insights, demonstrating the different methods countries use to understand the needs of passengers with reduced mobility.

Q 8. What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.

**Yes: 14** (Australia, Czechia, France, Georgia, Kazakhstan, Lithuania, Malaysia, Netherlands (Aruba), Netherlands (St. Maarten), New Zealand, China, Philippines, Poland, Portugal, Sweden, Turkmenistan)

**N/A or None: 52**

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One of the commonly noted challenges is the regulatory and legislative process. For countries such as Aruba, the difficulty largely lies not in the standards themselves but in the lengthy process of establishing them as national law. These bureaucratic delays can impact timely implementation.

Financial and resource limitations are also frequently mentioned. Several nations, including Malaysia and St. Maarten, identified budget constraints as significant obstacles. China observed that certain practices can impose substantial costs on airlines and airports. The Philippines highlighted a specific issue: the absence of specialized equipment like Aviramps, which can be costly for some operators.

From an operational perspective, some countries face particular challenges. Australia, for example, has difficulty achieving a uniform approach due to its mix of privatized airports and airlines, along with political differences between state and federal levels. Lithuania noted that the COVID-19 pandemic resulted in staffing reductions, and with passenger numbers increasing, recruiting and training new personnel to uphold service quality presents a challenge. New Zealand mentioned the specific difficulty of implementing standards for smaller aircraft serving regional airports.

Some countries are also dealing with more nuanced issues. Kazakhstan is seeking additional international guidance on how to support passengers with conditions such as autism, while Sweden raised important questions about balancing safety with accessibility, especially regarding aircraft features like toilets and onboard wheelchairs.

Regarding implementation approaches, a notable pattern is observed among European Union Member States reporting no significant challenges, as they benefit from a unified system. For them, ICAO standards are incorporated into European Union regulations, which are directly enforceable within their national laws. This common legal framework effectively mitigates many of the obstacles encountered elsewhere.

In summary, while many countries experience smooth implementation, those facing difficulties often cite legislative delays, financial constraints, and specific operational or logistical issues that necessitate tailored solutions.

Q 9. When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following?

- a) Stakeholders from the community of persons with disabilities.
- b) Airports
- c) Airlines
- d) Other

If yes, please identify how these consultations are carried out.

**Yes: 44** (Argentina, Armenia, Australia, Belarus, Benin, Bosnia and Herzegovina, Bulgaria, Cambodia, Canada, China, Cuba, Czechia, Denmark, Egypt, Finland, France, Gabon, Georgia, Hungary, Iceland, Kazakhstan, Kyrgyzstan, Latvia, Malaysia, Netherlands (St. Maarten), New Zealand, Nicaragua, Paraguay, Philippines, Poland, Portugal, Republic of Korea, Republic of Moldova, Sao Tome and Principe, Serbia, Singapore, Slovenia, Sweden, Switzerland, Turkmenistan, Ukraine, United Kingdom, Uruguay, Venezuela (Bolivarian Republic of), Viet Nam)

**No: 9** (El Salvador, Eswatini, Guatemala, Guinea, Lithuania, Macao SAR, China, Netherlands (Aruba), Pakistan)

**N/A: 12** (Albania, Burundi, Cyprus, Ecuador, Germany, Guyana, Iraq, Ireland, Mauritius, Mongolia, Nigeria, Russian Federation, Somalia, United Republic of Tanzania)

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A review of the responses from various countries indicates a common practice of consulting with different groups during the development of accessible aviation policies. While approaches differ, several shared methods are evident as central to their policy processes.

### **Centralized Consultation Bodies**

Many nations utilize formal, structured entities to collect input. For instance, Australia has the Aviation Access Forum (AAF), and Canada relies on its Accessibility Advisory Committee. These groups serve as consistent platforms for dialogue, bringing together stakeholders from disability communities, airports, and airlines. Similarly, Czechia, Paraguay, and Singapore refer to their National Facilitation Committees as key forums for discussions, helping to review new policies with input from a range of experts and affected parties.

### **Direct and Collaborative Engagement**

In addition to formal committees, many countries pursue direct, collaborative interactions. Argentina emphasizes joint efforts and regular meetings between regulatory agencies, disability organizations, and airport operators. Likewise, Benin and Armenia prefer direct communication methods, such as meetings and correspondence, to gather feedback. This approach facilitates open exchange of perspectives as new measures are considered.

### **Public and Regulatory Processes**

A broader strategy involves public consultation and legislative review. The United Kingdom exemplifies this by publishing proposals online for public comment, often accompanied by workshops and seminars to gather detailed input from relevant stakeholders. Similarly, Cuba and Ukraine require that new regulations go through formal consultation processes with reviews by disability associations and government bodies. This ensures diverse perspectives, from the general public to specialized organizations, are considered before policies are finalized.

Overall, this widespread emphasis on consultation—through formal committees, direct engagement, or public processes—reflects an understanding that effective accessible aviation policies benefit from incorporating the expertise and experiences of all involved parties.

Q 10. Does your State promote any best practices regarding accessibility in civil aviation?

If yes, please provide a description and any available supporting data.

**Yes: 33** (Algeria, Argentina, Armenia, Australia, Belarus, Benin, Bulgaria, Cambodia, Canada, Cyprus, Czechia, Finland, France, Gabon, Hungary, Iceland, Latvia, Lithuania, Macao SAR, China, Malaysia, Mongolia, New Zealand, Pakistan, China, Philippines, Poland, Portugal, Sao Tome and Principe, Singapore, Switzerland, Ukraine, United Kingdom, Venezuela (Bolivarian Republic of))

**No: 19** (Bosnia and Herzegovina, Burundi, Cuba, Denmark, Egypt, Eswatini, Georgia, Guatemala, Guinea, Guyana, Kyrgyzstan, Netherlands (St. Maarten), Nicaragua, Paraguay, Republic of Moldova, Serbia, Slovenia, Sweden, Turkmenistan, Uruguay)

**N/A: 16** (Albania, Ecuador, El Salvador, Germany, Iraq, Ireland, Kazakhstan, Mauritius, Netherlands (Aruba), Nigeria, Republic of Korea, Russian Federation, Somalia, United Republic of Tanzania, Viet Nam)

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Many countries are taking steps to promote accessibility in civil aviation, often utilizing common approaches. A notable shared element is the reliance on established international and regional guidelines. The ECAC Doc 30 is frequently referenced as a primary resource for best practices, with European Union member States explicitly adopting it as their standard. Additionally, EU Member States participate in EU and ECAC working groups to share and promote best practices among airlines and airport operators.

Similarly, nations such as Pakistan and Venezuela refer to ICAO SARPs (Standards and Recommended Practices) of Annex 9, adapting these international principles into their national regulations.

In addition to implementing these international frameworks, several countries are developing their own national policies and legislation. Armenia, Gabon, and China have enacted dedicated laws to support accessible air travel. Malaysia is also working on a Code of Practice to formalize its standards.

Another common approach is fostering collaboration and communication among key stakeholders. Argentina, for example, holds regular consultations to gather input from various parties. Canada extends this effort by involving people with disabilities directly in discussions to help shape accessibility standards.

The practical implementation of these policies is also emphasized. Countries like Ukraine and China, Macao highlight the importance of designing airports and facilities with accessibility considerations from the outset. Algeria employs oversight audits to monitor compliance, while the Philippines has established a dedicated task force to address accessibility issues. To support these initiatives, some countries, including Argentina and Bulgaria, organize capacity-building courses and seminars for industry professionals.

Lastly, some countries prioritize making information accessible to the public. New Zealand provides information specifically for travellers with disabilities, and Poland conducts campaigns and announcements to promote the accessibility standards outlined in ECAC Doc 30.

These efforts aim to increase awareness and ensure that both industry stakeholders and the public are informed about available resources and best practices.

Q 11. What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?

**Yes: 37** (Argentina, Armenia, Benin, Cambodia, Canada, China, Czechia, Denmark, Egypt, Gabon, Guinea, Hungary, Iceland, Kazakhstan, Latvia, Macao SAR, China, Malaysia, Mongolia, Netherlands

(Aruba), New Zealand, Nicaragua, Pakistan, Paraguay, Philippines, Poland, Portugal, Republic of Moldova, Sao Tome and Principe, Serbia, Singapore, Slovenia, Sweden, Turkmenistan, Ukraine, United Kingdom, Uruguay, Venezuela (Bolivarian Republic of), Viet Nam)

**N/A or None: 29** (Albania, Algeria, Australia, Belarus, Bosnia and Herzegovina, Bulgaria, Burundi, Cuba, Cyprus, Ecuador, El Salvador, Eswatini, France, Finland, Georgia, Germany, Guatemala, Guyana, Iraq, Ireland, Lithuania, Kyrgyzstan, Mauritius, Netherlands (St. Maarten), Nigeria, Republic of Korea, Russian Federation, Somalia, Switzerland, United Republic of Tanzania)

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A review of the suggestions from various countries indicates a shared focus on several key strategies to improve accessible aviation.

One frequently mentioned approach is to promote a culture of knowledge sharing and ongoing learning. Many countries, including Armenia, Cambodia, Czechia and Latvia, recommend organizing workshops, seminars, and training sessions to facilitate experience exchange and capacity building. This emphasis on collaborative learning forms a core part of their recommendations. Canada, for example, emphasizes the usefulness of a compilation of information and direct access to experts from countries with well-established programs.

Another important area is the development of clear guidance and standardized regulations. Countries like Aruba and Macao SAR, China consider the creation of comprehensive guidance materials essential. Hungary suggests standardizing regulations and establishing a common understanding of fundamental terms, while Portugal and Ukraine support updating existing recommended practices into official standards to promote wider adoption.

Additionally, there is an emphasis on fostering active collaboration and stakeholder engagement. Argentina proposes establishing airport facilitation committees that include disability agencies, airport staff, and airline representatives to ensure all perspectives are considered. Similarly, Eswatini, Nicaragua, and others highlight the importance of involving advocacy groups and the community of persons with disabilities to gather input. Such collaboration is viewed as key to developing truly inclusive programs.

While these themes — knowledge sharing, regulatory standards, and stakeholder engagement — are most common, some countries provided additional insights. Benin and Canada, for instance, stressed the importance of systematic data collection and analysis to support informed policy decisions. The United Kingdom addressed the issue of wheelchair damage, suggesting a multilateral approach to liability and stowage procedures. These specific recommendations, alongside the broader themes, reflect a collective interest in advancing accessible and inclusive air travel for all.

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# **Annex A**

**NOTE:**

**For questions 8 to 17, if an answer for either airport or airline was yes, then it was deemed as an overall yes for statistical purposes.**

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Albania					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Albania					
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Albania					
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Albania					
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Albania					
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Albania					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Albania					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Albania					
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Albania					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Albania					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Albania					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Albania					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Albania					
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Albania					
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Albania					
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Albania					
5e	17	Adequate parking facilities for persons with disabilities?	Albania					

Question No. (Paper Survey )	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Albania					
6b	19	The transportation of service animals.	Albania					
6c	20	Wheelchair service requests.	Albania					
6d	21	Aircraft accessibility.	Albania					
6e	22	The transportation of disability aids.	Albania					
6f	23	Airport accessibility.	Albania					
6g	24	Emerging trends.	Albania					
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Albania					
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Albania					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Albania					
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Albania					
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Albania					
Annex A	30	Details of the person completing this form	Albania					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Algeria					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Algeria			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Algeria			Yes	Provisions in the Air Algérie guidelines for reduced mobility passengers established pursuant to Regulation EC No. 1107/2006 of 5 July 2006 concerning the rights of disabled and reduced mobility passengers; Article 9 of Executive Decree No. 06-455 of 11 December 2006 on modalities for disabled access to physical, social, economic and cultural environments.	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Algeria			Yes	Article 32 of Law 02-09 of 8 May 2002 on protection and support for the disabled which states, "Disabled persons in possession of a disability card stamped priority enjoy free transport of their personal mobility aids."	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Algeria			Yes	Provisions in the Air Algérie guidelines for reduced mobility passengers established pursuant to Regulation EC No. 1107/2006.	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Algeria			No		
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Algeria			Yes	Article 8(3) of Law No. 02-09 of 8 May 2002 on protection and support for the disabled; Article 7 of Executive Decree No. 06-144 of 26 April 2006 on disabled benefits, and transport free of charge and at reduced rates.	
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Algeria		Yes		Article 10 of Executive Decree No. 06-455 of 11 December 2006 on modalities for disabled access to physical, social, economic and cultural environments.	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Algeria		Yes		Chapter III of Executive Decree No. 06-455 of 11 December 2006 on modalities for disabled access to physical, social, economic and cultural environments.	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Algeria		No			
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Algeria		Yes		Chapter III of Executive Decree No. 06-455 of 11 December 2006 on modalities for disabled access to physical, social, economic and cultural environments.	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Algeria		No			
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Algeria		Yes		Inter-ministerial Decision of 6 March 2011 on disabled access specifications for buildings and facilities open to the public; Algerian Standard NA 5214 on guardrail dimensions – Safety Regulations for dimensions of guardrails and stair ramps.	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Algeria		No			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Algeria		No			
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Algeria		No			

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5e	17	Adequate parking facilities for persons with disabilities?	Algeria	Yes			Inter-ministerial Decision of 6 March 2011 on disabled access specifications for buildings and facilities open to the public; Algerian Standard NA 16227 on disabled access to buildings and facilities open to the public.	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Algeria			No		
6b	19	The transportation of service animals.	Algeria			No		
6c	20	Wheelchair service requests.	Algeria			No		
6d	21	Aircraft accessibility.	Algeria			No		
6e	22	The transportation of disability aids.	Algeria			No		
6f	23	Airport accessibility.	Algeria			No		
6g	24	Emerging trends.	Algeria			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Algeria			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Algeria					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Algeria		Yes	Yes	Executive Decree No. 06-145 of 26 April 2006, Sectoral Action Plan for Public Service Reform of the Transport Ministry.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Algeria			Yes	During oversight audits.	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Algeria					
Annex A	30	Details of the person completing this form	Algeria				Name: ...Ghernoug..... Official Title/Position: .....Chief of Airport Operations..... Mailing address: 1, rue Ibn el Mouiz-ex-Poirson ..... .....el Biar, Algiers, Algeria..... Telephone number: .....+213 0773280330..... E-mail address: .....ghernougalgerie16@gmail.com..... Name: ...Ghernoug..... Official Title/Position: .....Chief of Airport Operations..... Mailing address: 1, rue Ibn el Mouiz-ex-Poirson ..... .....el Biar, Algiers, Algeria..... Telephone number: .....+213 0773280330..... E-mail address: .....ghernougalgerie16@gmail.com.....	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
	1	Name of state	Argentina					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Argentina			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Argentina			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Argentina			No		
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Argentina			Yes	Act 26.858 – Persons with disabilities accompanied by a guide dog	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Argentina			No		
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Argentina			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Argentina	No	No			
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Argentina	Yes	No		In the case of persons with disabilities, there is Act 26.989, which requires all airlines to have available safety instructions in Braille. This was set in place by the aviation authority in paragraph (d) of section 121.571, sub-part T of part 121 of the Argentine Civil Aviation Regulations (RAAC) and paragraph (g) of section 135.117, sub-part B of part 135 of the RAAC. In addition, provision is also made for this in Decree 914/97.	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Argentina	No	No			
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Argentina	No	No			
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Argentina	No	No			
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Argentina	Yes	Yes		Decree 914/197	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Argentina	No	No			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Argentina	No	No			

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Argentina	No	Yes		Decree 914/97	
5e	17	Adequate parking facilities for persons with disabilities?	Argentina	No	Yes		Decree 914/97	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Argentina			No		
6b	19	The transportation of service animals.	Argentina			No		
6c	20	Wheelchair service requests.	Argentina			No		
6d	21	Aircraft accessibility.	Argentina			Yes	There are challenges for operators of non-scheduled air transport services, in particular those with aircraft of a weight less than 5700 kg, with limitations for the movement of passengers. There are complaints in some airports about the lack of ramps, ambulifts or telescopic airbridges for safe access to aircraft	
6e	22	The transportation of disability aids.	Argentina			No		
6f	23	Airport accessibility.	Argentina			No		
6g	24	Emerging trends.	Argentina			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Argentina			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Argentina				There are none	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Argentina	Yes	Yes	Yes	Joint actions and regular meetings between the Regulatory Agency of the National Airports System, the National Disability Agency and the airport operators, and also between the airlines and the aviation authority.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Argentina			Yes	Consultations with the parties concerned. Holding of capacity-building courses.	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Argentina				Facilitation committee in each airport with the participation of all the airport staff involved and the National Disability Agency, the airport operators and the airlines.	
Annex A	30	Details of the person completing this form	Argentina				Name: Romira Minotti Official Title/Position: Chief, General Secretariat Department Mailing address: Balcarce 290, Ciudad Autónoma de Buenos Aires, Argentina Telephone number: +549 11 54567860 E-mail address: reminos@anac.gob.ar	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Armenia					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Armenia			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Armenia			Yes	Republic of Armenia Government Resolution dated 16 March 2002 on the Approval of the National Air Transport Facilitation Programme	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Armenia			No		
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Armenia			Yes	Civil Aviation Agency Director Decree N224-N dated 15 December 2010 on the Approval of Rules for the Check-in and Servicing of Passengers, Baggage and Cargo at Airports in the Republic of Armenia	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Armenia			No		
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Armenia			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Armenia	No	No			
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Armenia	Yes	Yes		Republic of Armenia Government Resolution dated 16 March 2002 on the Approval of the National Air Transport Facilitation Programme	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Armenia	Yes	Yes		Republic of Armenia Government Resolution dated 16 March 2002 on the Approval of the National Air Transport Facilitation Programme	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Armenia	Yes	Yes		Republic of Armenia Government Resolution dated 16 March 2002 on the Approval of the National Air Transport Facilitation Programme	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Armenia	Yes	Yes		Republic of Armenia Government Resolution dated 16 March 2002 on the Approval of the National Air Transport Facilitation Programme	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Armenia	Yes	Yes		Republic of Armenia Government Resolution dated 16 March 2002 on the Approval of the National Air Transport Facilitation Programme	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Armenia	Yes	Yes		Republic of Armenia Government Resolution dated 16 March 2002 on the Approval of the National Air Transport Facilitation Programme	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Armenia	Yes	Yes		Republic of Armenia Government Resolution dated 16 March 2002 on the Approval of the National Air Transport Facilitation Programme	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Armenia	Yes	Yes		Republic of Armenia Government Resolution dated 16 March 2002 on the Approval of the National Air Transport Facilitation Programme	
5e	17	Adequate parking facilities for persons with disabilities?	Armenia	No	Yes		Republic of Armenia Government Resolution dated 16 March 2002 on the Approval of the National Air Transport Facilitation Programme	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Armenia			No		
6b	19	The transportation of service animals.	Armenia			No		
6c	20	Wheelchair service requests.	Armenia			No		
6d	21	Aircraft accessibility.	Armenia			No		
6e	22	The transportation of disability aids.	Armenia			No		
6f	23	Airport accessibility.	Armenia			No		
6g	24	Emerging trends.	Armenia			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Armenia			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Armenia				N/A	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Armenia	Yes	Yes	Yes	Discussions, meetings, correspondence	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Armenia			Yes	Development of the relevant policies and legislation	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Armenia				We conduct seminars and meetings to exchange experiences and increase knowledge in this area.	
Annex A	30	Details of the person completing this form	Armenia				Name: Hayk Araykovich Muradyan Official Title/Position: Chief Expert, Aviation Security Department Mailing address: 0042 Zvartnots Airport, Yerevan, Armenia Telephone number: +374 60434210 E-mail address: hayk.muradyan@gdca.am	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Netherlands (Aruba)					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Netherlands (Aruba)			No		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Netherlands (Aruba)					
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Netherlands (Aruba)					
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Netherlands (Aruba)					
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Netherlands (Aruba)					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Netherlands (Aruba)					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Netherlands (Aruba)					
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Netherlands (Aruba)					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Netherlands (Aruba)					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Netherlands (Aruba)					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Netherlands (Aruba)					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Netherlands (Aruba)	No	No			
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Netherlands (Aruba)	No	No			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Netherlands (Aruba)	No	No			
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Netherlands (Aruba)	No	No			
5e	17	Adequate parking facilities for persons with disabilities?	Netherlands (Aruba)	No	No			
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Netherlands (Aruba)			No		
6b	19	The transportation of service animals.	Netherlands (Aruba)			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Netherlands (Aruba)			No		
6d	21	Aircraft accessibility.	Netherlands (Aruba)			No		
6e	22	The transportation of disability aids.	Netherlands (Aruba)			No		
6f	23	Airport accessibility.	Netherlands (Aruba)			No		
6g	24	Emerging trends.	Netherlands (Aruba)			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Netherlands (Aruba)			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Netherlands (Aruba)				The main challenge we have is the long regulatory process to put the ICAO standards and recommended practices in the area of accessibility into legislation	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Netherlands (Aruba)	No	No	No		
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Netherlands (Aruba)					
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Netherlands (Aruba)				ICAO should develop guidance material to develop programs	
Annex A	30	Details of the person completing this form	Netherlands (Aruba)				Name: Albert Boekhoudt Official Title/Position: Air Transport and Facilitation Inspector Mailing address: Sabana Berde 73-b Telephone number: (297) 523-2665 E-mail address: albert.boekhoudt@dca.gov.aw+H57	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Australia					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Australia			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Australia			Yes	<a href="https://www.legislation.gov.au/Details/F2005B01059">https://www.legislation.gov.au/Details/F2005B01059</a>	<a href="https://www.legislation.gov.au/Details/F2005B01059">https://www.legislation.gov.au/Details/F2005B01059</a>
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Australia			Yes	<a href="https://www.legislation.gov.au/Details/F2005B01059">https://www.legislation.gov.au/Details/F2005B01059</a>	<a href="https://www.legislation.gov.au/Details/F2005B01059">https://www.legislation.gov.au/Details/F2005B01059</a>
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Australia			Yes	<a href="https://www.legislation.gov.au/Details/F2005B01059">https://www.legislation.gov.au/Details/F2005B01059</a>	<a href="https://www.legislation.gov.au/Details/F2005B01059">https://www.legislation.gov.au/Details/F2005B01059</a>
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Australia			No		
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Australia			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Australia	Yes	Yes		The Australian Human Rights Commission is the designated agency that deals with complaints about disability access. The Government convenes the Aviation Access Forum to advise the Government on matters of policy, review legislation, and to work with the industry on developing Disability Access Facilitation Plans.	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Australia	Yes	Yes		Disability Standards for Accessible Public Transport 2002, Part 27 Information	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Australia	Yes	Yes		Disability Access Facilitation Plans (DAFP) are developed by airports and airlines through the Aviation Access Forum (AAF) and are available for download from the AAF web site.	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Australia	Yes	Yes		Disability Standards for Accessible Public Transport 2002, Parts 16-20, 26-27	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Australia	Yes	Yes		Airports and Airlines develop their own programs in consultation with national agencies such as the Australian Airports Association, and Aviation Access Forum.	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Australia	Yes	Yes		<a href="https://www.legislation.gov.au/Details/F2005B01059">https://www.legislation.gov.au/Details/F2005B01059</a>	<a href="https://www.legislation.gov.au/Details/F2005B01059">https://www.legislation.gov.au/Details/F2005B01059</a>
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Australia	Yes	Yes		<a href="https://www.legislation.gov.au/Details/F2005B01059">https://www.legislation.gov.au/Details/F2005B01059</a>	<a href="https://www.legislation.gov.au/Details/F2005B01059">https://www.legislation.gov.au/Details/F2005B01059</a>
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Australia	No	Yes		<a href="https://www.infrastructure.gov.au/aviation/aaf/disability.aspx">https://www.infrastructure.gov.au/aviation/aaf/disability.aspx</a>	<a href="https://www.infrastructure.gov.au/aviation/aaf/disability.aspx">https://www.infrastructure.gov.au/aviation/aaf/disability.aspx</a>

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Australia	Yes	Yes		<a href="https://www.legislation.gov.au/Details/F2005B01059">https://www.legislation.gov.au/Details/F2005B01059</a> <a href="https://www.infrastructure.gov.au/aviation/aaf/disability.aspx">https://www.infrastructure.gov.au/aviation/aaf/disability.aspx</a>	<a href="https://www.legislation.gov.au/Details/F2005B01059">https://www.legislation.gov.au/Details/F2005B01059</a> <a href="https://www.infrastructure.gov.au/aviation/aaf/disability.aspx">https://www.infrastructure.gov.au/aviation/aaf/disability.aspx</a>
5e	17	Adequate parking facilities for persons with disabilities?	Australia	Yes	Yes		<a href="https://www.infrastructure.gov.au/aviation/aaf/disability.aspx">https://www.infrastructure.gov.au/aviation/aaf/disability.aspx</a>	<a href="https://www.infrastructure.gov.au/aviation/aaf/disability.aspx">https://www.infrastructure.gov.au/aviation/aaf/disability.aspx</a>
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Australia			Yes	Wayfinding in terminal buildings and national consistency.	
6b	19	The transportation of service animals.	Australia			Yes	The Aviation Access forum is working on achieving national consistency.	
6c	20	Wheelchair service requests.	Australia			No		
6d	21	Aircraft accessibility.	Australia			Yes	Current standards only require wide-body aircraft to be fitted with accessible lavatories. Most flights are done by narrow body aircraft though.	
6e	22	The transportation of disability aids.	Australia			No		
6f	23	Airport accessibility.	Australia			Yes	Wayfinding at airports.	
6g	24	Emerging trends.	Australia			Yes	Airlines are introducing their own initiatives in this area: for example QANTAS are introducing "Q Ramps" to ease disembarking, and Virgin Australia has a specialized training program for customer service reps to aid passengers with disabilities.	
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Australia			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Australia				Achieving nationally consistent results is a challenge due to the nature of the decision making process, the privatized airports and airlines, and the State/Federal divide in Australian politics.	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Australia	Yes	Yes	Yes	The Government chairs the Aviation Access Forum (AAF) to develop policies and Disability Access Facilitation Plans (DAFP).	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Australia			Yes	Best practices are set by the Disability Standards for Accessible Public Transport 2002 which is currently being reviewed by the AAF to ensure they remain fit for purpose, efficient, and effective. <a href="https://www.legislation.gov.au/Details/F2005B01059">https://www.legislation.gov.au/Details/F2005B01059</a>	Best practices are set by the Disability Standards for Accessible Public Transport 2002 which is currently being reviewed by the AAF to ensure they remain fit for purpose, efficient, and effective. <a href="https://www.legislation.gov.au/Details/F2005B01059">https://www.legislation.gov.au/Details/F2005B01059</a>
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Australia					
Annex A	30	Details of the person completing this form	Australia				Name: Nick Fisher Official Title/Position: Team Member Mailing address: GPO Box 594 Canberra City 2600 Australia Telephone number: 61 2 6274 7688 E-mail address: Nick.Fisher@infrastructure.gov.au	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Belarus					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Belarus			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Belarus			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Belarus			Yes	Aviations Regulations 70.	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Belarus			Yes	Aviations Regulations 70.	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Belarus			Yes	Quality Standards QS 01.02-2019 paras. 4.1.2 and 4.1.3. QS 01.02-2019 Service for passengers with disabilities at Minsk National Airport.	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Belarus			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Belarus	Yes	Yes		Aviation Regulations on Operator Certification and Airport Activities	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Belarus	Yes	Yes		4.4.2 Quality Standards QS 01.02-2019. QS 01.02-2019 Service for passengers with disabilities at Minsk National Airport.	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Belarus	Yes	Yes		The airport has established minimum accessibility standards for persons with disabilities in QS 01.02-2019.	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Belarus	Yes	Yes		The airport ensures that persons with disabilities receive the necessary information in a format accessible to persons with cognitive or sensory disorders (QS 01.02-2019, Chapter 4.5).	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Belarus	Yes	Yes		Aviation personnel training programmes	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Belarus	Yes	Yes		The airport has lifting devices, ramps and other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available (QS 01.02-2019, paras. 4.4.2.3, 4.4.2.7, 4.4.2.8, 4.4.2.9, 4.4.2.10).	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Belarus	Yes	Yes		Flight service related information is provided at the airport in an accessible communication format for the vision and hearing impaired (QS 01.02-2019, para. 4.4.2.11).	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Belarus	Yes	Yes		There are designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building (QS 01.02-2019, para. 4.3.1.2).	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Belarus	Yes	Yes		The ambulift is used.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5e	17	Adequate parking facilities for persons with disabilities?	Belarus	Yes	Yes		The airport has compliant parking facilities for persons with disabilities (QS 01.02-2019, para. 4.4.1.2)	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Belarus			No		
6b	19	The transportation of service animals.	Belarus			No		
6c	20	Wheelchair service requests.	Belarus			No		
6d	21	Aircraft accessibility.	Belarus			No		
6e	22	The transportation of disability aids.	Belarus			No		
6f	23	Airport accessibility.	Belarus			No		
6g	24	Emerging trends.	Belarus			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Belarus			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Belarus				We have no challenges.	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Belarus	Yes	Yes	Yes	Round tables and meetings are held.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Belarus			Yes		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Belarus					
Annex A	30	Details of the person completing this form	Belarus				Name: Olga Ivanovna Berlin Official Title/Position: Consultant Mailing address: Ul. Chicherina 21, Minsk Telephone number: + 375 17 3542140 E-mail address: fcp#caa.gov.by	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Benin					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Benin			No		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Benin					
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Benin					
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Benin					
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Benin					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Benin					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Benin					
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Benin					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Benin					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Benin					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Benin					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Benin	Yes	Yes		Covered by NATFP of Benin, sections 6.6 and 6.7	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Benin		No			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Benin		Yes			
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Benin	No			Ground assistance procedures established.	
5e	17	Adequate parking facilities for persons with disabilities?	Benin		Yes		Specially adapted parking spaces, toilets, etc.	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Benin			No		
6b	19	The transportation of service animals.	Benin			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Benin			No		
6d	21	Aircraft accessibility.	Benin			No		
6e	22	The transportation of disability aids.	Benin			No		
6f	23	Airport accessibility.	Benin			No		
6g	24	Emerging trends.	Benin			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Benin			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Benin				No problems reported.	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Benin	Yes	Yes	Yes	Consultation of all stakeholders concerned by proposed measures, in meetings or by correspondence.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Benin			Yes	Covered by the NATFP and special security measures for disabled/reduced mobility persons.	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Benin				Develop, adopt and implement national facilitation regulations; require airlines to produce monthly statistics on reduced mobility passengers and analyse them to gain knowledge about aviation accessibility.	
Annex A	30	Details of the person completing this form	Benin				Name: .....SOTTIN, Blanche .....Official Title/Position: ...Director of Security and Facilitation... Mailing address: ...01 BP 305 Cotonou, Benin... ..... Telephone number: .....+229 94 95 80 66.....E-mail address: ...blanchesottin@gmail.com / b.sottin@anac.bj	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Bosnia and Herzegovina					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Bosnia and Herzegovina			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Bosnia and Herzegovina			Yes	Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Bosnia and Herzegovina			Yes	Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Bosnia and Herzegovina			Yes	Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Bosnia and Herzegovina			Yes	Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Bosnia and Herzegovina			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Bosnia and Herzegovina	Yes	Yes		Bosnia and Herzegovina Aviation Law ("Official gazette BiH", No. 39/09) supervision plan and program airlines and airports	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Bosnia and Herzegovina	Yes	Yes		Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15	<a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a>
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Bosnia and Herzegovina	Yes	Yes		Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15	<a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a>

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Bosnia and Herzegovina	Yes	Yes		Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15 <a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a> <a href="https://tuzla-airport.ba/en/passengers-with-reduced-mobility/">https://tuzla-airport.ba/en/passengers-with-reduced-mobility/</a> <a href="https://www.bnx.aero/pomoc-prilikom-putovanja_en.php">https://www.bnx.aero/pomoc-prilikom-putovanja_en.php</a>	<a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a>
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Bosnia and Herzegovina	Yes	Yes		airport security program airlines security program	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Bosnia and Herzegovina	Yes	Yes		Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15 <a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a> <a href="https://tuzla-airport.ba/en/passengers-with-reduced-mobility/">https://tuzla-airport.ba/en/passengers-with-reduced-mobility/</a> <a href="https://www.bnx.aero/pomoc-prilikom-putovanja_en.php">https://www.bnx.aero/pomoc-prilikom-putovanja_en.php</a>	<a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a>
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Bosnia and Herzegovina	Yes	Yes		Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15 <a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a> <a href="https://tuzla-airport.ba/en/passengers-with-reduced-mobility/">https://tuzla-airport.ba/en/passengers-with-reduced-mobility/</a> <a href="https://www.bnx.aero/pomoc-prilikom-putovanja_en.php">https://www.bnx.aero/pomoc-prilikom-putovanja_en.php</a>	<a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a>
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Bosnia and Herzegovina	Yes	Yes		Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15 <a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a> <a href="https://tuzla-airport.ba/en/passengers-with-reduced-mobility/">https://tuzla-airport.ba/en/passengers-with-reduced-mobility/</a> <a href="https://www.bnx.aero/pomoc-prilikom-putovanja_en.php">https://www.bnx.aero/pomoc-prilikom-putovanja_en.php</a>	<a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a>
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Bosnia and Herzegovina	Yes	Yes		Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15 <a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a> <a href="https://tuzla-airport.ba/en/passengers-with-reduced-mobility/">https://tuzla-airport.ba/en/passengers-with-reduced-mobility/</a> <a href="https://www.bnx.aero/pomoc-prilikom-putovanja_en.php">https://www.bnx.aero/pomoc-prilikom-putovanja_en.php</a>	<a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a>
5e	17	Adequate parking facilities for persons with disabilities?	Bosnia and Herzegovina	Yes	Yes		airport security program airlines security program	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Bosnia and Herzegovina			Yes	Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15 <a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a> <a href="https://tuzla-airport.ba/en/passengers-with-reduced-mobility/">https://tuzla-airport.ba/en/passengers-with-reduced-mobility/</a> <a href="https://www.bnx.aero/pomoc-prilikom-putovanja_en.php">https://www.bnx.aero/pomoc-prilikom-putovanja_en.php</a>	<a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a>
6b	19	The transportation of service animals.	Bosnia and Herzegovina			Yes	Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15 <a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a> <a href="https://tuzla-airport.ba/en/passengers-with-reduced-mobility/">https://tuzla-airport.ba/en/passengers-with-reduced-mobility/</a> <a href="https://www.bnx.aero/pomoc-prilikom-putovanja_en.php">https://www.bnx.aero/pomoc-prilikom-putovanja_en.php</a>	<a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a>
6c	20	Wheelchair service requests.	Bosnia and Herzegovina			Yes	Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15 <a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a> <a href="https://tuzla-airport.ba/en/passengers-with-reduced-mobility/">https://tuzla-airport.ba/en/passengers-with-reduced-mobility/</a> <a href="https://www.bnx.aero/pomoc-prilikom-putovanja_en.php">https://www.bnx.aero/pomoc-prilikom-putovanja_en.php</a>	<a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a>
6d	21	Aircraft accessibility.	Bosnia and Herzegovina			Yes	Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15 <a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a> <a href="https://tuzla-airport.ba/en/passengers-with-reduced-mobility/">https://tuzla-airport.ba/en/passengers-with-reduced-mobility/</a> <a href="https://www.bnx.aero/pomoc-prilikom-putovanja_en.php">https://www.bnx.aero/pomoc-prilikom-putovanja_en.php</a>	<a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a>

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6e	22	The transportation of disability aids.	Bosnia and Herzegovina			Yes	Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15 <a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a> <a href="https://tuzla-airport.ba/en/passengers-with-reduced-mobility/">https://tuzla-airport.ba/en/passengers-with-reduced-mobility/</a> <a href="https://www.bnx.aero/pomoc-prilikom-putovanja_en.ph">https://www.bnx.aero/pomoc-prilikom-putovanja_en.ph</a>	<a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a>
6f	23	Airport accessibility.	Bosnia and Herzegovina			Yes	Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15 <a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a> <a href="https://tuzla-airport.ba/en/passengers-with-reduced-mobility/">https://tuzla-airport.ba/en/passengers-with-reduced-mobility/</a> <a href="https://www.bnx.aero/pomoc-prilikom-putovanja_en.ph">https://www.bnx.aero/pomoc-prilikom-putovanja_en.ph</a>	<a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a>
6g	24	Emerging trends.	Bosnia and Herzegovina			Yes	Law on Obligations in Civil Aviation BiH Official Gazette No. 51/15 <a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a> <a href="https://tuzla-airport.ba/en/passengers-with-reduced-mobility/">https://tuzla-airport.ba/en/passengers-with-reduced-mobility/</a> <a href="https://www.bnx.aero/pomoc-prilikom-putovanja_en.ph">https://www.bnx.aero/pomoc-prilikom-putovanja_en.ph</a>	<a href="https://www.sarajevo-airport.ba/Page/PRM-putnici">https://www.sarajevo-airport.ba/Page/PRM-putnici</a>
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Bosnia and Herzegovina			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Bosnia and Herzegovina					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Bosnia and Herzegovina	Yes	Yes	Yes	Uniform rules for drafting legal regulations in BiH institutions	<a href="https://www.ekonsultacije.gov.ba/">https://www.ekonsultacije.gov.ba/</a>
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Bosnia and Herzegovina			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Bosnia and Herzegovina					
Annex A	30	Details of the person completing this form	Bosnia and Herzegovina				Name: Milada Skokić Official Title/Position: Specialist for facilitation Mailing address: Directorate of Civil Aviation Bosnia and Herzegovina V kozarske brigade 18, 78000 Banja Luka E-mail address: milada.skokic@bhdca.gov.ba	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	<b>Name of state</b>	Bulgaria					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Bulgaria			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Bulgaria			Yes	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32006R1107">https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32006R1107</a>	<a href="https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf">https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf</a>
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Bulgaria			Yes	<a href="https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf">https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf</a>	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32006R1107">https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32006R1107</a>
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Bulgaria			Yes	<a href="https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf">https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf</a>	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32006R1107">https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32006R1107</a>
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Bulgaria			Yes	<a href="https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf">https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf</a>	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32006R1107">https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32006R1107</a>
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Bulgaria			Yes	<a href="https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf">https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf</a>	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32006R1107">https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32006R1107</a>
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Bulgaria	Yes	Yes		<a href="https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf">https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf</a>	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Bulgaria	Yes	Yes		All essential information provided to air passengers should be provided in alternative formats accessible to disabled persons and persons with reduced mobility, and should be in at least the same languages as the information made available to other passengers. -EU Regulation 1107/2006	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Bulgaria	Yes	Yes		The document which contains ECAC policy recommendations on facilitation matters, such as persons with reduced mobility (PRMs), immigration, cargo or health is Doc 30, Part I - Facilitation (12th edition, May 2018). This document specifies policies adapted to the European context and is used as a reference in the development of national regulations concerning facilitation in ECAC Member States. Doc 30, Part I also includes implementation guidance in its various annexes.	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Bulgaria	Yes	Yes		In order to provide the appropriate assistance, the air carrier should inform of the actual needs of the passenger using the "free text" box, visible in the messaging system between air carriers and airports (PAL/CAL messaging). This is particularly useful in the case of passengers with invisible disabilities.	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Bulgaria	Yes	Yes		Provide disability-equality and disability-awareness training to all their personnel working at the airport who deal directly with the travelling public and; Ensure upon recruitment, all new employees attend disability related training and personnel receive refresher-training courses when appropriate.	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Bulgaria		Yes		<a href="https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf">https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf</a>	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Bulgaria	Yes	Yes		<a href="https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf">https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf</a>	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Bulgaria		Yes		<a href="https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf">https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf</a>	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Bulgaria		Yes		<a href="https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf">https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf</a>	
5e	17	Adequate parking facilities for persons with disabilities?	Bulgaria		Yes		<a href="https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf">https://www.ecac-ceac.org/images/activities/facilitation/ECAC-Doc_30_Part_I_Facilitation_12th_Edition_May_2018.pdf</a>	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Bulgaria			No		
6b	19	The transportation of service animals.	Bulgaria			No		
6c	20	Wheelchair service requests.	Bulgaria			No		
6d	21	Aircraft accessibility.	Bulgaria			No		
6e	22	The transportation of disability aids.	Bulgaria			No		
6f	23	Airport accessibility.	Bulgaria			No		
6g	24	Emerging trends.	Bulgaria			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Bulgaria			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Bulgaria					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Bulgaria	Yes	Yes	Yes	via different chanel	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Bulgaria			Yes	via different chanel - conference, CB seminars, consultaion	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Bulgaria				N/A for DG CAA	
Annex A	30	Details of the person completing this form	Bulgaria				Name: Elisaveta Dimitrova Official Title/Position: senior expert Mailing address: 9, Dyakon Ignatii str., Sofia 1000, Bulgaria Telephone number: +35929371071 E-mail address: edimitrova@caa.bg	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Burundi					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Burundi			No		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Burundi					
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Burundi					
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Burundi					
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Burundi					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Burundi					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Burundi					
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Burundi					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Burundi					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Burundi					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Burundi					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Burundi	No	No			
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Burundi	No	No			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Burundi	No	No			
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Burundi	No	No			
5e	17	Adequate parking facilities for persons with disabilities?	Burundi	No	No			
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Burundi			No		
6b	19	The transportation of service animals.	Burundi			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Burundi			No		
6d	21	Aircraft accessibility.	Burundi			No		
6e	22	The transportation of disability aids.	Burundi			No		
6f	23	Airport accessibility.	Burundi			No		
6g	24	Emerging trends.	Burundi			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Burundi			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Burundi					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Burundi					
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Burundi			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Burundi					
Annex A	30	Details of the person completing this form	Burundi				Name: ...Elie Ntacorigira..... Official Title/Position: Chief of Economic Regulation of Air Transport and Facilitation Mailing address: .....Burundi Civil Aviation Authority..... .....Melchior Ndayaye International Airport... Telephone number: ...+257 75790724..... E-mail address: ...ntacelie@yahoo.fr.....	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Cambodia					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Cambodia			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Cambodia			Yes	8.8.6 of the NATFP	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Cambodia			Yes	8.8.7 of the NATFP	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Cambodia			Yes	8.8.8 of the NATFP	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Cambodia			Yes	8.8.9 of the NATFP	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Cambodia			No	8.8.10 of the NATFP	
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Cambodia	Yes	Yes		8.8.11 of the NATFP	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Cambodia	Yes	Yes		8.8.1 of the NATFP	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Cambodia	Yes	Yes		8.8.2 of the NATFP	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Cambodia	Yes	Yes		8.8.3 of the NATFP	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Cambodia	Yes	Yes		8.8.4 of the NATFP	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Cambodia		Yes		8.8.13 of the NATFP	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Cambodia	No				
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Cambodia		Yes		8.8.15 of the NATFP	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Cambodia		Yes		8.8.16 of the NATFP	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5e	17	Adequate parking facilities for persons with disabilities?	Cambodia		Yes		8.8.17 of the NATFP	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Cambodia			Yes	Airport Operator	
6b	19	The transportation of service animals.	Cambodia			Yes	Aircraft Operator	
6c	20	Wheelchair service requests.	Cambodia			Yes	Airport Operator	
6d	21	Aircraft accessibility.	Cambodia			Yes	Aircraft Operator	
6e	22	The transportation of disability aids.	Cambodia			Yes	Aircraft Operator	
6f	23	Airport accessibility.	Cambodia			No	Airport Operator	
6g	24	Emerging trends.	Cambodia					
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Cambodia			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Cambodia				Not critical Challenges	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Cambodia	No	Yes	Yes	Airport and Aircraft operator are convened during the draft of the NATFP	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Cambodia			Yes	Airport Operator	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Cambodia				Organize workshop relating to above topic	
Annex A	30	Details of the person completing this form	Cambodia				Name: PHAN CHANTHUCH Official Title/Position: Director of AVSEC Mailing address: #44 Phnom Penh International Airport, Russian Federationn Federation Blvd., Telephone number: +85512868162 E-mail address: chanthuch162@yahoo.com	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Canada					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Canada			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Canada			Yes	<a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-7.html#h-1176315">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-7.html#h-1176315</a> (Part 3 Division 1) <a href="https://otc-cta.gc.ca/eng/publication/aircraft-accessibility-persons-with-disabilities-code-practice-fixed-wing-aircraft-with">https://otc-cta.gc.ca/eng/publication/aircraft-accessibility-persons-with-disabilities-code-practice-fixed-wing-aircraft-with</a> (section 1)	<a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-7.html#h-1176315">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-7.html#h-1176315</a> (Part 3 Division 1) <a href="https://otc-cta.gc.ca/eng/publication/aircraft-accessibility-persons-with-disabilities-code-practice-fixed-wing-aircraft-with">https://otc-cta.gc.ca/eng/publication/aircraft-accessibility-persons-with-disabilities-code-practice-fixed-wing-aircraft-with</a> (section 1)
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Canada			Yes	<a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-5.html#h-1176184">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-5.html#h-1176184</a> (section 40(1)) <a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-4.html#h-1176102">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-4.html#h-1176102</a> (section 31(1)) <a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-88-58/page-13.html#h-915948">https://laws-lois.justice.gc.ca/eng/regulations/SOR-88-58/page-13.html#h-915948</a> (section 148(1))	<a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-5.html#h-1176184">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-5.html#h-1176184</a> (section 40(1)) <a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-4.html#h-1176102">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-4.html#h-1176102</a> (section 31(1)) <a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-88-58/page-13.html#h-915948">https://laws-lois.justice.gc.ca/eng/regulations/SOR-88-58/page-13.html#h-915948</a> (section 148(1))
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Canada			Yes	<a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-6.html#h-1176239">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-6.html#h-1176239</a> (section 51) <a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-4.html#h-1176102">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-4.html#h-1176102</a> (section 30(1)) <a href="https://laws-lois.justice.gc.ca/eng/regulations/sor-88-58/page-14.html#docCont">https://laws-lois.justice.gc.ca/eng/regulations/sor-88-58/page-14.html#docCont</a> (section 149)	<a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-6.html#h-1176239">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-6.html#h-1176239</a> (section 51) <a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-4.html#h-1176102">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-4.html#h-1176102</a> (section 30(1)) <a href="https://laws-lois.justice.gc.ca/eng/regulations/sor-88-58/page-14.html#docCont">https://laws-lois.justice.gc.ca/eng/regulations/sor-88-58/page-14.html#docCont</a> (section 149)
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Canada			Yes	Nothing in the accessible transportation regulations explicitly states that a person can travel without medical clearance. Rather section 33 of the Accessible Transportation for Persons with Disabilities Regulations note only a few situations where a carrier may require a person to provide medical information that is reasonably necessary to permit the carrier to assess the person's request. It also states that the carrier must make every reasonable effort to provide service requested by a person with a disability even if the person does not provide any information or documents that are requested by the carrier. <a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-88-58/page-14.html#docCont">https://laws-lois.justice.gc.ca/eng/regulations/SOR-88-58/page-14.html#docCont</a> (section 154)	Nothing in the accessible transportation regulations explicitly states that a person can travel without medical clearance. Rather section 33 of the Accessible Transportation for Persons with Disabilities Regulations note only a few situations where a carrier may require a person to provide medical information that is reasonably necessary to permit the carrier to assess the person's request. It also states that the carrier must make every reasonable effort to provide service requested by a person with a disability even if the person does not provide any information or documents that are requested by the carrier. <a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-88-58/page-14.html#docCont">https://laws-lois.justice.gc.ca/eng/regulations/SOR-88-58/page-14.html#docCont</a> (section 154)
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Canada			Yes	<a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-5.html#docCont">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-5.html#docCont</a> (section 50) <a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-4.html#h-1176102">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-4.html#h-1176102</a> (section 31)	<a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-5.html#docCont">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-5.html#docCont</a> (section 50) <a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-4.html#h-1176102">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-4.html#h-1176102</a> (section 31)
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Canada	Yes	Yes		<a href="https://www.otc-cta.gc.ca/eng/compliance-monitoring-and-enforcement-policy">https://www.otc-cta.gc.ca/eng/compliance-monitoring-and-enforcement-policy</a>	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Canada	Yes	Yes		The Accessible Transportation for Persons with Disability Regulations (ATPDR) require both air carriers and air terminals to ensure that information provided to the public regarding their services or facilities be provided in an accessible manner, including by having accessible web sites. Additionally, by June 25, 2022 automated self-service kiosk must be accessible. Part I of the ATPDR provides more detailed information on the accessible communication that must be provided. Airlines are required, upon request, to describe the layout of the aircraft, including the location of washrooms and exits and location and operation of operating controls at the person's seat to passenger who are blind or have a visual impairment. Airlines are also required, upon request, to provide an individualized safety briefing and demonstration. Airports are also required to provide assistance to persons with disabilities, for example by providing assistance from the curb to check-in and having accessible ground transportation. Part II and Division I of Part IV of the ATPDR provide more detailed information on the accessibility service that must be provided. Airlines and airport not within the scope of the ATPDR have similar obligations under Part VII of the Air Transportation Regulations ( <a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-88-58/page-13.html#h-915948">https://laws-lois.justice.gc.ca/eng/regulations/SOR-88-58/page-13.html#h-915948</a> ) and the Code of Practice: Removing Communication Barriers for Travellers with Disabilities ( <a href="https://otc-cta.gc.ca/eng/publication/removing-communication-barrierstravellers-with-disabilities-code-practice">https://otc-cta.gc.ca/eng/publication/removing-communication-barrierstravellers-with-disabilities-code-practice</a> ).	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Canada	Yes	Yes		The ATPDR and Part VII of the ATR, as well as Codes of Practice: Removing Communication Barriers for Travellers with disabilities (links to all three provided in previous responses), Passenger Terminal Accessibility ( <a href="https://otc-cta.gc.ca/eng/publication/passengerterminal-accessibility">https://otc-cta.gc.ca/eng/publication/passengerterminal-accessibility</a> ), and Accessibility of Non-National Air Terminals ( <a href="https://otc-cta.gc.ca/eng/publication/accessibility-non-nationalairports-system-air-terminals-code-practice">https://otc-cta.gc.ca/eng/publication/accessibility-non-nationalairports-system-air-terminals-code-practice</a> ) all set out minimum standards of accessibility related to equipment, services and the communication of information. In terms of publishing information about these standards, section 5(1) of the ATPDR requires airlines and airports to publish that they are subject to these regulations, the regulatory provisions that apply to them, and the services they offer to persons with disabilities including any conditions that apply.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Canada	Yes	Yes		Under section 4 of the ATPDR (link previously provided), airlines and airports must make general information available in alternative formats. Section 10 requires that public announcements be made in audible and visual formats. Sections 1.1, 2.3 and 2.4 of the Code of Practice: Removing Communication Barriers for Travellers with Disabilities (link previously provided) also has requirements pertaining to providing information in multiple formats, accessibility of announcements and arrival/departure monitors.	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Canada	Yes	Yes		Sections 15-23 of the ATPDR include requirements for training programs to ensure personnel are trained to provide assistance to persons with disabilities. The Personnel Training for the Assistance of Persons with Disabilities Regulations ( <a href="https://lawslois.justice.gc.ca/eng/regulations/SOR-94-42/index.html">https://lawslois.justice.gc.ca/eng/regulations/SOR-94-42/index.html</a> ) have similar obligations. Greater detail can be found in the links above, but broadly the requirements cover training for personnel who interact with the public, provide physical assistance, handle mobility aids, and assist with special equipment or aids. There are also requirements around the timing of the training as well as the timing of refresher training that must be provided.	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Canada	Yes	Yes		<a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-7.html#h-1176315">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-7.html#h-1176315</a> (sections 69, 70, 71, 223, 224, 225) <a href="https://otc-cta.gc.ca/eng/publication/passenger-terminal-accessibility">https://otc-cta.gc.ca/eng/publication/passenger-terminal-accessibility</a> (section 2.4) <a href="https://otc-cta.gc.ca/eng/publication/accessibility-non-national-airports-system-air-terminals-code-practice">https://otc-cta.gc.ca/eng/publication/accessibility-non-national-airports-system-air-terminals-code-practice</a> (section 2.4)	<a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-7.html#h-1176315">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-7.html#h-1176315</a> (sections 69, 70, 71, 223, 224, 225) <a href="https://otc-cta.gc.ca/eng/publication/passenger-terminal-accessibility">https://otc-cta.gc.ca/eng/publication/passenger-terminal-accessibility</a> (section 2.4) <a href="https://otc-cta.gc.ca/eng/publication/accessibility-non-national-airports-system-air-terminals-code-practice">https://otc-cta.gc.ca/eng/publication/accessibility-non-national-airports-system-air-terminals-code-practice</a> (section 2.4)
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Canada	Yes	Yes		<a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-2.html#docCont">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-2.html#docCont</a> (sections 4, 10(1)) <a href="https://otc-cta.gc.ca/eng/publication/removing-communication-barriers-travellers-with-disabilities-code-practice">https://otc-cta.gc.ca/eng/publication/removing-communication-barriers-travellers-with-disabilities-code-practice</a> (sections 2.3, 2.4)	<a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-2.html#docCont">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-2.html#docCont</a> (sections 4, 10(1)) <a href="https://otc-cta.gc.ca/eng/publication/removing-communication-barriers-travellers-with-disabilities-code-practice">https://otc-cta.gc.ca/eng/publication/removing-communication-barriers-travellers-with-disabilities-code-practice</a> (sections 2.3, 2.4)
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Canada	No	Yes		<a href="https://otc-cta.gc.ca/eng/publication/passenger-terminal-accessibility">https://otc-cta.gc.ca/eng/publication/passenger-terminal-accessibility</a> (section 2.2.1) <a href="https://otc-cta.gc.ca/eng/publication/accessibility-non-national-airports-system-air-terminals-code-practice">https://otc-cta.gc.ca/eng/publication/accessibility-non-national-airports-system-air-terminals-code-practice</a> (section 1.2.1)	<a href="https://otc-cta.gc.ca/eng/publication/passenger-terminal-accessibility">https://otc-cta.gc.ca/eng/publication/passenger-terminal-accessibility</a> (section 2.2.1) <a href="https://otc-cta.gc.ca/eng/publication/accessibility-non-national-airports-system-air-terminals-code-practice">https://otc-cta.gc.ca/eng/publication/accessibility-non-national-airports-system-air-terminals-code-practice</a> (section 1.2.1)
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Canada	No	Yes		<a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-17.html#h-1177099">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-17.html#h-1177099</a> (section 217) <a href="https://otc-cta.gc.ca/eng/publication/passenger-terminal-accessibility">https://otc-cta.gc.ca/eng/publication/passenger-terminal-accessibility</a> (section 2.7) <a href="https://otc-cta.gc.ca/eng/publication/accessibility-non-national-airports-system-air-terminals-code-practice">https://otc-cta.gc.ca/eng/publication/accessibility-non-national-airports-system-air-terminals-code-practice</a> (section 1.7)	<a href="https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-17.html#h-1177099">https://laws-lois.justice.gc.ca/eng/regulations/SOR-2019-244/page-17.html#h-1177099</a> (section 217) <a href="https://otc-cta.gc.ca/eng/publication/passenger-terminal-accessibility">https://otc-cta.gc.ca/eng/publication/passenger-terminal-accessibility</a> (section 2.7) <a href="https://otc-cta.gc.ca/eng/publication/accessibility-non-national-airports-system-air-terminals-code-practice">https://otc-cta.gc.ca/eng/publication/accessibility-non-national-airports-system-air-terminals-code-practice</a> (section 1.7)
5e	17	Adequate parking facilities for persons with disabilities?	Canada	No	No		There are no federal regulations that require this, there may be municipal ones, but accessible parking is standard at airports.	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Canada			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6b	19	The transportation of service animals.	Canada			Yes	The Canadian Transportation Agency does not include in its definition of service animals support animals that are not trained to perform a task for a person with a disability related to their disability (e.g., emotional support animals) and has received complaints from individuals who want to travel with their emotional support animal. No data available.	
6c	20	Wheelchair service requests.	Canada			Yes	The Canadian Transportation Agency has received complaints from passengers who allege to have not received wheelchair assistance when requested or who have experienced delays waiting for wheelchair assistance. No data is available.	
6d	21	Aircraft accessibility.	Canada			No		
6e	22	The transportation of disability aids.	Canada			Yes	Certain aircraft cannot accommodate large wheelchairs in the cargo hold. This tends to be more of an issue in smaller centres that cannot support larger aircraft, but this is not always the case. The Canadian Transportation Agency launched an international working group in 2018 to discuss the transport and stowage of mobility aids on aircraft. The final report can be found here: <a href="https://otccta.gc.ca/eng/publication/mobility-aids-and-air-travel-final-report">https://otccta.gc.ca/eng/publication/mobility-aids-and-air-travel-final-report</a> .	Certain aircraft cannot accommodate large wheelchairs in the cargo hold. This tends to be more of an issue in smaller centres that cannot support larger aircraft, but this is not always the case. The Canadian Transportation Agency launched an international working group in 2018 to discuss the transport and stowage of mobility aids on aircraft. The final report can be found here: <a href="https://otccta.gc.ca/eng/publication/mobility-aids-and-air-travel-final-report">https://otccta.gc.ca/eng/publication/mobility-aids-and-air-travel-final-report</a> .
6f	23	Airport accessibility.	Canada			No		
6g	24	Emerging trends.	Canada			Yes	The Canadian Transportation Agency has heard concerns from persons who are blind or partially sighted that some technologies that use biometrics (e.g., iris scans) are not accessible to them. We have received no formal complaints or data.	
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Canada			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Canada					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Canada	Yes	Yes	Yes	The Canadian Transportation Agency has an Accessibility Advisory Committee ( <a href="https://otccta.gc.ca/eng/accessibility-advisorycommittee">https://otccta.gc.ca/eng/accessibility-advisorycommittee</a> ) which it consults for advice on accessibility issues, particularly when developing regulations, codes of practice, and guidance. The committee is made up of representatives from the community of persons with disabilities, the transportation industry and other interested parties. For regulations and legislation, the GoC also consults the public	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Canada			Yes	The Canadian Transportation Agency has a mandate to protect the human right of persons with disabilities to an accessible transportation network. The Canadian Transportation Agency promotes best practices ( <a href="https://otc-cta.gc.ca/eng/accessibletransportation">https://otc-cta.gc.ca/eng/accessibletransportation</a> ) through regulations, Codes of Practice, guidance, outreach, and the inclusion of persons with disabilities in consultations on its accessible transportation standards. The Government of Canada has created the Accessible Canada Act ( <a href="https://laws-lois.justice.gc.ca/eng/acts/A-0.6/">https://laws-lois.justice.gc.ca/eng/acts/A-0.6/</a> ) with the aim to create a barrier-free Canada through the proactive identification, removal and prevention of barriers to accessibility wherever Canadians interact with areas under federal jurisdiction.	The Canadian Transportation Agency has a mandate to protect the human right of persons with disabilities to an accessible transportation network. The Canadian Transportation Agency promotes best practices ( <a href="https://otc-cta.gc.ca/eng/accessibletransportation">https://otc-cta.gc.ca/eng/accessibletransportation</a> ) through regulations, Codes of Practice, guidance, outreach, and the inclusion of persons with disabilities in consultations on its accessible transportation standards. The Government of Canada has created the Accessible Canada Act ( <a href="https://laws-lois.justice.gc.ca/eng/acts/A-0.6/">https://laws-lois.justice.gc.ca/eng/acts/A-0.6/</a> ) with the aim to create a barrier-free Canada through the proactive identification, removal and prevention of barriers to accessibility wherever Canadians interact with areas under federal jurisdiction.
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Canada				A useful means to assist States in enhancing accessibility programs and building capacity, would be having access to information, such as through the compendium that will be developed from this survey, as well as access to individuals working in accessible transportation programs in States with well-developed programs. The lack of available data on accessible aviation, as well as access to existing data, poses a challenge for decision-makers and limits the ability to develop policies for barrier-free travel. Norms around data collecting, standardization, and data openness, as well as the sharing of best practices in these areas, would address some of these concerns. Supporting norms for how data is being produced, collected and processed, and how this information is made available to transportation service providers, and policy-makers alike, is another key measure that would be useful to assist States in developing programs for enhancing accessibility and building capacity in aviation.	
Annex A	30	Details of the person completing this form	Canada				Name: Susan Clarke Official Title/Position: Manager, Accessible Transportation, Canadian Transportation Agency Mailing address: 15 Eddy St., Gatineau, Québec, J8X 4B3 Telephone number: 613-897-2496 E-mail address: susan.clarke@cta-otc.gc.ca	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Cuba					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Cuba			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Cuba			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Cuba			Yes	<a href="http://www.iacc.gob.cu/Documentos/regulaciones/RAC09.pdf">www.iacc.gob.cu/Documentos/regulaciones/RAC09.pdf</a> , Cuban Aeronautical Regulation No. 9, Air Transport Facilitation Regulations. International passenger manual of the national airline, Cubana de Aviación	<a href="http://www.iacc.gob.cu/Documentos/regulaciones/RAC09.pdf">www.iacc.gob.cu/Documentos/regulaciones/RAC09.pdf</a>
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Cuba			Yes	<input checked="" type="checkbox"/> <a href="http://www.iacc.gob.cu/Documentos/regulaciones/RAC09.pdf">www.iacc.gob.cu/Documentos/regulaciones/RAC09.pdf</a> , Cuban Aeronautical Regulation No. 9, Air Transport Facilitation Regulations. <input checked="" type="checkbox"/> International passenger manual of the national airline, Cubana de Aviación <input checked="" type="checkbox"/> <a href="http://www.cubana.cu/oinformation/special_assistance">www.cubana.cu/oinformation/special_assistance</a> , airline policy	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Cuba			Yes	In principle, all operators of aircraft operating in the Republic of Cuba shall allow persons with disabilities to travel without providing a medical certificate and one shall only be required when it is not evident that the person is fit to travel, and where the safety or well-being of the person, and also of the other passengers, may be endangered.	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Cuba			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Cuba	Yes	Yes		<input checked="" type="checkbox"/> <a href="http://www.gacetaoficial.gob.cu/sites/default/files/goc-2021-o38_0.pdf">www.gacetaoficial.gob.cu/sites/default/files/goc-2021-o38_0.pdf</a> . Creation of the National Commission for the follow-up and monitoring of application of the provisions of the Convention on the Rights of Persons with Disabilities, which shall be responsible for following, monitoring, guiding and coordinating the work of the bodies of the central State administration and entities with particular attention to persons living with disabilities. This Commission is chaired by the Deputy Prime Minister of the Republic of Cuba. <input checked="" type="checkbox"/> The Ministry of Labour and Social Security prepares and updates the national action plan for the care of persons with disabilities, which covers, among other elements, all issues related to the application of the Cuban Standard NC S9I.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Cuba	Yes	Yes		<p><a href="http://www.iacc.gob.cu/Documentos/regulaciones/RAC09.pdf">www.iacc.gob.cu/Documentos/regulaciones/RAC09.pdf</a>, Cuban Aeronautical Regulation No. 9, Air Transport Facilitation Regulations, sets out the regulations which make this mandatory for airlines and airports. In the case of airports, these are obliged to eliminate all constructionrelated barriers and, where necessary, to install elevators and to have a sufficient number of wheelchairs.</p> <p><a href="#">www.iacc.gob.cu/Documentos/regulaciones/RAC09.pdf</a>, Cuban Aeronautical Regulation No. 9, Air Transport Facilitation Regulations, identifies issues which should be kept in mind when transporting persons with disabilities.</p>	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Cuba	No	No			
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Cuba	No	No			
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Cuba	No	No			
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Cuba	Yes	Yes		<p><a href="http://www.iacc.gob.cu/Documentos/regulaciones/RAC09.pdf">www.iacc.gob.cu/Documentos/regulaciones/RAC09.pdf</a>, Cuban Aeronautical Regulation No. 9, Air Transport Facilitation Regulations, makes it mandatory for aircraft operators and providers of airport services to render special services to persons with disabilities to ensure that they receive the services which are routinely available to the public in general.</p>	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Cuba	No	No			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Cuba	No	No			
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Cuba	No	No			
5e	17	Adequate parking facilities for persons with disabilities?	Cuba	No	No			
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Cuba			Yes	Information is not available in a form accessible to persons with visual impairments and deaf persons without the assistance of others.	
6b	19	The transportation of service animals.	Cuba			No		
6c	20	Wheelchair service requests.	Cuba			No		
6d	21	Aircraft accessibility.	Cuba			No		
6e	22	The transportation of disability aids.	Cuba			No		
6f	23	Airport accessibility.	Cuba			No		
6g	24	Emerging trends.	Cuba			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Cuba			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Cuba					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Cuba	Yes	Yes	Yes	In the Republic of Cuba, it is a requirement that any document issued by agencies of the central State administration shall be subject to a consultation process that consists of the review of the document by all those agencies and that they will issue criteria based on that review that will enrich and help to improve the proposed text. The associations that are reflected are included in the proposed text.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Cuba			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Cuba					
Annex A	30	Details of the person completing this form	Cuba				Name: Dayrelis Paz Díaz Official Title/Position: Air transport aeronautics specialist Mailing address: Calle 23, No. 64, corner of P. Vedado, Plaza de la Revolución, Havana Telephone number: +53-78381170 E-mail address: dayrelis.paz@iacc.avianet.cu	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Cyprus					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Cyprus			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Cyprus			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Cyprus					
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Cyprus					
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Cyprus					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Cyprus					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Cyprus	No	No			
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Cyprus	No	No			
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Cyprus		Yes		SOPS for Larnaca and Paphos Airports: "Assistance to Persons with Disabilities and Reduced Mobility."	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Cyprus		Yes		SOPS for Larnaca and Paphos Airports: "Assistance to Persons with Disabilities and Reduced Mobility.'	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Cyprus				SOPS for Larnaca and Paphos Airports: "Assistance to Persons with Disabilities and Reduced Mobility.'	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Cyprus		Yes		SOPS for Larnaca and Paphos Airports: "Assistance to Persons with Disabilities and Reduced Mobility.'	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Cyprus	No	No			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Cyprus		Yes		SOPS for Larnaca and Paphos Airports: "Assistance to Persons with Disabilities and Reduced Mobility.	
5e	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Cyprus				SOPS for Larnaca and Paphos Airports: "Assistance to Persons with Disabilities and Reduced Mobility.'	
5d	17	Adequate parking facilities for persons with disabilities?	Cyprus	Yes	Yes		All parking-spaces include parking-facilities fro PRMs as per National Law	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Cyprus			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6b	19	The transportation of service animals.	Cyprus			No		
6c	20	Wheelchair service requests.	Cyprus			No		
6d	21	Aircraft accessibility.	Cyprus			No		
6e	22	The transportation of disability aids.	Cyprus			No		
6f	23	Airport accessibility.	Cyprus			No		
6g	24	Emerging trends.	Cyprus			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Cyprus				We are the National Enforcement Body for Regulation (EC) 1107/2006	
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Cyprus					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Cyprus					
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Cyprus			Yes	We inform the Managing Body of the Airports of changes to ECAC Doc.30	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Cyprus					
Annex A	30	Details of the person completing this form	Cyprus				Name: Maria Psilogenis Official Title/Position: Air Transport and Airports' Officer Mailing address: 27 Pindarou Street,1429 Nicosia,Cyprus Telephone number: 00 35722 404197 E-mail address: mpsilogenis@dca.mcw.gov.cy	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Czechia					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Czechia			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Czechia			Yes	REGULATION (EC) No 1107/2006 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a> Doc 30 ECAC, Part I, Section 5	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Czechia			Yes	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Czechia			Yes	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Czechia			Yes	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Czechia			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Czechia	Yes	Yes		<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Czechia	Yes	Yes		<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a> The EU regulation has direct national effect.	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Czechia	Yes	Yes		<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a> Direct effect of this regulation for the national law	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Czechia	Yes	Yes		<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Czechia	Yes	Yes		<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Czechia	Yes	Yes		<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Czechia	Yes	Yes		<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Czechia	Yes	Yes		<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Czechia	Yes	Yes		<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>
5e	17	Adequate parking facilities for persons with disabilities?	Czechia	No	Yes		<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>	<a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107&amp;from=EN</a>
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Czechia			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6b	19	The transportation of service animals.	Czechia			Yes	It is necessary to define and harmonise requirements for certification of assistance dogs (service animals) and to ensure that assistance dogs are trained according to safe and recognised standards.	
6c	20	Wheelchair service requests.	Czechia			No		
6d	21	Aircraft accessibility.	Czechia			No		
6e	22	The transportation of disability aids.	Czechia			Yes	It is necessary to define and harmonize disability aids. There are often very heavy motorized equipments, which cause operational problems for air carriers.	
6f	23	Airport accessibility.	Czechia			No		
6g	24	Emerging trends.	Czechia			Yes	COVID-19 has necessitated significant changes to the passenger experiences when flying, PRMs included. It is clear, that the current legislation (Regulation (EC) 1107/2006, ICAO Annex 9) ensures PRMs opportunities for air travel comparable to those of other citizens and assistance to meet their particular needs, but this legislation does not take (and couldn't take) into account the situation caused by pandemic and its impact on PRMs travelling by air. The approach regarding the health measures had not been harmonized in the Member States and PRMs faced many differing national requirements (for example face covering, restricted entry to Terminal to travelers only). Lack of a common approach with harmonized guidelines and communication, related to COVID-19 measures, requirements and restrictions had a crucial impact on the PRM service providers.	
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Czechia			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Czechia				Czechia and Portugal prepared working paper for FALP/12, where have identified some of the existing Recommended Practices that are already implemented by most States, and, consequently, should become Standards without significant changes to current practice in those States.	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Czechia	Yes	Yes	Yes	The NFC is the platform for these consultations.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Czechia			Yes	The NFC is the platform for these consultations.	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Czechia				Workshops, trainings, sharing information, assessment programme on the assistance to PRM.	
Annex A	30	Details of the person completing this form	Czechia				Name: Marie Hauerova Official Title/Position: Senior Officer Mailing address: Nábřeží Ludvíka Svobody 12 Telephone number: 603119720 E-mail address: marie.hauerova@mdcr.cz	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Denmark					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Denmark			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Denmark			Yes	i. European Regulation, which is directly applicable in Denmark: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Denmark			Yes	i. European Regulation, which is directly applicable in Denmark: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Denmark			Yes	i. European Regulation, which is directly applicable in Denmark: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Denmark			Yes	i. European Regulation, which is directly applicable in Denmark: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Denmark					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Denmark	Yes	Yes		European Regulation, which is directly applicable in Denmark: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air. National procedures are under preparation.	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Denmark	Yes	Yes		European Regulation, which is directly applicable in Denmark: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Denmark	Yes	Yes		European Regulation, which is directly applicable in Denmark: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Denmark	Yes	Yes		European Regulation, which is directly applicable in Denmark: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Denmark	Yes	Yes		European Regulation, which is directly applicable in Denmark: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Denmark	Yes	Yes		European Regulation, which is directly applicable in Denmark: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Denmark	Yes	Yes		European Regulation, which is directly applicable in Denmark: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Denmark	Yes	Yes		European Regulation, which is directly applicable in Denmark: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Denmark	Yes	Yes		European Regulation, which is directly applicable in Denmark: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air	
5e	17	Adequate parking facilities for persons with disabilities?	Denmark	Yes	Yes		European Regulation, which is directly applicable in Denmark: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Denmark			No		
6b	19	The transportation of service animals.	Denmark			No		
6c	20	Wheelchair service requests.	Denmark			No		
6d	21	Aircraft accessibility.	Denmark			No		
6e	22	The transportation of disability aids.	Denmark			Yes	Air carriers often limit the number of wheelchairs on board, even though there is no reasonable ground for this	
6f	23	Airport accessibility.	Denmark			No		
6g	24	Emerging trends.	Denmark			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Denmark			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Denmark					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Denmark	Yes	Yes	Yes	Yes – the relevant stakeholders are heard through the Danish Disabled People’s Air Travel Council	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Denmark			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Denmark				Sharing of best practices and sharing of knowledge in general between competent authorities	
Annex A	30	Details of the person completing this form	Denmark				Name: Camilla Bloch-Egental Official Title/Position: Head of Section Mailing address: Carsten Nieburhrgade 43, 1577 Copenhagen Telephone number: +45 41780528 E-mail address: cege@tbst.dk	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Ecuador					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Ecuador			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Ecuador					
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Ecuador					
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Ecuador					
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Ecuador					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Ecuador					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Ecuador					
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Ecuador					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Ecuador					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Ecuador					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Ecuador					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Ecuador					
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Ecuador					
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Ecuador					
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Ecuador					
5e	17	Adequate parking facilities for persons with disabilities?	Ecuador					
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Ecuador					
6b	19	The transportation of service animals.	Ecuador					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Ecuador					
6d	21	Aircraft accessibility.	Ecuador					
6e	22	The transportation of disability aids.	Ecuador					
6f	23	Airport accessibility.	Ecuador					
6g	24	Emerging trends.	Ecuador					
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Ecuador					
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Ecuador					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Ecuador					
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Ecuador					
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Ecuador					
Annex A	30	Details of the person completing this form	Ecuador					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Egypt					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Egypt			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Egypt			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Egypt			Yes	National Facilitation Program – Section 5-14, paragraph 5-14-2	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Egypt			Yes	<a href="http://www.egyptair.com/en/fly/special-services/Pages">www.egyptair.com/en/fly/special-services/Pages</a>	<a href="http://www.egyptair.com/en/fly/special-services/Pages">www.egyptair.com/en/fly/special-services/Pages</a>
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Egypt					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Egypt			Yes	<a href="http://www.egyptair.com/news">www.egyptair.com/news</a>	<a href="http://www.egyptair.com/news">www.egyptair.com/news</a>
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Egypt	Yes	Yes		National Facilitation Program – Paragraph 8-4-12	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Egypt		Yes		National Facilitation Program – Paragraph 5-14-1 ECAR-602-6 “Transmission of information”	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Egypt	Yes	Yes		ECAR-602-7 “Right of assistance at airport”	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Egypt	Yes	Yes		ECAR-602 “Responsibility for assistance at airports” National Facilitation Program – Paragraph 1-36	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Egypt		Yes		ECAR-602-11 (Training)	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Egypt		Yes		ECAR-602-16	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Egypt	Yes	Yes		ECAR-602-16-17	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Egypt	Yes	Yes		ECAR-602-16	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Egypt		Yes		ECAR-602-16 (Annex 1)	
5e	17	Adequate parking facilities for persons with disabilities?	Egypt		Yes		ECAR-602-16 (Annex 1)	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Egypt			No		
6b	19	The transportation of service animals.	Egypt			No	<a href="http://www.egyptair.com/en/fly/special-services/Pages">www.egyptair.com/en/fly/special-services/Pages</a>	<a href="http://www.egyptair.com/en/fly/special-services/Pages">www.egyptair.com/en/fly/special-services/Pages</a>

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Egypt			No	<a href="http://www.egyptair.com/en/fly/documentPRM%20process">www.egyptair.com/en/fly/documentPRM%20process</a>	<a href="http://www.egyptair.com/en/fly/documentPRM%20process">www.egyptair.com/en/fly/documentPRM%20process</a>
6d	21	Aircraft accessibility.	Egypt			No		
6e	22	The transportation of disability aids.	Egypt			No		
6f	23	Airport accessibility.	Egypt			No		
6g	24	Emerging trends.	Egypt			No	Regarding the services provided under this item, they are all available according to the National Facilitation Program.	
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Egypt			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Egypt				There are no challenges.	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Egypt	Yes	Yes	Yes	Exchanging letters.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Egypt			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Egypt				Raising awareness and promoting coordination through the Organization	
Annex A	30	Details of the person completing this form	Egypt				Name: Ashraf Zakaria Ibrahim..... Official Title/Position: Director General of Facilitation..... Mailing address: ..... ..... Telephone number: + 201024685189..... E-mail address: zakaria1495@hotmail.com.....	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	El Salvador					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	El Salvador			No		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	El Salvador					
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	El Salvador					
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	El Salvador					
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	El Salvador					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	El Salvador					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	El Salvador					
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	El Salvador					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	El Salvador					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	El Salvador					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	El Salvador					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	El Salvador	Yes	Yes		Our contingency plan for when we are in a remote position without an assigned point for boarding or disembarking, we have our aisle chair available where we accommodate our passengers, and then four persons assist to climb or descend the stairs.	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	El Salvador	Yes	Yes		All safety and service-related information given on board the aircraft is provided through videos with sound and subtitles in both Spanish and English.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	El Salvador	Yes	Yes		The airport Covid plan has made it impossible for us to maintain the designated pick-up and drop-off points for persons with disabilities, but drop-off is in the parking lot, which is at the shopping centre level, and for pick-up, it's at the end of the main entrance corridor. Both are far from the entrance or exit of the terminal building.	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	El Salvador	No	No		As an airline, we don't have any transport service for any passengers. An option for passengers is to use the service provided by taxis at the airport exit on the customs side.	
5e	17	Adequate parking facilities for persons with disabilities?	El Salvador	No	Yes		As an airline, we do not have our own parking lot. Everything is provided by the airport, but there are adequate areas identified for persons with disabilities.	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	El Salvador			No		
6b	19	The transportation of service animals.	El Salvador			No		
6c	20	Wheelchair service requests.	El Salvador			No		
6d	21	Aircraft accessibility.	El Salvador			No		
6e	22	The transportation of disability aids.	El Salvador			No		
6f	23	Airport accessibility.	El Salvador			No		
6g	24	Emerging trends.	El Salvador			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	El Salvador			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	El Salvador					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	El Salvador	No	No	No		
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	El Salvador					
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	El Salvador					
Annex A	30	Details of the person completing this form	El Salvador				Name: Danelia Alejandra Ramirez Zelaya Official Title/Position: Airport safety inspector Mailing address: Telephone number: +503-2565 4464 E-mail address: dramirez @aac.gob.sv	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Eswatini					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Eswatini			No		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Eswatini					
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Eswatini					
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Eswatini					
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Eswatini					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Eswatini					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Eswatini					
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Eswatini					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Eswatini					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Eswatini					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Eswatini					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Eswatini		No			
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Eswatini	No	No			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Eswatini		No			
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Eswatini	No	No			
5e	17	Adequate parking facilities for persons with disabilities?	Eswatini	No	No			
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Eswatini					
6b	19	The transportation of service animals.	Eswatini					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Eswatini			No		
6d	21	Aircraft accessibility.	Eswatini			No		
6e	22	The transportation of disability aids.	Eswatini			No		
6f	23	Airport accessibility.	Eswatini			No		
6g	24	Emerging trends.	Eswatini			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Eswatini					
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Eswatini				We are not yet there as a State	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Eswatini	No	No	No		
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Eswatini			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Eswatini				Stakeholders identification, engagement and training on the subject of accessibility by persons with disabilities.	
Annex A	30	Details of the person completing this form	Eswatini				Name: Jabulani Agrippa Magagula Official Title/Position: Head SECFAL Mailing address: Box D361 The Gables Matsapha Airport Telephone number: +26823335372 E-mail address: jabulani@eswacaa.co.sz	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Finland					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Finland			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Finland			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Finland			Yes	Regulation (EC) No 1107/2006	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Finland			Yes	Regulation (EC) No 1107/2006	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Finland			No		
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Finland			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Finland	Yes			Commission Regulation (EU) No 965/2012 also includes some relevant provisions	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Finland	Yes	Yes		For example Regulation (EC) No 261/2004. According to recital 10 of regulation 1107/2006 airports and air carriers should have regard to document 30 of the European Civil Aviation Conference (ECAC), Part I, Section 5 and its associated annexes, in particular the Code of Good Conduct in Ground Handling for Persons with Reduced Mobility as set out in Annex J thereto at the time of adoption of this Regulation. (however note that recitals are not binding)	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Finland	Yes	Yes		Accessibility DIRECTIVE (EU) 2019/882, national implementation will follow.	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Finland	Yes	Yes		Regulation (EC) No 261/2004. Regulation (EC) No 1107/2006 Commission Regulation (EU) No 965/2012(CAT.OP.MPA.170 point a and AMC2 CAT.OP.MPA.155(b)	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Finland	Yes	Yes		Regulation (EC) No 1107/2006.	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Finland	Yes	Yes		Regulation (EC) No 1107/2006 is binding in Finland.	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Finland	Yes	Yes		Regulation (EC) No 261/2004. Regulation (EC) No 1107/2006 /Article 5 concerns airports). Additional note concerning national legislation: Act on the Provision of Digital Services (306/2019)might possibly apply to certain actors in the area of aviation.	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Finland	No	Yes		Regulation (EC) No 1107/2006.	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Finland	No	No			

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5e	17	Adequate parking facilities for persons with disabilities?	Finland	No	Yes		According to recital 10 of regulation 1107/2006 airports and air carriers should have regard to document 30 of the European Civil Aviation Conference (ECAC), Part I, Section 5 and its associated annexes, in particular the Code of Good Conduct in Ground Handling for Persons with Reduced Mobility as set out in Annex J thereto at the time of adoption of this Regulation. (however note that recitals are not binding) . Recital 11 of Regulation 1107/2006 (non-binding). General note: General national legislation that might have an effect on accessibility in specific situations: Act on Anti-Discrimination Law. Land use and Building Act (Maankäyttö- ja rakennuslaki 132/1999) Please see guidelines of the Ministry of the Environment on accessibility (in Finnish): <a href="https://ym.fi/documents/1410903/38439968/Ohje_esteettomyys_2018-A2B183D6_3C10_40A3_AE1F_DB0898AAC3D8-137003.pdf/86e77f87-c19d-4139-f744-531b500b9a86/Ohje_esteettomyys_2018-A2B183D6_3C10_40A3_AE1F_DB0898AAC3D8-137003.pdf?t=1603260121408">https://ym.fi/documents/1410903/38439968/Ohje_esteettomyys_2018-A2B183D6_3C10_40A3_AE1F_DB0898AAC3D8-137003.pdf/86e77f87-c19d-4139-f744-531b500b9a86/Ohje_esteettomyys_2018-A2B183D6_3C10_40A3_AE1F_DB0898AAC3D8-137003.pdf?t=1603260121408</a>	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Finland			Yes		
6b	19	The transportation of service animals.	Finland			Yes		
6c	20	Wheelchair service requests.	Finland			Yes		
6d	21	Aircraft accessibility.	Finland			No		
6e	22	The transportation of disability aids.	Finland			Yes		
6f	23	Airport accessibility.	Finland			No		
6g	24	Emerging trends.	Finland			Yes	Growing assistance needs (before COVID-19)	
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Finland			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Finland					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Finland	Yes	Yes	Yes	All relevant parties are always heard by participation system when law proposals are being prepared .	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Finland			Yes	ECAC DOC 30, (Making digital transport and communication services accessible. Action Programme 2017–2021 <a href="https://julkaisut.valtioneuvosto.fi/bitstream/handle/10024/79917/LVM_08_17_Liikenteen_ja_viestinnan_digitaaliset.pdf?sequence=1&amp;isAllowed=y">https://julkaisut.valtioneuvosto.fi/bitstream/handle/10024/79917/LVM_08_17_Liikenteen_ja_viestinnan_digitaaliset.pdf?sequence=1&amp;isAllowed=y</a>	<a href="https://julkaisut.valtioneuvosto.fi/bitstream/handle/10024/79917/LVM_08_17_Liikenteen_ja_viestinnan_digitaaliset.pdf?sequence=1&amp;isAllowed=y">https://julkaisut.valtioneuvosto.fi/bitstream/handle/10024/79917/LVM_08_17_Liikenteen_ja_viestinnan_digitaaliset.pdf?sequence=1&amp;isAllowed=y</a>
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Finland					
Annex A	30	Details of the person completing this form	Finland				Name: Tiia Tuomilehto-Kiuru Official Title/Position: Special Adviser Mailing address: Kumpulantie 9, 00520 Helsinki, Finland Telephone number: +358 29 534 5271 E-mail address: tiia.tuomilehto-kiuru@traficm.f	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	France					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	France			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	France			Yes	The 11th Whereas clause of Regulation EC No. 1107/2006 of the European Parliament and Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air stipulates that, when designing a new aircraft or refurbishing an existing one, air carriers must consider the needs of disabled and reduced-mobility passengers insofar as possible. The institutions designated by France including the Directorate General of Civil Aviation (DGCA) must uphold the provisions of the Regulation in respect of disabled and reduced-mobility passengers in the following cases:  - on departure, arrival or in transit at a French airport; - on departure from an airport in a third country bound for an airport on French territory, if the actual carrier is European, as regards Articles 3, 4 and 10. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2FNo%201107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2FNo%201107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29</a>	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	France			Yes	Regulation EC No. 1107/2006 provides for: - in addition to medical equipment, transport free of charge of up to two pieces of mobility equipment per disabled/reduced mobility person, including electric wheelchairs, subject to advance notice of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods (Article 10 and Annex II); - ground handling free of charge by the responsible airport manager of all necessary mobility equipment, including equipment such as electric wheelchairs, subject to advance notice of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods. (Article 8 and Annex I). <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2FNo%201107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2FNo%201107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29</a>	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	France			Yes	Regulation EC No. 1107/2006 provides for the carriage free of charge of recognised service dogs in the cabin, subject to national regulations (Article 10 and Annex II). <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2FNo%201107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2FNo%201107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29</a>	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	France			Yes	<p>Regulation EC No. 1107/2006 does not require disabled and reduced-mobility persons to provide medical or other proof of disability or reduced mobility to justify the requested assistance. Carriers are therefore not permitted to require such proof as a condition for the sale of tickets or travel clearance. However, if there</p> <p>is a reasonable doubt as to whether the person can travel safely without assistance in flight, an air carrier may assess whether they are fit to fly and request information to that effect. Information is shared on the basis of medical confidentiality.</p> <p><a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2F2006%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2F2006%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29</a></p>	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	France			No	<p>Regulation EC No. 1107/2006 does not say whether the seat of an assistant accompanying the disabled passenger should be free of charge. In the Interpretive guidelines on the application of Regulation EC No. 1107/2006 published on 11 June 2012, the experts of the European Commission recommend that when the air carrier requires disabled/reduced mobility passengers to be accompanied, the additional seat should be offered free of charge or at a significant discount. The DGCA encourages this practice. However, the interpretive guidelines are not legally binding.</p> <p><a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2F2006%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2F2006%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29</a></p>	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	France	Yes	Yes		<p>The Law of 11 February 2005 on Equal Rights and Opportunities enshrines the principle of the right to disability compensation and the obligation on all of society to show solidarity toward disabled persons. The disability law reaffirms this principle of general accessibility regardless of the type of disability (physical, sensory, mental, psychological, cognitive or multiple). The accessibility obligation covers the entire journey without interruption. Thus, the disability policy duly highlights the obligation to make the entire journey accessible, covering all the different public areas such as buildings (new and existing establishments serving the public, etc.), public transport (bus, metro, tram, train, plane, boat), roads and public spaces (parks, parking lots, sidewalks, outdoor furnishings, etc.), public means of communication (internet, telephone, TV, etc.), public services (emergency numbers, know-your-rights facilities, etc.).</p> <p>As the national body designated by France to ensure compliance with Regulation EC No. 1107/2006 by airport managers and airlines, the DGCA has the mission of general oversight in respect of the Regulation. If the DGCA finds that an infraction has occurred, a sanction proceeding may be initiated that can result in a fine being levied by the Ministry for Transport.</p> <p>Law on Equal Opportunity: Loi n° 2005-102 du 11 février 2005 pour l'égalité des droits et des chances, la participation et la citoyenneté des personnes handicapées (1) - Légifrance (legifrance.gouv.fr)</p> <p>Regulation EC No. 1107/2006: <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29</a></p>	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	France	Yes	Yes		<p>Under Regulation EC No. 1107/2006, in order to give disabled/reduced mobility persons opportunities for air travel comparable to those of other citizens, assistance to meet their particular needs should be provided at no additional cost at airports as well as on board aircraft, by employing the necessary staff and equipment (whereas clause 4).</p> <p><a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29</a></p>	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	France	Yes	Yes		<p>Air carriers and airport managers must abide by the terms of the Law of 11 February 2005 on Equal Rights and Opportunities.</p> <p>Establishments serving the public must disclose a public accessibility register the purpose of which is to inform the public about conditions of access to their facilities. The terms for drafting and publishing the register are established by the Decree of 28 March 2007 on the public accessibility register amending certain provisions regarding disabled access to establishments serving the public and facilities open to the public, and the Decision of 9 April 2007 setting forth the substance and the modalities for dissemination and update of the public accessibility register.</p> <p>Further, under Article 9 of Regulation EC No. 1107/2006, the entity managing an airport must publish its quality standards for assistance.</p> <p>Law on Equal Opportunity: Loi n° 2005-102 du 11 février 2005 pour l'égalité des droits et des chances, la participation et la citoyenneté des personnes handicapées (1) - Légifrance (legifrance.gouv.fr)</p> <p>Regulation EC No. 1107/2006: <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:text=REGULATION%28EC%29%2FNo%201107%2F2006">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:text=REGULATION%28EC%29%2FNo%201107%2F2006</a> OF THE EUROPEAN PARLIAMENT,when travelling by air %28Text with EEA relevance%29</p>	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	France	Yes	Yes		<p>The objective of Regulation EC No. 1107/2006 is to ensure that all essential information for air passengers is provided to disabled/reduced mobility passengers in an accessible format, and in the same languages as for the other passengers as a minimum.</p> <p>Under Article 4 of the Regulation, an air carrier or its agent must make available to the public, in accessible formats or in the same languages as a minimum, the information provided to the other passengers regarding the safety regulations applicable to the carriage of disabled/reduced mobility persons, as well as any restrictions on carriage of them or their mobility equipment due to the size of the aircraft. A travel agent must inform their customers about the safety regulations and restrictions for flights included in trips and vacation packages that they organize, sell or offer for sale.</p> <p>Air carriers must provide essential flight information in accessible formats (Regulation EC No. 1107/2006, Article 10 and Annex II).</p> <p>Airport managers must provide the information necessary to board flights in accessible formats (Regulation EC No. 1107/2006, Article 8 and Annex I).</p> <p><a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:text=REGULATION%28EC%29%2FNo%201107%2F2006">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:text=REGULATION%28EC%29%2FNo%201107%2F2006</a> OF THE EUROPEAN PARLIAMENT,when travelling by air %28Text with EEA relevance%29</p>	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	France	Yes	Yes		<p>Article 11 of Regulation EC No. 1107/2006 states that all airline and airport personnel serving the public, including their subcontractors, must receive an appropriate level of training.</p> <p><a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:text=REGULATION%28EC%29%2FNo%201107%2F2006">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:text=REGULATION%28EC%29%2FNo%201107%2F2006</a> OF THE EUROPEAN PARLIAMENT,when travelling by air %28Text with EEA relevance%29</p>	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	France		Yes		Regulation EC No. 1107/2006 states that airport managers must provide assistance to disabled/reduced mobility persons boarding and disembarking the aircraft by means of lifts, wheelchairs or other aids as required (Article 8 and Annex I). This is not applicable to airlines. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2FNo%201107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2FNo%201107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29</a>	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	France	Yes			Airlines must provide essential flight information in accessible formats (Regulation EC No. 1107/2006, Article 10 and Annex II). This is not applicable to airport managers. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2FNo%201107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2FNo%201107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29</a>	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	France		Yes		Article 5 of Regulation EC No. 1107/2006 states that, in cooperation with airport users and taking into account local circumstances, airport managers shall designate pick-up and drop-off points located within the airport perimeter or at a place directly under its control, both inside and outside the terminal buildings, where disabled/reduced mobility persons can easily announce their arrival at the airport and request assistance. The pick-up and drop-off points shall be clearly marked and shall feature basic airport information in accessible formats. This is not applicable to airlines. Assistance obligations between the pick-up/drop-off points and the aircraft are solely the responsibility of the airport manager under Regulation EC No. 1107/2006. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2FNo%201107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2FNo%201107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29</a>	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	France	No	No		The disability policy under the Law of 11 February 2005 on Equal Rights and Opportunities specifically creates the obligation of accessibility for the entire journey, covering all the different parts of public areas including public transport. Loi n° 2005-102 du 11 février 2005 pour l'égalité des droits et des chances, la participation et la citoyenneté des personnes handicapées (1) - Légifrance ( <a href="http://legifrance.gouv.fr">legifrance.gouv.fr</a> )	

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5e	17	Adequate parking facilities for persons with disabilities?	France		Yes		<p>The building and housing code sets forth accessibility standards for vehicle parking applicable to existing public establishments or ones created on existing premises, and to existing facilities open to the public (see also the Decision of 8 December 2014 setting forth implementing arrangements for Articles R-111-19-17 to R-111-19-11 of the building and housing code, and Article 14 of Decree No. 2006-555 on disabled access to establishments serving the public located in an existing building and existing facilities open to the public). This is not applicable to airlines.</p> <p>Decision of 8 December 2014: Arrêté du 8 décembre 2014 fixant les dispositions prises pour l'application des articles R. 111-19-7 à R. 111-19-11 du code de la construction et de l'habitation et de l'article 14 du décret n° 2006-555 relatives à l'accessibilité aux personnes handicapées des établissements recevant du public situés dans un cadre bâti existant et des installations existantes ouvertes au public - Légifrance (legifrance.gouv.fr)</p> <p>Decree No. 2006-555 of 17 May 2016: Décret n° 2006-555 du 17 mai 2016 relatif à l'accessibilité des établissements recevant du public, des installations ouvertes au public et des bâtiments d'habitation et modifiant le code de la construction et de l'habitation - Légifrance (legifrance.gouv.fr)</p>	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	France			No		
6b	19	The transportation of service animals.	France			Yes	Certain associations representing disabled/reduced mobility persons have alerted the DGCA to difficulties experienced by some of their members when boarding with their service dogs that are in training, even though the dogs have a national certificate. The DGCA has never had such a case referred to it directly.	
6c	20	Wheelchair service requests.	France			No		
6d	21	Aircraft accessibility.	France			Yes	One report to the DGCA referred to the refusal to book a passenger due to the weight restrictions for the wheelchair on board the aircraft. The air carrier was not found to be at fault, since it had informed its customers in advance about the transport restrictions approved by the competent authorities.	
6e	22	The transportation of disability aids.	France			Yes	Between 2017 and 2020, five reports were submitted to the DGCA regarding damaged mobility equipment (wheelchairs).	
6f	23	Airport accessibility.	France			No		
6g	24	Emerging trends.	France			Yes	The DGCA has been alerted to the use of segway type equipment by disabled/reduced mobility persons, and has found that such equipment can be considered a mobility aid by the terms of Regulation EC No. 1107/2006. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2FNo%201107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2FNo%201107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29</a>	
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	France			Yes	The DGCA seeks to use all data that can be derived from inspections under ECAC Doc 30, Annex 5-L (guidance material on PRM inspections). Doc30-Part I-12th-May 2018-Amendment No 5-02092021 (clean final) (ecac-ceac.org)	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	France				It is very important to have more advance notices so as to better adapt services to needs, and maintain high standards.	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	France	Yes	Yes	Yes	<p>The DGCA is answering this question strictly in accordance with the French position on the work of the PRM Sub-group of the ECAC Facilitation Working Group and the work on Regulation EC No. 1107/2006.</p> <p>Regular meetings are held with the stakeholders depending on how the French position evolves. Preparatory talks for input to the French position can include entities responsible for out-of-court dispute settlement (the tourism and travel mediation bureau in France), and other administrations such as the Défenseur des</p> <p>droits, the French authority that defends citizens' rights in cases of discrimination, and the Ministerial Delegation on Accessibility under the Ministry of Environmental Transition.</p> <p><a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2F1107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2F1107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29</a></p>	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	France			Yes	<p>The DGCA assists in the adoption of best practices for accessibility in civil aviation by virtue of its role as the implementing entity of Regulation EC No. 1107/2006, as well as its participation on the ECAC Facilitation Working Group. As such, the DGCA is well placed to recommend good practices to air transport operators and users.</p> <p><a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2F1107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32006R1107#:~:text=REGULATION%28EC%29%2F1107%2F2006%20OF%20THE%20EUROPEAN%20PARLIAMENT,when%20travelling%20by%20air%28Text%20with%20EEA%20relevance%29</a></p>	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	France				Nothing to report.	
Annex A	30	Details of the person completing this form	France				<p>Name: Maxime MILLEFERT.....</p> <p>Official Title/Position: Deputy Assistant Director for Facilitation.....</p> <p>Mailing address: ...50 rue Henry FARMAN.....</p> <p>.....75720 Paris Cedex 15, France.....</p> <p>Telephone number: ...+33 1 58 09 38 43.....</p> <p>E-mail address: .....maxime.millefert@aviation-civile.gouv.fr.....</p>	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Gabon					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Gabon			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Gabon			Yes	Gabonese Aviation Regulation RAG-2 Facilitation, 8.35.	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Gabon			Yes	Gabonese Aviation Regulation RAG-2 Facilitation, 8.36.	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Gabon			Yes	Gabonese Aviation Regulation RAG-2 Facilitation, 8.37.	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Gabon			Yes	Adherence to the Gabonese Aviation Regulations.	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Gabon			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Gabon	Yes	Yes		Gabonese Aviation Regulation RAG-2 Facilitation, 8.34.	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Gabon	Yes	Yes		Gabonese Aviation Regulation RAG-2 Facilitation, 8.22.	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Gabon	Yes	Yes		Gabonese Aviation Regulation RAG-2 Facilitation, 8.24.	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Gabon	Yes	Yes		Gabonese Aviation Regulation RAG-2 Facilitation, 8.25.	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Gabon	Yes	Yes		Gabonese Aviation Regulation RAG-2 Facilitation, 8.26.	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Gabon	Yes	Yes		Gabonese Aviation Regulation RAG-2 Facilitation, 8.28.	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Gabon	Yes	Yes		Gabonese Aviation Regulation RAG-2 Facilitation, 8.22.	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Gabon	Yes	Yes		Gabonese Aviation Regulation RAG-2 Facilitation, 8.30.	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Gabon	Yes	Yes		Gabonese Aviation Regulation RAG-2 Facilitation, 8.31.	
5e	17	Adequate parking facilities for persons with disabilities?	Gabon	Yes	Yes		Gabonese Aviation Regulation RAG-2 Facilitation, 8.32.	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Gabon			Yes	No information on ticketing for disabled passengers.	
6b	19	The transportation of service animals.	Gabon			Yes	No signage for transport of animals.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Gabon			Yes	No information panels at airports.	
6d	21	Aircraft accessibility.	Gabon			Yes	No non-dedicated circuit [illegible]	
6e	22	The transportation of disability aids.	Gabon			Yes	Addressed by operators.	
6f	23	Airport accessibility.	Gabon			Yes	Reserved parking.	
6g	24	Emerging trends.	Gabon			No	No projections on future disabled access.	
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Gabon			Yes	Policy of the Social Affairs Ministry.	
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Gabon					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Gabon	No	Yes	Yes	Meetings and training sessions.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Gabon			Yes	Implementation of the provisions of the Gabonese Aviation Regulations.	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Gabon				Training seminars.	
Annex A	30	Details of the person completing this form	Gabon				Name: .....Nze Nguema, Jean-Benoit..... Official Title/Position: .....Chief of Facilitation ..... Mailing address: .....BP2212..... Telephone number: ...+241 62256845..... E-mail address: ...benoit.nze@anac-gabon.com.....	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Georgia					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Georgia			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Georgia					
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Georgia			Yes	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Georgia			Yes	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Georgia			No		
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Georgia			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Georgia	Yes	Yes		Checklist for airport operators	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Georgia	Yes	Yes		<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Georgia					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Georgia					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Georgia	Yes	Yes		<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Georgia	Yes	Yes		<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Georgia	Yes	Yes		<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Georgia	Yes	Yes		<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Georgia	Yes	Yes		<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>
5e	17	Adequate parking facilities for persons with disabilities?	Georgia	Yes	Yes		<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Georgia			Yes	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>
6b	19	The transportation of service animals.	Georgia			Yes	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>
6c	20	Wheelchair service requests.	Georgia			Yes	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>
6d	21	Aircraft accessibility.	Georgia			Yes	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>
6e	22	The transportation of disability aids.	Georgia			Yes	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>
6f	23	Airport accessibility.	Georgia			Yes	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>
6g	24	Emerging trends.	Georgia			Yes	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Georgia			No	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>	<a href="https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf">https://gcaa.ge/wp-content/uploads/2021/03/The-Rules-on-Providing-Assistance-to-Disabled-Persons-when-Traveling-by-Air-Transport-GCAA.pdf</a>
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Georgia				In Georgia is implemented EU regulation №1107/2006 and it is in force since from 1 April of 2013	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Georgia	Yes	Yes	Yes	with questionnaires	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Georgia			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Georgia					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
Annex A	30	Details of the person completing this form	Georgia				Name: Irakli Bakradze Official Title/Position: Georgian Civil Aviation Agency, Air Transportation Department, Senior Specialist Mailing address: Beginning of I Kheivani Street, 0114, Tbilisi, Georgia Telephone number: +995557267001 E-mail address: i.bakradze@gcaa.ge	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Germany					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Germany			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Germany					
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Germany			Yes	EU Regulation 1107/2006	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Germany			Yes	EU Regulation 1107/2006	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Germany			Yes	EU Regulation 1107/2006	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Germany			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Germany					
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Germany					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Germany					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Germany					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Germany					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Germany					
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Germany					
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Germany					
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Germany					
5e	17	Adequate parking facilities for persons with disabilities?	Germany					
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Germany					
6b	19	The transportation of service animals.	Germany					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Germany					
6d	21	Aircraft accessibility.	Germany					
6e	22	The transportation of disability aids.	Germany					
6f	23	Airport accessibility.	Germany					
6g	24	Emerging trends.	Germany					
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Germany					
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Germany					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Germany					
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Germany					
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Germany					
Annex A	30	Details of the person completing this form	Germany					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Guatemala					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Guatemala			No		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Guatemala					
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Guatemala					
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Guatemala					
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Guatemala					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Guatemala					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Guatemala					
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Guatemala					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Guatemala					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Guatemala					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Guatemala					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Guatemala	No	No			
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Guatemala	No	No			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Guatemala	No	No			
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Guatemala	No	No			

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5e	17	Adequate parking facilities for persons with disabilities?	Guatemala	No	No			
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Guatemala			No		
6b	19	The transportation of service animals.	Guatemala			No		
6c	20	Wheelchair service requests.	Guatemala			No		
6d	21	Aircraft accessibility.	Guatemala			No		
6e	22	The transportation of disability aids.	Guatemala			No		
6f	23	Airport accessibility.	Guatemala			No		
6g	24	Emerging trends.	Guatemala			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Guatemala			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Guatemala					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Guatemala	No	No	No		
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Guatemala			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Guatemala					
Annex A	30	Details of the person completing this form	Guatemala				Name: Julio Cesar Estrada Valenzuela Official Title/Position: Administrador Nacional de Seguridad Aeroportuaria Mailing address: América Central 9 Avenida 14-75 zona 13 Guatemala, 01013 Telephone number: 22606760 E-mail address: julio.estrada@dgac.gob.gt	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Guinea					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Guinea			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Guinea			Yes	National Air Transport Facilitation Policy (PNFTA)	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Guinea			Yes	National Air Transport Facilitation Policy (PNFTA)	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Guinea			Yes	National Air Transport Facilitation Policy (PNFTA), 8.11.3.4	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Guinea			Yes	National Air Transport Facilitation Policy (PNFTA), 8.11.3.6	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Guinea			Yes	National Air Transport Facilitation Policy (PNFTA), 8.11.3.7	
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Guinea	No	No			
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Guinea	Yes	Yes		National Air Transport Facilitation Policy (PNFTA) and RAFAL 01	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Guinea	No	No			
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Guinea	Yes	Yes		National Air Transport Facilitation Policy (PNFTA)	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Guinea	Yes	Yes		National Air Transport Facilitation Policy (PNFTA) and RAFAL 01	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Guinea	Yes	Yes		National Air Transport Facilitation Policy (PNFTA) and RAFAL 01	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Guinea	No	No			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Guinea	Yes	Yes		National Air Transport Facilitation Policy (PNFTA) and RAFAL 01, art. 31, para. 5	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Guinea	Yes	Yes		National Air Transport Facilitation Policy (PNFTA)	
5e	17	Adequate parking facilities for persons with disabilities?	Guinea	Yes	Yes		National Air Transport Facilitation Policy (PNFTA)	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Guinea			No		
6b	19	The transportation of service animals.	Guinea			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Guinea			No		
6d	21	Aircraft accessibility.	Guinea			No		
6e	22	The transportation of disability aids.	Guinea			No		
6f	23	Airport accessibility.	Guinea			No		
6g	24	Emerging trends.	Guinea			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Guinea			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Guinea					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Guinea	No	No	No		
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Guinea			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Guinea				We request assistance to enable the State to promote accessibility in aviation.	
Annex A	30	Details of the person completing this form	Guinea				Name: Pergentino Mabale NCOGO BINDANG Official Title/Position: Chief, Air Transport Facilitation Section Mailing address: Telephone number: 000240222218547 E-mail address: mabale@hotmail.com	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1		Guyana					
		Name of state						
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Guyana			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Guyana			Yes		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Guyana			Yes		
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Guyana			Yes		
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Guyana			Yes		
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Guyana			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Guyana	No	No			

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Guyana	Yes	Yes			
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Guyana	No	No			
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Guyana	Yes	Yes			
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Guyana	No	No			
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Guyana	Yes	Yes			
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Guyana	Yes	Yes			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Guyana	Yes	Yes			
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Guyana	Yes	Yes			

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5e	17	Adequate parking facilities for persons with disabilities?	Guyana	Yes	Yes			
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Guyana			No		
6b	19	The transportation of service animals.	Guyana			No		
6c	20	Wheelchair service requests.	Guyana			No		
6d	21	Aircraft accessibility.	Guyana			No		
6e	22	The transportation of disability aids.	Guyana			No		
6f	23	Airport accessibility.	Guyana			No		
6g	24	Emerging trends.	Guyana			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Guyana			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Guyana					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Guyana	Yes	Yes	Yes		
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Guyana			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Guyana					
Annex A	30	Details of the person completing this form	Guyana				Name: Mrs. Cameba Bayley-Sundar Official Title/Position: Manager (ag) Aviation Security Mailing address: 73 High Street Kingston, Georgetown, Guyana, South America Telephone number: 592 2250728 E-mail address: cbayley.avsec@gcaa-gy.org	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Hungary					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Hungary			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Hungary			Yes	According to Reg. EU 1107/2006, recital (11): "air carriers should, where possible, take such needs into account when deciding on the design of new and newly refurbished aircraft."	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Hungary			Yes	EU Reg. 1107/2006, recitals (4), (8), (9), Art. 9.: "The managing body of an airport shall be responsible for ensuring the provision of the assistance specified in Annex I without additional charge to disabled persons and persons with reduced mobility."	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Hungary			Yes	"Service animals" is limited to assistance dogs. Eu Reg. 1107/2006, Art. 7. (2)	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Hungary			Yes	According to the European implementation of the affected Regulation, no medical clearance/certificate is requested.	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Hungary			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Hungary	Yes	Yes		Hungary audits regularly the compliance with the Eu Reg. 1107/2006. The Regulation has 2 Annexes: Annex 1 concerning the obligations of the airports and Annex II. concerning the obligations of the air carriers.	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Hungary	Yes	Yes		Providing information in accessible format is a general requirement both for air carrier and airports. Eu Reg. 1107/2006 Recital (13), Art. 4.(3) and Annexes of the Regulation.	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Hungary	No	Yes		According to EU Reg. 1107/2006 Art. 9., quality standards for the assistance should be published by airports which have yearly more PAX than 150.000.	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Hungary	Yes	Yes		See our answer to 4. a)	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Hungary	Yes	Yes		Training for all staff who can be in contact with PRM passengers is a requirement in EU Reg. 1107/2006 Art. 11.	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Hungary	Yes	Yes		The assistance on behalf of airports and airlines are detailed in the Reg. 1107/2006 Annex I. and II. This requires proper infrastructure too.	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Hungary	Yes	Yes		There is no special requirement for vision and hearing impaired people. It is a general rule to provide information in accessible way to all categories of PRM-s according to EU Reg. 1107/2006.	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Hungary		Yes		EU Reg. 1107/2006 Annex I.	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Hungary	Yes	Yes		Ground transportation services are not directly part of the EU aviation regulations. However, generally the accessibility act in EU provides support to all modes of transport.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5e	17	Adequate parking facilities for persons with disabilities?	Hungary	No	Yes		Eu REg. 1107/2006 Annex I.	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Hungary			No		
6b	19	The transportation of service animals.	Hungary			Yes	The differences between US and EU Regulations cause some difficulties for passenger	
6c	20	Wheelchair service requests.	Hungary			No		
6d	21	Aircraft accessibility.	Hungary			No		
6e	22	The transportation of disability aids.	Hungary					
6f	23	Airport accessibility.	Hungary			No		
6g	24	Emerging trends.	Hungary					
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Hungary			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Hungary					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Hungary	Yes	Yes	Yes	The rulemaking is done on European level.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Hungary			Yes	ECAc Doc 30 provides excellent and detailed guidance on best practices, it is widely used	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Hungary				The uniformization of different regulations, some basic principles (for instance for establishing a common understanding on the basic terms) would be very useful.	
Annex A	30	Details of the person completing this form	Hungary				Name: Erika Varga dr. Official Title/Position: legal adviser to the DGCA Mailing address: erika.varga2@itm.gov.hu Telephone number: +3670-4557290 E-mail address: erika.varga2@itm.gov.hu	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Iceland					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Iceland			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Iceland			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Iceland			Yes		
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Iceland			Yes		
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Iceland			Yes		
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Iceland			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Iceland	Yes	Yes			
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Iceland	Yes	Yes		For safety briefings: According to EU regulation 1107/2006 and ECAC doc 30 and in JAR OPS it is required of cabin crew to inform PRMs on safety	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Iceland	No	Yes		<a href="http://www.isavia.is/">http://www.isavia.is/</a>	Keflavik airport PRM Service Quality Standards
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Iceland	Yes	Yes		For safety briefings: According to EU regulation 1107/2006 and ECAC doc 30 and in JAR OPS it is required of cabin crew to inform PRMs on safety	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Iceland	Yes	Yes		as pr EU regulation 1107/2006 and ECAC doc 30	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Iceland	No	No			
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Iceland	No	No			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Iceland	No	Yes		EU regulation 1107/2006	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Iceland	No	No			
5e	17	Adequate parking facilities for persons with disabilities?	Iceland	No	No			
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Iceland			No		
6b	19	The transportation of service animals.	Iceland			No		

Question No. (Paper Survey )	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Iceland			No		
6d	21	Aircraft accessibility.	Iceland			No		
6e	22	The transportation of disability aids.	Iceland			No		
6f	23	Airport accessibility.	Iceland			No		
6g	24	Emerging trends.	Iceland			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Iceland			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Iceland				Nothing to report	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Iceland	Yes	Yes	Yes	When EU regulation 1107/2006 was implemented the mentioned parties were contacted.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Iceland			Yes	The ECAC project with doc 30 is very good and used as best practice	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Iceland				Further developing of doc 30 and building connections with stakeholders especially from the community of persons with disabilities.	
Annex A	30	Details of the person completing this form	Iceland				Name: Omar Sveinsson Official Title/Position: subject leader consumer affairs Mailing address: Samgongustofa, Armula 2 Telephone number: +354 4806212 E-mail address: omars@icetra.is	

#	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	<b>Name of state</b>	Iraq					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Iraq			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Iraq			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Iraq			No		
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Iraq			No		
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Iraq					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Iraq					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Iraq					
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Iraq					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Iraq					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Iraq					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Iraq					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Iraq					
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Iraq					
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Iraq					
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Iraq					
5e	17	Adequate parking facilities for persons with disabilities?	Iraq					
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Iraq					
6b	19	The transportation of service animals.	Iraq					

#	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Iraq					
6d	21	Aircraft accessibility.	Iraq					
6e	22	The transportation of disability aids.	Iraq					
6f	23	Airport accessibility.	Iraq					
6g	24	Emerging trends.	Iraq					
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Iraq					
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Iraq					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Iraq					
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Iraq					
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Iraq					
Annex A	30	Details of the person completing this form	Iraq					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Ireland					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Ireland			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Ireland			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Ireland			Yes	Regulation (EC) 1107/2006	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Ireland			Yes	Regulation (EC) 1107/2006	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Ireland			Yes	Regulation (EC) 1107/2006 is a self declaring regulation	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Ireland			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Ireland	Yes	Yes		Regulation 1107/2006 requires the Commission for Aviation Regulation to monitor compliance with the regulation.	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Ireland					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Ireland					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Ireland					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Ireland					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Ireland					
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Ireland					
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Ireland					
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Ireland					
5e	17	Adequate parking facilities for persons with disabilities?	Ireland					
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Ireland					
6b	19	The transportation of service animals.	Ireland					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Ireland					
6d	21	Aircraft accessibility.	Ireland					
6e	22	The transportation of disability aids.	Ireland					
6f	23	Airport accessibility.	Ireland					
6g	24	Emerging trends.	Ireland					
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Ireland					
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Ireland					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Ireland					
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Ireland					
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Ireland					
Annex A	30	Details of the person completing this form	Ireland					

Question No. (Paper Survey )	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Kazakhstan					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Kazakhstan			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Kazakhstan			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Kazakhstan			Yes	Order No. 540 of 30.04.2015 Rules for the Carriage of Passengers, Baggage and Cargo by Air Transport. Paragraph 29	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Kazakhstan			Yes	Order No. 540 of 30.04.2015 Rules for the Carriage of Passengers, Baggage and Cargo by Air Transport. Paragraph 79	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Kazakhstan			Yes	Order No. 540 of 30.04.2015 Rules for the Carriage of Passengers, Baggage and Cargo by Air Transport. 31-1	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Kazakhstan					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Kazakhstan	Yes	Yes		Order No. 189 of 22.12.2015 Rules for the organization of passenger service at airports in the Republic of Kazakhstan	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Kazakhstan	Yes	Yes		Order No. 189 of 22.12.2015 Rules for the organization of passenger service at airports in the Republic of Kazakhstan	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Kazakhstan	Yes	Yes		Order No. 189 of 22.12.2015 Rules for the organization of passenger service at airports in the Republic of Kazakhstan	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Kazakhstan	Yes	Yes		Order No. 189 of 22.12.2015 Rules for the organization of passenger service at airports in the Republic of Kazakhstan	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Kazakhstan	Yes	Yes		Order No. 189 of 22.12.2015 Rules for the organization of passenger service at airports in the Republic of Kazakhstan	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Kazakhstan	Yes	Yes		Order No. 189 of 22.12.2015 Rules for the organization of passenger service at airports in the Republic of Kazakhstan	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Kazakhstan	Yes	Yes		Order No. 189 of 22.12.2015 Rules for the organization of passenger service at airports in the Republic of Kazakhstan and Order No. 540 of 30.04.2015 Rules for the Carriage of Passengers, Baggage and Cargo by Air Transport.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Kazakhstan	Yes	Yes		Order No. 189 of 22.12.2015 Rules for the organization of passenger service at airports in the Republic of Kazakhstan and Order No. 540 of 30.04.2015 Rules for the Carriage of Passengers, Baggage and Cargo by Air Transport.	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Kazakhstan	No	No			
5e	17	Adequate parking facilities for persons with disabilities?	Kazakhstan	Yes	Yes			
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Kazakhstan			No		
6b	19	The transportation of service animals.	Kazakhstan			No		
6c	20	Wheelchair service requests.	Kazakhstan			No		
6d	21	Aircraft accessibility.	Kazakhstan			No		
6e	22	The transportation of disability aids.	Kazakhstan			No		
6f	23	Airport accessibility.	Kazakhstan			No		
6g	24	Emerging trends.	Kazakhstan			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Kazakhstan			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Kazakhstan				Lack of international practice in servicing passengers with autism, Asperger's syndrome, atypical autism	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Kazakhstan	Yes	Yes	Yes	working meetings and written approval	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Kazakhstan				Need for an explanation of best practices	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Kazakhstan				trainings for service staff of passengers with disabilities, participation in forums and seminars	
Annex A	30	Details of the person completing this form	Kazakhstan				Name: Nurzhan Malayev Official Title/Position: Director of Department of transportation Mailing address: 55/15, Mangylik El Ave., Block C 2.3, 010000, Nur-Sultan, Republic of Kazakhstan Telephone number: т.: +7 (7172) 645 808 E-mail address: Nurzhan.Malayev@caakz.com	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1		Republic of Korea					
		Name of state						
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Republic of Korea			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Republic of Korea			Yes	<a href="https://www.law.go.kr/법령/교통약자의이동편의증진법시행규칙">https://www.law.go.kr/법령/교통약자의이동편의증진법시행규칙</a>	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Republic of Korea			Yes	<a href="https://www.law.go.kr/법령/항공사업법시행규칙">https://www.law.go.kr/법령/항공사업법시행규칙</a>	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Republic of Korea			Yes	<a href="https://www.law.go.kr/법령/장애인차별금지및권리구제등에관한법률">https://www.law.go.kr/법령/장애인차별금지및권리구제등에관한법률</a>	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Republic of Korea			No		
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Republic of Korea)			Yes	<a href="https://www.law.go.kr/법령/장애인복지법시행령">https://www.law.go.kr/법령/장애인복지법시행령</a>	
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Republic of Korea	Yes	Yes		<a href="https://www.law.go.kr/법령/교통약자의이동편의증진법">https://www.law.go.kr/법령/교통약자의이동편의증진법</a>	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Republic of Korea)	Yes	Yes		<a href="https://www.law.go.kr/법령/교통약자의이동편의증진법시행규칙">https://www.law.go.kr/법령/교통약자의이동편의증진법시행규칙</a>	<a href="https://www.law.go.kr/법령/항공사업법시행규칙">https://www.law.go.kr/법령/항공사업법시행규칙</a>
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Republic of Korea	Yes	Yes		<a href="https://www.law.go.kr/법령/교통약자의이동편의증진법시행규칙">https://www.law.go.kr/법령/교통약자의이동편의증진법시행규칙</a>	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Republic of Korea	Yes	Yes		<a href="https://www.law.go.kr/법령/교통약자의이동편의증진법시행령">https://www.law.go.kr/법령/교통약자의이동편의증진법시행령</a>	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Republic of Korea	Yes	Yes		<a href="https://www.law.go.kr/법령/교통약자의이동편의증진법">https://www.law.go.kr/법령/교통약자의이동편의증진법</a>	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Republic of Korea	Yes	Yes		<a href="https://www.law.go.kr/법령/교통약자의이동편의증진법시행규칙">https://www.law.go.kr/법령/교통약자의이동편의증진법시행규칙</a>	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Republic of Korea	Yes	Yes		<a href="https://www.law.go.kr/법령/교통약자의이동편의증진법시행령">https://www.law.go.kr/법령/교통약자의이동편의증진법시행령</a>	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Republic of Korea	Yes	Yes		<a href="https://www.law.go.kr/법령/교통약자의이동편의증진법시행규칙">https://www.law.go.kr/법령/교통약자의이동편의증진법시행규칙</a>	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Republic of Korea	No	No			
5e	17	Adequate parking facilities for persons with disabilities?	Republic of Korea	No	Yes		<a href="https://www.law.go.kr/법령/교통약자의이동편의증진법시행규칙">https://www.law.go.kr/법령/교통약자의이동편의증진법시행규칙</a>	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Republic of Korea			Yes	<a href="https://www.law.go.kr/법령/교통약자의이동편의증진법시행령">https://www.law.go.kr/법령/교통약자의이동편의증진법시행령</a>	
6b	19	The transportation of service animals.	Republic of Korea			Yes	Airport Service Manual	
6c	20	Wheelchair service requests.	Republic of Korea			Yes	<a href="https://www.law.go.kr/법령/교통약자의이동편의증진법시행령">https://www.law.go.kr/법령/교통약자의이동편의증진법시행령</a>	
6d	21	Aircraft accessibility.	Republic of Korea			Yes	<a href="https://www.law.go.kr/법령/항공사업법시행규칙">https://www.law.go.kr/법령/항공사업법시행규칙</a>	
6e	22	The transportation of disability aids.	Republic of Korea			Yes	<a href="https://www.law.go.kr/법령/항공사업법시행규칙">https://www.law.go.kr/법령/항공사업법시행규칙</a>	
6f	23	Airport accessibility.	Republic of Korea			Yes	<a href="https://www.law.go.kr/법령/교통약자의이동편의증진법시행령">https://www.law.go.kr/법령/교통약자의이동편의증진법시행령</a>	
6g	24	Emerging trends.	Korea			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Republic of Korea			Yes	<a href="https://www.law.go.kr/법령/교통약자의이동편의증진법">https://www.law.go.kr/법령/교통약자의이동편의증진법</a>	
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Republic of Korea				none	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Republic of Korea	Yes	Yes	Yes	Consultation with relevant agencies on opinions;	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Republic of Korea					
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Republic of Korea					
Annex A	30	Details of the person completing this form	Republic of Korea				Name: Choi kyu-yeol E-mail address: y13019@korea.kr	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Kyrgyzstan					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Kyrgyzstan			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Kyrgyzstan			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Kyrgyzstan			Yes	Aviation Rules of the Kyrgyz Republic, ARKR-9, Chapter 8, Section 3, para. 8.28	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Kyrgyzstan			Yes	Aviation Rules of the Kyrgyz Republic, ARKR-9, Chapter 8, Section 3, para. 8.28.1	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Kyrgyzstan			Yes	Aviation Rules of the Kyrgyz Republic, ARKR-9, Chapter 8, Section 3, para. 8.29. Persons with disabilities are entitled to decide themselves whether or not they need assistance from an accompanying person, and to travel without obtaining medical clearance in this respect. In cases when assistance or lifting devices are required, timely notification should be mandatory. Aircraft operators are permitted to: (a) require persons with disabilities to obtain a medical clearance only in cases when their condition is such that the safety or health of the person with a disability or other passengers clearly cannot be guaranteed. (b) require the presence of an accompanying person only in cases when it is clear that the person with a disability cannot manage unaccompanied, and that therefore the safety or health of the person with a disability or other passengers cannot be guaranteed.	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Kyrgyzstan			Yes	Aviation Rules of the Kyrgyz Republic, ARKR-9, Chapter 8, Section 3, para. 8.30.	
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Kyrgyzstan	No	No			
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Kyrgyzstan	No	No			
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Kyrgyzstan	Yes	Yes		Facilitation for the transport of persons with disabilities, ARKR-9, Chapter 8.	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Kyrgyzstan	Yes	Yes		Facilitation for the transport of persons with disabilities, ARKR-9, Chapter 8.	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Kyrgyzstan	No	No			

Question No. (Paper Survey )	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Kyrgyzstan	Yes	Yes		Facilitation for the transport of persons with disabilities, ARKR-9, Chapter 8.	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Kyrgyzstan	Yes	Yes		Facilitation for the transport of persons with disabilities, ARKR-9, Chapter 8.	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Kyrgyzstan	Yes	Yes		Facilitation for the transport of persons with disabilities, ARKR-9, Chapter 8.	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Kyrgyzstan	Yes	Yes		Facilitation for the transport of persons with disabilities, ARKR-9, Chapter 8.	
5e	17	Adequate parking facilities for persons with disabilities?	Kyrgyzstan	No	No			
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Kyrgyzstan			No		
6b	19	The transportation of service animals.	Kyrgyzstan			No		
6c	20	Wheelchair service requests.	Kyrgyzstan			No		
6d	21	Aircraft accessibility.	Kyrgyzstan			No		
6e	22	The transportation of disability aids.	Kyrgyzstan			No		
6f	23	Airport accessibility.	Kyrgyzstan			No		
6g	24	Emerging trends.	Kyrgyzstan			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Kyrgyzstan			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Kyrgyzstan				Apologies, no comments.	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Kyrgyzstan	Yes	Yes	Yes	All issues are handled at meetings of the Airport Facilitation Committee.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Kyrgyzstan			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Kyrgyzstan					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
Annex A	30	Details of the person completing this form	Kyrgyzstan				Name: Sergey Stepanovich Soykin Official Title/Position: Chief Inspector, Incident Investigation Division, CAA of the Kyrgyz Republic Mailing address: Ul. Azhibek-Baatyra 1 720044 Bishkek, Kyrgyz Republic Telephone number: +996 555992932, +996 312 251957 E-mail address: s.soykin@caa.kg	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Latvia					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Latvia			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Latvia			Yes	Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air (further in text - Regulation (EC) No.1107/2006). This Regulation has direct national effect.	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Latvia			Yes	Regulation (EC) No.1107/2006	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Latvia			Yes	- Regulation (EC) No.1107/2006; - ECAC Policy Statement in the Field of Civil Aviation Facilitation (Further in text - ECAC Doc.30 Part I Section 5: <a href="https://www.ecac-ceac.org/documents/ecac-documents-and-international-agreements">https://www.ecac-ceac.org/documents/ecac-documents-and-international-agreements</a> )	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Latvia			Yes	In general, a medical certificate is not required, however in some cases, there is a possibility that a medical clearance from a doctor is needed in order to ensure the safety of the aircraft and the passenger.	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Latvia			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Latvia	Yes	Yes		On - site and desktop inspections based on the requirements of Regulation (EC) No 1107/2006, as well as guidelines of ECAC Doc.30 Part I Section 5: <a href="https://www.ecacceac.org/documents/ecac-documents-and-international-agreements">https://www.ecacceac.org/documents/ecac-documents-and-international-agreements</a> )	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Latvia	Yes	Yes		Regulation (EC) No.1107/2006 ; - Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (national implementation of Directive (EU) 2019/882 currently being developed); - Guidelines set out in ECAC Doc 30, Part I, Section 5	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Latvia	Yes	Yes		Regulation (EC) No.1107/2006; - Guidelines set out in ECAC Doc 30, Part I, Section 5	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Latvia	Yes	Yes		Regulation (EC) No.1107/2006; - Guidelines set out in ECAC Doc 30, Part I, Section 5; - Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (national implementation of Directive (EU) 2019/882 currently being developed)	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Latvia	Yes	Yes		Regulation (EC) No.1107/2006; - Guidelines set out in ECAC Doc 30, Part I, Section 5	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Latvia	Yes	Yes		Regulation (EC) No.1107/2006; - Guidelines set out in ECAC Doc 30, Part I, Section 5	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Latvia	Yes	Yes		Regulation (EC) No.1107/2006; - Guidelines set out in ECAC Doc 30, Part I, Section 5; - Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (national implementation of Directive (EU) 2019/882 currently being developed)	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Latvia	Yes	Yes		Regulation (EC) No.1107/2006; - Guidelines set out in ECAC Doc 30, Part I, Section 5	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Latvia	Yes	Yes		Regulation (EC) No.1107/2006; - Guidelines set out in ECAC Doc 30, Part I, Section 5.	
5e	17	Adequate parking facilities for persons with disabilities?	Latvia	Yes	Yes		Regulation (EC) No.1107/2006 and guidelines set out in ECAC Doc 30, Part I, Section 5; - Republic of Latvia Cabinet of Ministers Regulation No. 240 Adopted 30 April 2013 - General Regulations for the Planning, Use and Building of the Territory.	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Latvia			No		
6b	19	The transportation of service animals.	Latvia			No		
6c	20	Wheelchair service requests.	Latvia			No		
6d	21	Aircraft accessibility.	Latvia			No		
6e	22	The transportation of disability aids.	Latvia			No		
6f	23	Airport accessibility.	Latvia			No		
6g	24	Emerging trends.	Latvia			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Latvia			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Latvia				No challenges of implementation of the ICAO standards identified. ICAO standards are incorporated in European Regulations with direct national effect and enforcement.	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Latvia	Yes	Yes	Yes	In case of new polices and/or regulations at a European level are developed, consultations are carried out through meetings, webinars etc. between State authorities and representatives of the appropriate stakeholders.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Latvia			Yes	Latvia promotes the quality standards established in ECAC Doc 30.	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Latvia				Useful measures to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation would be: - Joint workshops; - Sharing of best practices.	
Annex A	30	Details of the person completing this form	Latvia				Name: Liene Sile Official Title/Position: Head of Cabin Safety Section Mailing address: Civil Aviation Agency of Latvia, Biroju iela 10, Lidosta Riga, Marupe district, LV-1053, Latvia Telephone number: +371 60001662 E-mail address: liene.sile@caa.gov.lv	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Lithuania					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Lithuania			No		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Lithuania					
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Lithuania					
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Lithuania					
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Lithuania					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Lithuania					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Lithuania					
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Lithuania					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Lithuania					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Lithuania					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Lithuania					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Lithuania	No	No			
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Lithuania	No	No			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Lithuania	No	No			
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Lithuania	No	No			
5e	17	Adequate parking facilities for persons with disabilities?	Lithuania	No	No			
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Lithuania			No		
6b	19	The transportation of service animals.	Lithuania			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Lithuania			No		
6d	21	Aircraft accessibility.	Lithuania			No		
6e	22	The transportation of disability aids.	Lithuania			No		
6f	23	Airport accessibility.	Lithuania			Yes	At VNO airport there is one ticketing counter which is not accessible to PRM's with wheelchairs, however the airport is well aware of this problem and are currently making adjustments.	
6g	24	Emerging trends.	Lithuania			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Lithuania			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Lithuania				The current COVID-19 pandemic has had an impact in the number of employees - since the PRM and overall passenger number has been dropped during last year, ground handling staff had been let go. Now with the numbers rising again, there may be a hindrance in quality of customer service due to new staff being accepted and trained.	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Lithuania	No	No	No	The LTSA does not have this information therefore all the answers should be noted as "not available".	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Lithuania			Yes	State encourages to follow ICAO recommendations.	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Lithuania				N/A	
Annex A	30	Details of the person completing this form	Lithuania				Name: Agne Pestininkaitė Official Title/Position: Civil Aviation Specialist Mailing address: "Lietuvos transporto saugos administracija", Švitrigailos g. 42, LT-03209, Vilnius, Lithuania Telephone number: +370 614 52878 E-mail address: agne.pestininkaitė@ltsa.lrv.lt	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Macao SAR, China					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Macao SAR, China			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Macao SAR, China			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Macao SAR, China			No		
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Macao SAR, China			No		
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Macao SAR, China			No		
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Macao SAR, China			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Macao SAR, China	No	No			
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Macao SAR, China	Yes	Yes		Decreto-Lei no. 33/99/M, article 22.	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Macao SAR, China	No	No			
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Macao SAR, China	No	No			
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Macao SAR, China	No	No			
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Macao SAR, China	No	Yes		Lei no. 9/83/M, Decreto-Lei no. 33/99/M, and Guidelines for the accessibility design and construction.	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Macao SAR, China	No	No			

5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Macao SAR, China	No	Yes		Lei no. 9/83/M, Decreto-Lei no. 33/99/M, and Guidelines for the accessibility design and construction.	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Macao SAR, China	No	Yes		Lei no. 9/83/M, Decreto-Lei no. 33/99/M, and Guidelines for the accessibility design and construction.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5e	17	Adequate parking facilities for persons with disabilities?	Macao SAR, China	No	Yes		Decreto-Lei no. 33/99/M, article 22.	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Macao SAR, China			No		
6b	19	The transportation of service animals.	Macao SAR, China			No		
6c	20	Wheelchair service requests.	Macao SAR, China			No		
6d	21	Aircraft accessibility.	Macao SAR, China			No		
6e	22	The transportation of disability aids.	Macao SAR, China			No		
6f	23	Airport accessibility.	Macao SAR, China			No		
6g	24	Emerging trends.	Macao SAR, China			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Macao SAR, China			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Macao SAR, China				Not yet encountered.	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Macao SAR, China	No	Yes	No	Carry out meetings and collect comments from related government departments.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Macao SAR, China			Yes	Design any new facilities or infrastructures in accordance with the Guidelines for the accessibility design and construction	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Macao SAR, China				Provide guidance materials.	
Annex A	30	Details of the person completing this form	Macao SAR, China				Name: Mr. Taft, LAM Tat Ming Official Title/Position: Director of Airport Infrastructure and Air Navigation Mailing address: 18/F, Cheng Feng Commercial Centre, 336-342, Alameda Dr. Carlos D'Assumpção, Macao Telephone number: (853) 2851 1213 E-mail address: taftlam@aacm.gov.mo	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Malaysia					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Malaysia			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Malaysia			Yes	Malaysian Standard (MS1184:20214) Universal Design and Accessibility in the Built Environment - Code of Practice	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Malaysia			No		
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Malaysia			No		
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Malaysia			Yes	Person with disable have to declare with airlines	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Malaysia			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Malaysia		No			
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Malaysia		Yes		Airport have providing Duty Officer to assist person with disable upon request	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Malaysia		Yes		Airport provide program Standard of Accessibility such as wheelchairs, parking, ramp, elevator and etc	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Malaysia		No			
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Malaysia		No			
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Malaysia		Yes		Airport provide ramp and passenger loading bridge	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Malaysia		Yes		Airport provide signages, flight display information system and announcement.	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Malaysia		Yes		Facility is located at in front of Terminal.	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Malaysia		No			
5e	17	Adequate parking facilities for persons with disabilities?	Malaysia		Yes		Parking for person with disable located at in front of elevator at basement parking.	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Malaysia			No		
6b	19	The transportation of service animals.	Malaysia			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Malaysia			Yes	Person with disable need to request at information counter and or request via phone call or email to the airport.	
6d	21	Aircraft accessibility.	Malaysia			Yes	Airport have passenger loading bridge (PLB) to access.	
6e	22	The transportation of disability aids.	Malaysia			No		
6f	23	Airport accessibility.	Malaysia			Yes	Airport has facilities for person with disable such as ramp, washroom, elevator, signages, announcement and etc.	
6g	24	Emerging trends.	Malaysia			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Malaysia			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Malaysia				1. Declaration information from passenger with disable when they travel. 2. Budget constraint. 3. Lack of awareness and promotion.	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Malaysia	Yes	Yes	Yes	Malaysia Ministry of Transportation has conducted workshop for for access to air travel for person with disable with airlines, airports, PWD community, Welfare Department of Malaysia.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Malaysia			Yes	Malaysia Ministry of Transportation in the mist to develop Code of Practice for the matter.	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Malaysia				Through workshop or meeting with community conducted by Malaysia Ministry of Transportation.	
Annex A	30	Details of the person completing this form	Malaysia				Name: Mohd Farhan Official Title/Position: Head of Facilities and Project Management Mailing address: farhan@senaiairport.com Telephone number: +6075994500 E-mail address: farhan@senaiairport.com	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Mauritius					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Mauritius			No		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Mauritius					
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Mauritius					
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Mauritius					
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Mauritius					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Mauritius					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Mauritius					
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Mauritius					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Mauritius					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Mauritius					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Mauritius					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Mauritius					
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Mauritius					
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Mauritius					
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Mauritius					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5e	17	Adequate parking facilities for persons with disabilities?	Mauritius					
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Mauritius					
6b	19	The transportation of service animals.	Mauritius					
6c	20	Wheelchair service requests.	Mauritius					
6d	21	Aircraft accessibility.	Mauritius					
6e	22	The transportation of disability aids.	Mauritius					
6f	23	Airport accessibility.	Mauritius					
6g	24	Emerging trends.	Mauritius					
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Mauritius					
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Mauritius					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Mauritius					
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Mauritius					
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Mauritius					
Annex A	30	Details of the person completing this form	Mauritius					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1		Republic of Moldova					
		Name of state						
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Republic of Moldova			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Republic of Moldova			Yes	art. 286/9 of National Air Transport Facilitation Program, approved by GD nr.1034 on 16.10.2000	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Republic of Moldova			Yes	art. 282 of National Air Transport Facilitation Program, approved by GD nr.1034 on 16.10.2000	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Republic of Moldova			Yes	Art.286/7 of National Air Transport Facilitation Program, approved by GD nr.1034 on 16.10.2000	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Republic of Moldova			Yes	286/11 of National Air Transport Facilitation Program, approved by GD nr.1034 on 16.10.2000	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Republic of Moldova			Yes	Art. 286/7, art. 286/12 of of National Air Transport Facilitation Program, approved by GD nr.1034 on 16.10.2000	
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Republic of Moldova	Yes	Yes		National Air Transport Facilitation Program, approved by GD nr.1034 on 16.10.2000	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Republic of Moldova	Yes	Yes		Art. 286/7 of National Air Transport Facilitation Program, approved by GD nr.1034 on 16.10.2000	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Republic of Moldova	Yes	Yes		Art. 286/7 of National Air Transport Facilitation Program, approved by GD nr.1034 on 16.10.2000	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Republic of Moldova	Yes	Yes		Art. 286/7 of National Air Transport Facilitation Program, approved by GD nr.1034 on 16.10.2000	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Republic of Moldova	Yes	Yes		art. 286/16 of National Air Transport Facilitation Program, approved by GD nr.1034 on 16.10.2000	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Republic of Moldova	Yes	Yes		art. 283 of National Air Transport Facilitation Program, approved by GD nr.1034 on 16.10.2000	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Republic of Moldova	Yes	Yes		269, 284, 286/7, 286/8 of National Air Transport Facilitation Program, approved by GD nr.1034 on 16.10.2000	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Republic of Moldova	Yes	Yes		art. 284 of National Air Transport Facilitation Program, approved by GD nr.1034 on 16.10.2000	
5e	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Republic of Moldova	Yes	Yes		Art. 285, 286/5 of National Air Transport Facilitation Program, approved by GD nr.1034 on 16.10.2000	
5d	17	Adequate parking facilities for persons with disabilities?	Republic of Moldova	Yes	Yes		Art. 285 of National Air Transport Facilitation Program, approved by GD nr.1034 on 16.10.2000	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Republic of Moldova			No		
6b	19	The transportation of service animals.	Republic of Moldova			No		
6c	20	Wheelchair service requests.	Republic of Moldova			No		
6d	21	Aircraft accessibility.	Republic of Moldova			No		
6e	22	The transportation of disability aids.	Republic of Moldova			No		
6f	23	Airport accessibility.	Republic of Moldova			No		
6g	24	Emerging trends.	Republic of Moldova			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Republic of Moldova			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Republic of Moldova					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Republic of Moldova	Yes	Yes	Yes	official correspondence	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Republic of Moldova			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Republic of Moldova				Trainings	
Annex A	30	Details of the person completing this form	Republic of Moldova				Name: Alexandr Fiti Official Title/Position: main inspector, Aviation, Cyber Security and Facilitation Department CAA Moldova Mailing address: Republic of Moldova, Chişinău, bd. Dacia 80/2, MD-2026 E-mail address: alexandr.fiti@caa.gov.md	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Mongolia					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Mongolia			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Mongolia			Yes	<a href="https://www.legalinfo.mn/annex/details/11932?lawid=16560">https://www.legalinfo.mn/annex/details/11932?lawid=16560</a>	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Mongolia			Yes	<a href="https://www.legalinfo.mn/annex/details/11932?lawid=16560">https://www.legalinfo.mn/annex/details/11932?lawid=16560</a>	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Mongolia			Yes	<a href="https://www.legalinfo.mn/annex/details/11932?lawid=16560">https://www.legalinfo.mn/annex/details/11932?lawid=16560</a>	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Mongolia			Yes	The passenger's health condition will adversary effect of him/her or other passengers safe and comfortable journey.	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Mongolia			Yes	<a href="https://www.legalinfo.mn/annex/details/11932?lawid=16560">https://www.legalinfo.mn/annex/details/11932?lawid=16560</a>	
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Mongolia	Yes	Yes		Law on the Rights of Persons with disabilities National program to support the rights, participation, and development of persons with disabilities.	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Mongolia	Yes	Yes		National facilitation procedures8 Airport passenger guide service manual	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Mongolia	Yes	Yes		Law on the Rights of persons with disabilities, National Facilitation procedure.	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Mongolia	Yes	Yes		National Facilitation procedure, Airport passenger guide service manual, Airline passenger guide manual	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Mongolia	Yes	Yes		Airport passenger guide service manual, Airline passenger guide manual	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Mongolia	Yes	Yes		Airport passenger facilitation procedure national facilitation program	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Mongolia	Yes	Yes		Airport service guide manual	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Mongolia		Yes		National Facilitation procedure	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Mongolia		Yes		Airport passenger guide service manual	
5e	17	Adequate parking facilities for persons with disabilities?	Mongolia	Yes	Yes		National Facilitation program	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Mongolia			Yes	Airport escort, audio announcement about flight information, telescreen. airport information desk	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6b	19	The transportation of service animals.	Mongolia			Yes	Airline special service-guide dog and transport is free of charge	
6c	20	Wheelchair service requests.	Mongolia			Yes	A person with disabilities can request airport or airline wheelchair service free of charge	
6d	21	Aircraft accessibility.	Mongolia			Yes		
6e	22	The transportation of disability aids.	Mongolia			Yes	Disability aids can be transported in an aircraft cabin or cargo cabin free of charge.	
6f	23	Airport accessibility.	Mongolia			Yes	A parking lot for passengers with a disability is provided at the airport parking main gate.	
6g	24	Emerging trends.	Mongolia			Yes	Improved access for passengers with disabilities at the airport.	
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Mongolia			Yes		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Mongolia				N/A	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Mongolia	Yes	Yes	Yes		
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Mongolia			Yes		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Mongolia				collecting more information from common cases in national and international practices.	
Annex A	30	Details of the person completing this form	Mongolia				Name: Zolzaya.E Official Title/Position: Security officer Mailing address: CAAM, Khan Uul district 21st khoroo Telephone number: 976-99199478 E-mail address: zolzaya.p@mcaa.gov.mn	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	New Zealand					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	New Zealand					
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	New Zealand			Yes	There are no specific regulations however the Human Rights Act requires that airlines like other services make reasonable accommodations for disabled people the following link describes how the to main domestic airlines provide for disabled peoples' accessibility needs <a href="https://firstport.co.nz/living-independently/travelling/flying-with-a-disability/Z876NZ876&amp;oq=airlines+in+new+zealand+and+disability&amp;aqs=chrome..69i57.21464j0j4&amp;sourceid=chrome&amp;ie=UTF-8&amp;safe=active">https://firstport.co.nz/living-independently/travelling/flying-with-a-disability/Z876NZ876&amp;oq=airlines+in+new+zealand+and+disability&amp;aqs=chrome..69i57.21464j0j4&amp;sourceid=chrome&amp;ie=UTF-8&amp;safe=active</a> and <a href="https://www.airnewzealand.co.nz/special-assistance-disability-accessible-travel">https://www.airnewzealand.co.nz/special-assistance-disability-accessible-travel</a>	There are no specific regulations however the Human Rights Act requires that airlines like other services make reasonable accommodations for disabled people the following link describes how the to main domestic airlines provide for disabled peoples' accessibility needs <a href="https://firstport.co.nz/living-independently/travelling/flying-with-a-disability/Z876NZ876&amp;oq=airlines+in+new+zealand+and+disability&amp;aqs=chrome..69i57.21464j0j4&amp;sourceid=chrome&amp;ie=UTF-8&amp;safe=active">https://firstport.co.nz/living-independently/travelling/flying-with-a-disability/Z876NZ876&amp;oq=airlines+in+new+zealand+and+disability&amp;aqs=chrome..69i57.21464j0j4&amp;sourceid=chrome&amp;ie=UTF-8&amp;safe=active</a> and <a href="https://www.airnewzealand.co.nz/special-assistance-disability-accessible-travel">https://www.airnewzealand.co.nz/special-assistance-disability-accessible-travel</a>
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	New Zealand			Yes	see above <a href="https://firstport.co.nz/living-independently/travelling/flying-with-a-disability/">https://firstport.co.nz/living-independently/travelling/flying-with-a-disability/</a>	<a href="https://firstport.co.nz/living-independently/travelling/flying-with-a-disability/">https://firstport.co.nz/living-independently/travelling/flying-with-a-disability/</a>
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	New Zealand			Yes	<a href="https://firstport.co.nz/living-independently/travelling/flying-with-a-disability/">https://firstport.co.nz/living-independently/travelling/flying-with-a-disability/</a> and <a href="https://www.airnewzealand.co.nz/special-assistance-disability-accessible-travel">https://www.airnewzealand.co.nz/special-assistance-disability-accessible-travel</a>	<a href="https://firstport.co.nz/living-independently/travelling/flying-with-a-disability/">https://firstport.co.nz/living-independently/travelling/flying-with-a-disability/</a> and <a href="https://www.airnewzealand.co.nz/special-assistance-disability-accessible-travel">https://www.airnewzealand.co.nz/special-assistance-disability-accessible-travel</a>
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	New Zealand			Yes		
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	New Zealand			No	Assistants are not required see link for information where assistants are required. <a href="https://www.airnewzealand.co.nz/special-assistance-safety-assistant">https://www.airnewzealand.co.nz/special-assistance-safety-assistant</a>	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	New Zealand	No	Yes		<p>As airports are public buildings there are regulations under the Building Act that re are expected</p> <p>Access to buildings by persons with disabilities</p> <p>117Definition for sections 118 to 120</p> <p>In sections 118 to 120, unless the context otherwise requires, building includes—</p> <p>(a)</p> <p>parts of a building (including driveways, access ways, passages within and between complexes and developments, and associated landscaping (if any)); and</p> <p>(b)</p> <p>any premises or facilities.</p> <p>118Access and facilities for persons with disabilities to and within buildings</p> <p>(1)</p> <p>If provision is being made for the construction or alteration of any building to which members of the public are to be admitted, whether for free or on payment of a charge, reasonable and adequate provision by way of access, parking provisions, and sanitary facilities must be made for persons with disabilities who may be expected to—</p> <p>(a)</p> <p>visit or work in that building; and</p> <p>(b)</p> <p>carry out normal activities and processes in that building.</p> <p>(2)</p> <p>This section applies, but is not limited, to buildings that are intended to be used for, or associated</p>	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	New Zealand	Yes	Yes		<p>Flying with a disability <a href="https://www.airnewzealand.co.nz/special-assistance-disability-accessible-travel">https://www.airnewzealand.co.nz/special-assistance-disability-accessible-travel</a></p> <p>Air New Zealand recognises the importance of its role in the carriage of all passengers, including those with disabilities.</p> <p>We understand that the carriage of people with disabilities can present unique challenges for both passengers and staff. As a result we will make every effort to provide a consistently safe and dignified travel experience.</p> <p>Assisted travel services &amp; information</p> <p>Services for people with wheelchairs</p> <p>Our staff are experienced in assisting customers with wheelchairs so you can be sure of a warm welcome when you travel with us.</p> <p>Find out more</p> <p>Booking options for people with wheelchairs</p> <p>If you use a wheelchair for mobility and wish to book online, most types of wheelchair assistance may now be requested as part of your online booking.</p> <p>Find out more</p> <p>Eagle lifting device for wheelchairs</p> <p>Eagle 2 is an innovative lifting device manufactured for Air New Zealand by a company specialising in lifting solutions for wheelchair users who are unable to self transfer.</p> <p>Find out more</p> <p>Services for the elderly</p> <p>Air New Zealand is well known for taking good care of elderly customers who may sometimes need</p>	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	New Zealand	Yes	Yes		Links provided in earlier answers	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	New Zealand	Yes	Yes		<a href="https://www.wellingtonairport.co.nz/services/facilities-airport/special-assistance/">https://www.wellingtonairport.co.nz/services/facilities-airport/special-assistance/</a> <a href="https://www.airnewzealand.co.nz/special-assistance">https://www.airnewzealand.co.nz/special-assistance</a>	<a href="https://www.wellingtonairport.co.nz/services/facilities-airport/special-assistance/">https://www.wellingtonairport.co.nz/services/facilities-airport/special-assistance/</a> <a href="https://www.airnewzealand.co.nz/special-assistance">https://www.airnewzealand.co.nz/special-assistance</a>
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	New Zealand	No	No		Unknown	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	New Zealand	Yes	Yes		<p>Air New Zealand is committed to ensure we comply with the US Department of Transportation Non Discrimination on the Basis of Air Travel regulations which apply to all flights to/from the USA. In addition we have also made a commitment to provide a safe and dignified journey on all our flights.</p> <p>Assisted travel services &amp; information Services for people with wheelchairs Our staff are experienced in assisting customers with wheelchairs so you can be sure of a warm welcome when you travel with us. Find out more Booking options for people with wheelchairs If you use a wheelchair for mobility and wish to book online, most types of wheelchair assistance may now be requested as part of your online booking. Find out more Eagle lifting device for wheelchairs Eagle 2 is an innovative lifting device manufactured for Air New Zealand by a company specialising in lifting solutions for wheelchair users who are unable to self transfer. Find out more</p>	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	New Zealand	Yes	Yes		<p>Assistance for disabled passengers Blind and visually impaired We understand that airports and aircraft can be unfamiliar and sometimes daunting places, so please tell us if your sight is impaired. Find out more Deaf and hearing impaired passengers Please inform us if you are deaf or your hearing is impaired. This way we can ensure our airport staff and cabin crew know you may require assistance throughout your journey. Find out more Assistance for passengers who are deafblind Passengers with both hearing and vision impairments generally travel with a companion (safety assistant) for guidance and communication. Find out more</p>	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	New Zealand	Yes	Yes		<p>Accessible car parking is a requirement. see below from <a href="https://www.wellingtonairport.co.nz/services/facilities-airport/specialassistance/">https://www.wellingtonairport.co.nz/services/facilities-airport/specialassistance/</a></p> <p><b>ACCESSIBLE CAR PARKING</b></p> <p>These are located on level 1 just outside of the new multi-level car park. To access these from the Northern end follow the signs to P120 Express. After exiting the multi-level car park, turn right at the bottom of the exit ramp, and there are two rows of accessible parks. Please display your mobility card, and these parks are charged at Uncovered rates, whether you 'drive up' or book online.</p> <p>There are also mobility parks located in the Long Term car park, Long Term rates apply whether you 'drive up' or book online.</p> <p>Valet is another great option, as you can drive right into the terminal, making this the closest, most convenient option.</p> <p>AIRA</p>	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	New Zealand	Yes	Yes		Just to note that as our airports are relatively small ground transportation services are not required.	
5e	17	Adequate parking facilities for persons with disabilities?	New Zealand	Yes	Yes		<p>As notes above <b>ACCESSIBLE CAR PARKING</b></p> <p>These are located on level 1 just outside of the new multi-level car park. To access these from the Northern end follow the signs to P120 Express. After exiting the multi-level car park, turn right at the bottom of the exit ramp, and there are two rows of accessible parks. Please display your mobility card, and these parks are charged at Uncovered rates, whether you 'drive up' or book online.</p> <p>There are also mobility parks located in the Long Term car park, Long Term rates apply whether you 'drive up' or book online.</p> <p>Valet is another great option, as you can drive right into the terminal, making this the closest, most convenient option.</p>	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	New Zealand			Yes	The accessibility of some websites related to booking quarantine facilities when returning to NZ.	
6b	19	The transportation of service animals.	New Zealand			No		
6c	20	Wheelchair service requests.	New Zealand					
6d	21	Aircraft accessibility.	New Zealand			Yes	On some of the smaller aircraft used for links to smaller cities/towns.	
6e	22	The transportation of disability aids.	New Zealand			Yes	There was a Human Rights hearing and decision on who should be responsible for the provision, costs and transport of oxygen bottles for a disabled person. The decision was that both the disabled person and the airline had responsibilities.	
6f	23	Airport accessibility.	New Zealand			Yes	The availability of accessible taxi vans from airports later in the evening for arriving passengers who need those vehicles.	
6g	24	Emerging trends.	New Zealand			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	New Zealand			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	New Zealand				As stated above smaller aircraft servicing smaller airports	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	New Zealand	Yes	Yes	Yes	Yes is the most likely answer but no evidence of doing so.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	New Zealand			Yes	Information is published for disabled people	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	New Zealand				The possibility of accessibility legislation	
Annex A	30	Details of the person completing this form	New Zealand				Name: Brian Coffey Official Title/Position: Director - Office for Disability Issues Telephone number: 0272402998 E-mail address: brian.coffey005@msd.govt.nz	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Nicaragua					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Nicaragua			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Nicaragua			Yes	Provisions of Aviation Technical Regulation RTA-9 on facilitation specifics, Chapter 8, provision 8.35	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Nicaragua			Yes	1. RTA-9 provisions on facilitation specifics, Chapter 8, provision 8.36; 2. Regulations on disabled access to air transport, 2014, Article 29	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Nicaragua			Yes	1. RTA-9 provisions on facilitation specifics, Chapter 8, provision 8.37; 2. Regulations on disabled access to air transport, 2014, Article 29	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Nicaragua			Yes	RTA-9 provisions on facilitation specifics, Chapter 8, provision 8.39	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Nicaragua			Yes	RTA-9 provisions on facilitation specifics, Chapter 8, provision 8.35	
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Nicaragua	No	No			
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Nicaragua	Yes	Yes		Regulations on disabled access to air transport, 2014, Chapter 5, and also mentioned in Articles 14, 15 and 25.	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Nicaragua	Yes	Yes		Regulations on disabled access to air transport, 2014, Chapter 5, and also mentioned in Articles 14, 15 and 25.	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Nicaragua	Yes	Yes		Regulations on disabled access to air transport, 2014, Chapter 4, Article 14; RTA-9, Chapter 8, provision 8.25	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Nicaragua	Yes	Yes		Regulations on disabled access to air transport, 2014, Chapter 3 – Training; RTA-9, Chapter 8, Article 8.26	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Nicaragua	Yes	Yes		Regulations on disabled access to air transport, 2014, Chapter 7 – Boarding and Disembarking, Article 27	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Nicaragua	Yes	Yes		Regulations on disabled access to air transport, 2014, Chapter 4 – Pre-flight procedures, Article 14	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Nicaragua	No	Yes		RTA-9, Chapter 8 provisions on facilitation specifics, Article 8.30	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Nicaragua	No	Yes		RTA-9, Chapter 8 provisions on facilitation specifics, Article 8.31	
5e	17	Adequate parking facilities for persons with disabilities?	Nicaragua	No	Yes		RTA-9, Chapter 8 provisions on facilitation specifics, Article 8.32	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Nicaragua			No		
6b	19	The transportation of service animals.	Nicaragua			No		
6c	20	Wheelchair service requests.	Nicaragua			No		
6d	21	Aircraft accessibility.	Nicaragua			No		
6e	22	The transportation of disability aids.	Nicaragua			No		
6f	23	Airport accessibility.	Nicaragua			No		
6g	24	Emerging trends.	Nicaragua			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Nicaragua			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Nicaragua				The State of Nicaragua complies with the provisions of ICAO Annex 9.	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Nicaragua	Yes	Yes	Yes	When the Regulation on disabled access to air transport was being developed in 2014, and the airport disabled services program, there were consultations with the State institutions in charge of protecting the rights of persons with disabilities.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Nicaragua			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Nicaragua				<input checked="" type="checkbox"/> Coordination with the institutions and entities that protect the rights of the disabled; <input checked="" type="checkbox"/> Raising awareness among airport and airline operators; <input checked="" type="checkbox"/> Training of airport and airline operators.	
Annex A	30	Details of the person completing this form	Nicaragua				Name: .....César Jirón Cajina..... Official Title/Position: .....Office of Planning and Quality Control... Mailing address: .....4936..... ..... Telephone number: ...+505 227 68580..... E-mail address: ...planificacion@inac.gob.ni.....	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Nigeria					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Nigeria			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Nigeria					
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Nigeria					
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Nigeria					
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Nigeria					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Nigeria					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Nigeria					
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Nigeria					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Nigeria					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Nigeria					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Nigeria					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Nigeria					
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Nigeria					
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Nigeria					
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Nigeria					
5e	17	Adequate parking facilities for persons with disabilities?	Nigeria					
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Nigeria					
6b	19	The transportation of service animals.	Nigeria					

Question No. (Paper Survey )	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Nigeria					
6d	21	Aircraft accessibility.	Nigeria					
6e	22	The transportation of disability aids.	Nigeria					
6f	23	Airport accessibility.	Nigeria					
6g	24	Emerging trends.	Nigeria					
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Nigeria					
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Nigeria					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Nigeria					
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Nigeria					
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Nigeria					
Annex A	30	Details of the person completing this form	Nigeria					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Pakistan					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Pakistan			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Pakistan			Yes	FAL REG 81(a) in the following link;	<a href="https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation">https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation</a>
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Pakistan			Yes	FAL REG 81(b) in the following link;	<a href="https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation">https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation</a>
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Pakistan			No		
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Pakistan			Yes	FAL REG 81(3) except in cases of Medical condition, in the following link;	<a href="https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation">https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation</a>
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Pakistan			Yes	FAL REG 81(4) in the following link;	<a href="https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation">https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation</a>
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Pakistan	No	No			
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Pakistan	Yes	Yes		FAL REG 79 (1) , 80(1) in the following link;	<a href="https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation">https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation</a>
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Pakistan	Yes	Yes		FAL REG 79(2b) in the following link;	<a href="https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation">https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation</a>
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Pakistan	Yes	Yes		FAL REG 80(1b), 79(2c) in the following link;	<a href="https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation">https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation</a>
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Pakistan	Yes	Yes		FAL REG 79(2d) in the following link;	<a href="https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation">https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation</a>
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Pakistan	Yes	Yes		FAL REG 79(2a), 81(a) in the following link;	<a href="https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation">https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation</a>
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Pakistan	Yes	Yes		FAL REG 79(2c), 80(1b) in the following link;	<a href="https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation">https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation</a>
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Pakistan	Yes	Yes		FAL REG 80(1c) in the following link;	<a href="https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation">https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation</a>

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Pakistan	Yes	Yes		FAL REG 79(2a,2b) in the following link;	<a href="https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation">https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation</a>
5e	17	Adequate parking facilities for persons with disabilities?	Pakistan	Yes	Yes		FAL REG 80(1d) in the following link;	<a href="https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation">https://www.caapakistan.com.pk/upload/AT/National%20Regulations%20Civil%20Aviation%20Authority%20(Facilitation)%20Regulation</a>
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Pakistan			No		
6b	19	The transportation of service animals.	Pakistan			No		
6c	20	Wheelchair service requests.	Pakistan			No		
6d	21	Aircraft accessibility.	Pakistan			No		
6e	22	The transportation of disability aids.	Pakistan			No		
6f	23	Airport accessibility.	Pakistan			No		
6g	24	Emerging trends.	Pakistan			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Pakistan			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Pakistan					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Pakistan	No	No	No		
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Pakistan			Yes	ICAO SARPs of Annex-9 are promoted as amended from time to time.	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Pakistan				Training's for Capacity Building	
Annex A	30	Details of the person completing this form	Pakistan				Name: Muhammad Faisal Chuhan Official Title/Position: Deputy Director AT Mailing address: Headquarters PCAA Terminal-1, JIAP, Karachi, 75200 Telephone number: +92 21 99072263 E-mail address: faisal.chuhan@caapakistan.com.pk	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Paraguay					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Paraguay			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Paraguay			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Paraguay			No		
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Paraguay			No		
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Paraguay			No		
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Paraguay			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Paraguay		No			
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Paraguay	Yes			They have a Procedural Manual for the Care of Passengers with Disabilities	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Paraguay		Yes		Airport Facilitation Programme, DINAC Resolution No. 2518/2017.	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Paraguay		No			
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Paraguay	Yes	No		Procedural Manual for the Care of Passengers with Disabilities	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Paraguay		No			
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Paraguay		No			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Paraguay	No	No			
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Paraguay	No	No			
5e	17	Adequate parking facilities for persons with disabilities?	Paraguay	Yes	Yes		Airport Facilitation Programme, Resolution No. 2528/2017	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Paraguay			No		
6b	19	The transportation of service animals.	Paraguay			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Paraguay			No		
6d	21	Aircraft accessibility.	Paraguay			No		
6e	22	The transportation of disability aids.	Paraguay			No		
6f	23	Airport accessibility.	Paraguay			No		
6g	24	Emerging trends.	Paraguay			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Paraguay			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Paraguay					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Paraguay	Yes	Yes	Yes	Through the NATIONAL FACILITATION COMMITTEE	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Paraguay			No	The FAL COMMITTEE has been developing the Manual on Accessibility of Air Transport for Persons with Disabilities, which is currently being assessed for approval.	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Paraguay				Raise awareness concerning the responsibilities of the State and service providers, airlines, and airport authorities to create inclusive awareness toward users' disabilities in general.	
Annex A	30	Details of the person completing this form	Paraguay				Name: RAQUEL GUASTELLA Official Title/Position: COORDINATOR, FACILITATION AND AIRPORT MANAGEMENT COORDINATION OFFICE Telephone number: 595 21 210764 ; 595 981 423800 E-mail address: fal@dinac.gov.py	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	China					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	China			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	China			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	China			Yes	<a href="http://www.caac.gov.cn/XXGK/XXGK/ZCFB/201511/t20151104_10954.html">http://www.caac.gov.cn/XXGK/XXGK/ZCFB/201511/t20151104_10954.html</a> Administrative Measures for Air Transport of Persons with Disabilities	<a href="http://www.caac.gov.cn/XXGK/XXGK/ZCFB/201511/t20151104_10954.html">http://www.caac.gov.cn/XXGK/XXGK/ZCFB/201511/t20151104_10954.html</a> Administrative Measures for Air Transport of Persons with Disabilities
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	China			Yes	<a href="http://www.caac.gov.cn/XXGK/XXGK/ZCFB/201511/t20151104_10954.html">http://www.caac.gov.cn/XXGK/XXGK/ZCFB/201511/t20151104_10954.html</a> Administrative Measures for Air Transport of Persons with Disabilities	<a href="http://www.caac.gov.cn/XXGK/XXGK/ZCFB/201511/t20151104_10954.html">http://www.caac.gov.cn/XXGK/XXGK/ZCFB/201511/t20151104_10954.html</a> Administrative Measures for Air Transport of Persons with Disabilities
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	China			Yes	The air carrier shall not require persons with disabilities capable of air travel to provide a medical certificate, except when: (1) medical oxygen is needed during the flight; (2) the air carrier has reasonable grounds to believe that the persons with disabilities are unable to safely complete air travel without additional medical assistance during the flight.	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	China			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	China	Yes	Yes		Civil aviation inspectors conduct inspections on airlines and airports in accordance with the relevant provisions of Administrative Measures for Air Transport of Persons with Disabilities and Technical Standards on the Provision of Accessible Facilities and Equipment in Passenger Terminal Areas of Civil Airports.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	China	Yes	Yes		Administrative Measures for Air Transport of Persons with Disabilities, Article 16: Airports shall set up a general service counter at the main entrance of the terminal building with clear signs to provide flight information for persons with disabilities capable of air travel, assist them to contact the air carrier, check in or undergo security checks, etc. Article 17: Air carriers, airports and airport ground service agents shall ensure that persons with disabilities capable of air travel can obtain in a timely manner information provided to other passengers in the terminal or onboard the aircraft, including information on ticket sales, flight delays, schedule changes, connecting flights, check-in procedures, designation of boarding gates and information on baggage check and pick-up, etc. Article 19: Air carriers, airports and airport ground service agents shall provide, at no additional charge, mobility assistance equipment needed by persons with disabilities capable of air travel for boarding and disembarking, including but not limited to: accessible electric vehicles and shuttle buses in terminal buildings and from boarding gates to far-away aircraft stands; wheelchairs for use in the airport and for boarding and disembarking, as well as compact onboard wheelchairs. The Technical Standards on the Provision of Accessible Facilities and Equipment in Passenger Terminal Areas of Civil Airports contains specifications on accessibility signs in places such as restrooms and parking lots.	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	China	Yes	Yes		Airlines and airports shall comply with the relevant provisions of the Administrative Measures for Air Transport of Persons with Disabilities. In addition, the provision of accessible facilities and equipment at airports shall comply with the Regulations on Building an Accessible Environment, and meet the specifications in the Technical Standards on the Provision of Accessible Facilities and Equipment in Passenger Terminal Areas of Civil Airports.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	China	Yes	Yes		Administrative Measures for Air Transport of Persons with Disabilities, Article 43: When air carriers broadcast safety instructions to passengers in the form of video, subtitles shall be added or sign language used in the corner of the screen to inform persons with hearing disabilities. Voice messages broadcasted in the cabin by air carriers shall be made available in written form to persons with hearing disabilities. Guidelines on Accessibility at Civil Airports, 2.2.5.3: Written or sign language shall be used to communicate with passengers with hearing disabilities, briefing them on service processes and service content, informing where and how to get help, the location of facilities and equipment and how to use them, as well as assistance in wayfinding and boarding, etc.	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	China	Yes	Yes		Administrative Measures for Air Transport of Persons with Disabilities, Article 59: Air carriers, airports and airport ground service agents shall develop training programs to ensure that employees providing services to persons with disabilities receive the following trainings and service instructions in line with their responsibilities: (1) training on laws, regulations and policies on air transport of persons with disabilities; (2) training on the awareness, psychology and skills for serving persons with disabilities; (3) training on performing security screening on persons with disabilities capable of air travel, their luggage, and service dogs; (4) training on work procedures in providing services and assistance to persons with disabilities capable of air travel; (5) training on the use and operation of accessible facilities and equipment.	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	China	Yes	Yes		<a href="http://www.caac.gov.cn/XXGK/XXGK/ZCFB/201511/t20151104_10954.html">http://www.caac.gov.cn/XXGK/XXGK/ZCFB/201511/t20151104_10954.html</a> Administrative Measures for Air Transport of Persons with Disabilities <a href="http://www.caac.gov.cn/XXGK/XXGK/BZGF/HYBZ/201708/t20170804_45939.html">http://www.caac.gov.cn/XXGK/XXGK/BZGF/HYBZ/201708/t20170804_45939.html</a> Technical Standards on the Provision of Accessible Facilities and Equipment in Passenger Terminal Areas of Civil Airports	<a href="http://www.caac.gov.cn/XXGK/XXGK/ZCFB/201511/t20151104_10954.html">http://www.caac.gov.cn/XXGK/XXGK/ZCFB/201511/t20151104_10954.html</a> Administrative Measures for Air Transport of Persons with Disabilities <a href="http://www.caac.gov.cn/XXGK/XXGK/BZGF/HYBZ/201708/t20170804_45939.html">http://www.caac.gov.cn/XXGK/XXGK/BZGF/HYBZ/201708/t20170804_45939.html</a> Technical Standards on the Provision of Accessible Facilities and Equipment in Passenger Terminal Areas of Civil Airports
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	China	Yes	Yes		<a href="http://www.caac.gov.cn/XXGK/XXGK/ZCFB/201511/t20151104_10954.html">http://www.caac.gov.cn/XXGK/XXGK/ZCFB/201511/t20151104_10954.html</a> Administrative Measures for Air Transport of Persons with Disabilities	<a href="http://www.caac.gov.cn/XXGK/XXGK/ZCFB/201511/t20151104_10954.html">http://www.caac.gov.cn/XXGK/XXGK/ZCFB/201511/t20151104_10954.html</a> <a href="http://www.caac.gov.cn/XXGK/XXGK/ZCFB/201511/t20151104_10954.html">Administrative Measures for Air Transport of Persons with Disabilities</a>

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	China	Yes	Yes		<a href="http://www.caac.gov.cn/XXGK/XXGK/BZGF/HYBZ/201708/t20170804_45939.html">http://www.caac.gov.cn/XXGK/XXGK/BZGF/HYBZ/201708/t20170804_45939.html</a> Technical Standards on the Provision of Accessible Facilities and Equipment in Passenger Terminal Areas of Civil Airports	<a href="http://www.caac.gov.cn/XXGK/XXGK/BZGF/HYBZ/201708/t20170804_45939.html">http://www.caac.gov.cn/XXGK/XXGK/BZGF/HYBZ/201708/t20170804_45939.html</a> <a href="http://www.caac.gov.cn/XXGK/XXGK/BZGF/HYBZ/201708/t20170804_45939.html">Technical Standards on the Provision of Accessible Facilities and Equipment in Passenger Terminal Areas of Civil Airports</a>
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	China	Yes	Yes		<a href="http://www.gov.cn/flfg/2012-07/10/content_2179947.htm">http://www.gov.cn/flfg/2012-07/10/content_2179947.htm</a> Regulations on Building an Accessible Environment	<a href="http://www.gov.cn/flfg/2012-07/10/content_2179947.htm">http://www.gov.cn/flfg/2012-07/10/content_2179947.htm</a> <a href="http://www.gov.cn/flfg/2012-07/10/content_2179947.htm">Regulations on Building an Accessible Environment</a>
5e	17	Adequate parking facilities for persons with disabilities?	China	Yes	Yes		<a href="http://www.caac.gov.cn/XXGK/XXGK/BZGF/HYBZ/201708/t20170804_45939.html">http://www.caac.gov.cn/XXGK/XXGK/BZGF/HYBZ/201708/t20170804_45939.html</a> Technical Standards on the Provision of Accessible Facilities and Equipment in Passenger Terminal Areas of Civil Airports	<a href="http://www.caac.gov.cn/XXGK/XXGK/BZGF/HYBZ/201708/t20170804_45939.html">http://www.caac.gov.cn/XXGK/XXGK/BZGF/HYBZ/201708/t20170804_45939.html</a> <a href="http://www.caac.gov.cn/XXGK/XXGK/BZGF/HYBZ/201708/t20170804_45939.html">Technical Standards on the Provision of Accessible Facilities and Equipment in Passenger Terminal Areas of Civil Airports</a>
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	China			Yes	Persons with disabilities do not inform the airline of their disability or the help needed when purchasing their tickets, resulting in airlines unable to provide them with timely services.	
6b	19	The transportation of service animals.	China			Yes	Service dogs excreting in the passenger cabin upset other passengers; the provision and validation of IDs and quarantine certificates of service dogs are yet to be optimized.	
6c	20	Wheelchair service requests.	China			Yes	Inadequate number of compact onboard wheelchairs.	
6d	21	Aircraft accessibility.	China			Yes	Not enough accessible equipment for boarding and disembarking at smaller airports.	
6e	22	The transportation of disability aids.	China			Yes	Persons with disabilities do not always understand the many restrictions on checking electric wheelchairs as baggage.	
6f	23	Airport accessibility.	China			Yes	At smaller airports, accessible facilities do not meet the requirements or are inadequate in number.	
6g	24	Emerging trends.	China			Yes	It is rather difficult for persons with disabilities to purchase air tickets online in an accessible way.	
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	China			Yes	Persons with disabilities have lower level of knowledge about air travel in general, and are not familiar with the relevant requirements of civil aviation.	
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	China				Some of the recommended practices have higher requirements, placing additional cost burden on airlines and airports.	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	China	Yes	Yes	Yes	Conduct surveys, hold themed seminars to heed the voices of representatives of persons with disabilities and their organizations.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	China			Yes	Promulgated relevant regulations on air transport services for passengers with disabilities or reduced mobility to translate relevant ICAO provisions into domestic laws.	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	China				Collect relevant data regularly, assist States in advancing accessibility services through information sharing and case studies.	
Annex A	30	Details of the person completing this form	China				Name: WANG Xu Official Title/Position: Deputy Director Department of Transport Civil Aviation Administration of China Mailing address: 155 Dongsu West Avenue, Beijing Telephone number: 86-10-64091990 E-mail address: xfz925@sina.com	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Philippines					see second survey at Survey Monkey - Response English 2 page 159
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Philippines			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Philippines			Yes	<a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Philippines			No		
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Philippines			No		
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Philippines			No		
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Philippines			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Philippines	Yes	Yes		The Department of Public Works and Highways, The Department of Transportation and Communications, in coordination with The National Council for the Welfare of Disabled Persons (Accessibility Sector on the Magna Carta for Disabled Person) issued IRR of BP 344 which provide for minimum requirements and standards to make buildings, facilities and utilities for public use accessible to disabled persons, pursuant to the objectives of Batas Pambansa Bilang 344, An Act to Enhance the Mobility of Disabled Persons by Requiring Certain Buildings, Institutions, Establishments and Public Utilities to Install Facilities and Other Devices. <a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>	<a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Philippines	Yes	Yes		The Department of Public Works and Highways, The Department of Transportation and Communications, in coordination with The National Council for the Welfare of Disabled Persons (Accessibility Sector on the Magna Carta for Disabled Person) issued IRR of BP 344 which provide for minimum requirements and standards to make buildings, facilities and utilities for public use accessible to disabled persons, pursuant to the objectives of Batas Pambansa Bilang 344, An Act to Enhance the Mobility of Disabled Persons by Requiring Certain Buildings, Institutions, Establishments and Public Utilities to Install Facilities and Other Devices. <a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>	<a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Philippines	Yes	Yes		The Department of Public Works and Highways, The Department of Transportation and Communications, in coordination with The National Council for the Welfare of Disabled Persons (Accessibility Sector on the Magna Carta for Disabled Person) issued IRR of BP 344 which provide for minimum requirements and standards to make buildings, facilities and utilities for public use accessible to disabled persons, pursuant to the objectives of Batas Pambansa Bilang 344, An Act to Enhance the Mobility of Disabled Persons by Requiring Certain Buildings, Institutions, Establishments and Public Utilities to Install Facilities and Other Devices. <a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>	<a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Philippines	Yes	Yes		The Department of Public Works and Highways, The Department of Transportation and Communications, in coordination with The National Council for the Welfare of Disabled Persons (Accessibility Sector on the Magna Carta for Disabled Person) issued IRR of BP 344 which provide for minimum requirements and standards to make buildings, facilities and utilities for public use accessible to disabled persons, pursuant to the objectives of Batas Pambansa Bilang 344, An Act to Enhance the Mobility of Disabled Persons by Requiring Certain Buildings, Institutions, Establishments and Public Utilities to Install Facilities and Other Devices. <a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>	<a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Philippines	Yes	Yes		The Department of Public Works and Highways, The Department of Transportation and Communications, in coordination with The National Council for the Welfare of Disabled Persons (Accessibility Sector on the Magna Carta for Disabled Person) issued IRR of BP 344 which provide for minimum requirements and standards to make buildings, facilities and utilities for public use accessible to disabled persons, pursuant to the objectives of Batas Pambansa Bilang 344, An Act to Enhance the Mobility of Disabled Persons by Requiring Certain Buildings, Institutions, Establishments and Public Utilities to Install Facilities and Other Devices. <a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>	<a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Philippines	Yes	Yes		The Department of Public Works and Highways, The Department of Transportation and Communications, in coordination with The National Council for the Welfare of Disabled Persons (Accessibility Sector on the Magna Carta for Disabled Person) issued IRR of BP 344 which provide for minimum requirements and standards to make buildings, facilities and utilities for public use accessible to disabled persons, pursuant to the objectives of Batas Pambansa Bilang 344, An Act to Enhance the Mobility of Disabled Persons by Requiring Certain Buildings, Institutions, Establishments and Public Utilities to Install Facilities and Other Devices. <a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Philippines	Yes	Yes		The Department of Public Works and Highways, The Department of Transportation and Communications, in coordination with The National Council for the Welfare of Disabled Persons (Accessibility Sector on the Magna Carta for Disabled Person) issued IRR of BP 344 which provide for minimum requirements and standards to make buildings, facilities and utilities for public use accessible to disabled persons, pursuant to the objectives of Batas Pambansa Bilang 344, An Act to Enhance the Mobility of Disabled Persons by Requiring Certain Buildings, Institutions, Establishments and Public Utilities to Install Facilities and Other Devices. <a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>	<a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Philippines	Yes	Yes		The Department of Public Works and Highways, The Department of Transportation and Communications, in coordination with The National Council for the Welfare of Disabled Persons (Accessibility Sector on the Magna Carta for Disabled Person) issued IRR of BP 344 which provide for minimum requirements and standards to make buildings, facilities and utilities for public use accessible to disabled persons, pursuant to the objectives of Batas Pambansa Bilang 344, An Act to Enhance the Mobility of Disabled Persons by Requiring Certain Buildings, Institutions, Establishments and Public Utilities to Install Facilities and Other Devices. <a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>	<a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Philippines	Yes	Yes		The Department of Public Works and Highways, The Department of Transportation and Communications, in coordination with The National Council for the Welfare of Disabled Persons (Accessibility Sector on the Magna Carta for Disabled Person) issued IRR of BP 344 which provide for minimum requirements and standards to make buildings, facilities and utilities for public use accessible to disabled persons, pursuant to the objectives of Batas Pambansa Bilang 344, An Act to Enhance the Mobility of Disabled Persons by Requiring Certain Buildings, Institutions, Establishments and Public Utilities to Install Facilities and Other Devices. <a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>	<a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>
5e	17	Adequate parking facilities for persons with disabilities?	Philippines		Yes		The Department of Public Works and Highways, The Department of Transportation and Communications, in coordination with The National Council for the Welfare of Disabled Persons (Accessibility Sector on the Magna Carta for Disabled Person) issued IRR of BP 344 which provide for minimum requirements and standards to make buildings, facilities and utilities for public use accessible to disabled persons, pursuant to the objectives of Batas Pambansa Bilang 344, An Act to Enhance the Mobility of Disabled Persons by Requiring Certain Buildings, Institutions, Establishments and Public Utilities to Install Facilities and Other Devices. <a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>	<a href="https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/">https://www.ncda.gov.ph/disability-laws/implementing-rules-and-regulations-irr/irr-of-bp-344/</a>
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Philippines			No		
6b	19	The transportation of service animals.	Philippines			No		
6c	20	Wheelchair service requests.	Philippines			No		
6d	21	Aircraft accessibility.	Philippines			No		
6e	22	The transportation of disability aids.	Philippines			No		
6f	23	Airport accessibility.	Philippines			No		
6g	24	Emerging trends.	Philippines			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Philippines			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Philippines				For some airline operators and ground handlers, they do not have the Aviramp. This is essential if the aircraft is parked at the remote parking area	



Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Poland					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Poland			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Poland			Yes	European Regulation: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air. This European Regulation has direct national effect. National practical implementation: Ustawa Prawo Lotnicze.	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Poland			Yes	European Regulation: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air. This European Regulation has direct national effect. National practical implementation: Ustawa Prawo Lotnicze.	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Poland			Yes	European Regulation: Council Directive 2000/78/EC of 27 November 2000 establishing a general framework for equal treatment in employment and occupation This European Regulation has direct national effect.	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Poland			Yes	In general, a medical certificate is not required.	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Poland			No	There are rules on accompanying persons in European Regulation: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.	
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Poland	Yes	Yes		European Regulation: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air. This European Regulation has direct national effect. National practical implementation: Ustawa Prawo Lotnicze.	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Poland	Yes	Yes		European Regulation: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air. This European Regulation has direct national effect. National practical implementation: Ustawa Prawo Lotnicze	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Poland	Yes	Yes		European Regulation: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air. This European Regulation has direct national effect. National practical implementation: Ustawa Prawo Lotnicze.	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Poland	Yes	Yes		European Regulation: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air. This European Regulation has direct national effect. National practical implementation: Ustawa Prawo Lotnicze.	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Poland	Yes	Yes		European Regulation: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air. This European Regulation has direct national effect. National practical implementation: Ustawa Prawo Lotnicze.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Poland	Yes	Yes		European Regulation: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air. This European Regulation has direct national effect. National practical implementation: Ustawa Prawo Lotnicze.	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Poland	Yes	Yes		European Regulation: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air. This European Regulation has direct national effect. National practical implementation: Ustawa Prawo Lotnicze.	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Poland	Yes	Yes		European Regulation: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air. This European Regulation has direct national effect. National practical implementation: Ustawa Prawo Lotnicze.	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Poland	Yes	Yes		European Regulation: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air. This European Regulation has direct national effect. National practical implementation: Ustawa Prawo Lotnicze.	
5e	17	Adequate parking facilities for persons with disabilities?	Poland	No	Yes		European Regulation: Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air. This European Regulation has direct national effect. National practical implementation:	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Poland			No		
6b	19	The transportation of service animals.	Poland			Yes	Identification and certification of service animals is not clear.	
6c	20	Wheelchair service requests.	Poland			No		
6d	21	Aircraft accessibility.	Poland			No		
6e	22	The transportation of disability aids.	Poland			No		
6f	23	Airport accessibility.	Poland			No		
6g	24	Emerging trends.	Poland			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Poland			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Poland				We do not experience any implementation challenges of the ICAO standards, because all ICAO standards are incorporated in European Regulations, which are directly enforceable in the Polish national legislation.	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Poland	Yes	Yes	Yes	On the regulatory level, all issues are regulated in our national law Polish Aviation Law (Ustawa Prawo Lotnicze). On the level of implementation, airports are required to cooperate with airlines and all involved parties for a better collaboration.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Poland			Yes	Poland promotes standards established in ECAC DOC30 by dedicated campaigns, or announcements.	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Poland				Ways to assist States to enhance accessible aviation are for instance working groups or train the trainers.	
Annex A	30	Details of the person completing this form	Poland				Name: Przemyslaw Kornas Official Title/Position: Specialist Mailing address: Urząd Lotnictwa Cywilnego, ul. Marcina Flisa 2, 02-247 Warszawa, Poland Telephone number: +48 22 520 74 83 E-mail address: pkornas@ulc.gov.p	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Portugal					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Portugal			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Portugal			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Portugal			Yes	Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>	Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Portugal			Yes	Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>	Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Portugal			Yes	The EU Regulation does not impose any obligation on disabled persons and persons with reduced mobility to provide evidence of their disability or reduced mobility (whether medical or other) in order to justify the assistance requested. Thus, carriers are not allowed to ask for such a proof as a precondition of selling a ticket or of permitting carriage. However, in situations where the medical condition of a passenger is such that there is reasonable doubt that the passenger can complete the flight safely without requiring assistance during the flight, an air carrier may assess whether the passenger is fit-to-fly and request information to support that assessment.	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Portugal			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Portugal	Yes	Yes		Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air. Under article 14.º, Portugal performs regularly audits and inspections. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=P">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=P</a>	Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air. Under article 14.º, Portugal performs regularly audits and inspections. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=P">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=P</a>

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4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Portugal	Yes	Yes		Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air; ECAC Doc 30, Part I. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>	Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air; ECAC Doc 30, Part I. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Portugal	Yes	Yes		Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air; ECAC Doc 30, Part I. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>	Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air; ECAC Doc 30, Part I. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Portugal	Yes	Yes		Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air; ECAC Doc 30, Part I. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>	Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air; ECAC Doc 30, Part I. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Portugal	Yes	Yes		Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air; ECAC Doc 30, Part I. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>	Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air; ECAC Doc 30, Part I. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Portugal		Yes		AIRLINES - NOT APPLICABLE Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air; ECAC Doc 30, Part I. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Portugal	Yes	Yes		Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air; ECAC Doc 30, Part I. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>	Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air; ECAC Doc 30, Part I. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Portugal		Yes		AIRLINES - NOT APPLICABLE Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air; ECAC Doc 30, Part I. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>	AIRLINES - NOT APPLICABLE Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air; ECAC Doc 30, Part I. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Portugal		Yes		AIRLINES - NOT APPLICABLE Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air; ECAC Doc 30, Part I. <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT">https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02006R1107-20060815&amp;qid=1626885634254&amp;from=PT</a>	
5e	17	Adequate parking facilities for persons with disabilities?	Portugal		Yes		AIRLINES - NOT APPLICABLE Decree-Law No 307/2003, 10 December, approves the community model parking card for people with mobility impairments (national Law). Mandatory parking spaces for persons with disabilities. <a href="https://dre.pt/web/guest/legislacao-consolidada-/lc/108223277/202107211815/exportPdf/normal/1/cacheLevelPage?_LegislacaoConsolidada_WAR_drefrontofficeportlet_rp=indice">https://dre.pt/web/guest/legislacao-consolidada-/lc/108223277/202107211815/exportPdf/normal/1/cacheLevelPage?_LegislacaoConsolidada_WAR_drefrontofficeportlet_rp=indice</a>	AIRLINES - NOT APPLICABLE Decree-Law No 307/2003, 10 December, approves the community model parking card for people with mobility impairments (national Law). Mandatory parking spaces for persons with disabilities. <a href="https://dre.pt/web/guest/legislacao-consolidada-/lc/108223277/202107211815/exportPdf/normal/1/cacheLevelPage?_LegislacaoConsolidada_WAR_drefrontofficeportlet_rp=indice">https://dre.pt/web/guest/legislacao-consolidada-/lc/108223277/202107211815/exportPdf/normal/1/cacheLevelPage?_LegislacaoConsolidada_WAR_drefrontofficeportlet_rp=indice</a>
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Portugal			Yes	The challenge of ensuring that travel agencies and tour operators comply with the European Regulation. The Civil Aviation Authority is not the appropriate authority for travel agencies and tour operators.	
6b	19	The transportation of service animals.	Portugal			No		
6c	20	Wheelchair service requests.	Portugal			No		
6d	21	Aircraft accessibility.	Portugal			Yes	Some aircrafts are very small and their dimensions difficult the transportation of the PRMs.	
6e	22	The transportation of disability aids.	Portugal			Yes	Some electric wheelchairs are very heavy and this is a problem for the ground handlers.	
6f	23	Airport accessibility.	Portugal			No		
6g	24	Emerging trends.	Portugal			Yes	Some abuses occur, taking advantage of the fact that airports and airlines cannot ask for a proof of disability or reduced mobility.	
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Portugal					
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Portugal				There have been no specific challenges on the implementation of the ICAO standards and recommended practices in the area of accessibility in aviation, as the EC Regulation No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air, is in line with Annex 9 SARPs. According to the European Union law regulations are binding and directly applicable in all Member States.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Portugal	Yes	Yes	Yes	As EC Regulation No 1107/2006 of the European Parliament and of the Council of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air, is binding and directly applicable and ECAC's Doc 30, Part I contains all the guidance considered necessary and adequate, Portugal has not developed additional policies or regulations. Therefore, stakeholders from the community of persons with disabilities, airports and airlines have not been consulted. If the need to develop additional policies or regulations will be identified stakeholders from the community of persons with disabilities, airports and airlines will be consulted.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Portugal			Yes	Between airports and airlines and also in several international fora, such as the regular EU and ECAC (Facilitation Sub-Group on the Transport of persons with reduced mobility) meetings.	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Portugal				To upgrade certain Annex 9 Recommend Practices into Standards. Portugal submitted a Working Paper for the next Facilitation Panel in order to stress the importance of the PRM assistance. To have a pool of experts that can help developing national legislation, training programmes and reporting systems to collect and analyze data from airports and airlines.	
Annex A	30	Details of the person completing this form	Portugal				Name: Albino Colaço Palma Official Title/Position: NCMC Telephone number: +351 218 410 622 E-mail address: albino.palma@anac.pt	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Russian Federation					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Russian Federation			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Russian Federation			Yes	Russian Federation Ministry of Transport Decree No. 290 dated 2 August 2018 on the Approval of requirements for equipping aircraft with devices and equipment ensuring aircraft accessibility for disabled passengers and other persons with limited mobility.	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Russian Federation			Yes	Russian Federation Ministry of Transport Decree No. 82 dated 28 June 2007 on the Approval of Federal Aviation Regulations on the general rules for transporting passengers, baggage, cargo, and service requirements for passengers, cargo shippers and receivers	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Russian Federation			Yes	Russian Federation Ministry of Transport Decree No. 82 dated 28 June 2007 on the Approval of Federal Aviation Regulations on the general rules for transporting passengers, baggage, cargo, and service requirements for passengers, cargo shippers and receivers	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Russian Federation			Yes	Russian Federation Ministry of Transport Decree No. 82 dated 28 June 2007 on the Approval of Federal Aviation Regulations on the general rules for transporting passengers, baggage, cargo, and service requirements for passengers, cargo shippers and receivers	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Russian Federation			Yes	Russian Federation Ministry of Transport Decree No. 215 dated 2 March 2018 on the Approval of the Rules for granting subsidies from the federal budget to air transport entities to ensure accessibility of air transport to the population and on the recognition of the repeal of certain Russian Federation Government Acts.	
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Russian Federation	Yes	Yes		Federal Act No. 135-F3 dated 26 July 2006 on the Protection of Competition	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Russian Federation					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Russian Federation					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Russian Federation					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Russian Federation					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Russian Federation					
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Russian Federation					
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Russian Federation					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Russian Federation					
5e	17	Adequate parking facilities for persons with disabilities?	Russian Federation					
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Russian Federation					
6b	19	The transportation of service animals.	Russian Federation					
6c	20	Wheelchair service requests.	Russian Federation					
6d	21	Aircraft accessibility.	Russian Federation					
6e	22	The transportation of disability aids.	Russian Federation					
6f	23	Airport accessibility.	Russian Federation					
6g	24	Emerging trends.	Russian Federation					
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Russian Federation					
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Russian Federation					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Russian Federation					
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Russian Federation					
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Russian Federation					
Annex A	30	Details of the person completing this form	Russian Federation					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Sao Tome and Principe					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Sao Tome and Principe			No		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Sao Tome and Principe					
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Sao Tome and Principe					
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Sao Tome and Principe					
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Sao Tome and Principe					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Sao Tome and Principe					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Sao Tome and Principe					
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Sao Tome and Principe					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Sao Tome and Principe					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Sao Tome and Principe					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Sao Tome and Principe					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Sao Tome and Principe	No	No			
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Sao Tome and Principe	Yes	No			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Sao Tome and Principe	No	No			
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Sao Tome and Principe	No	No			
5e	17	Adequate parking facilities for persons with disabilities?	Sao Tome and Principe	No	No			
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Sao Tome and Principe			Yes		
6b	19	The transportation of service animals.	Sao Tome and Principe			No		
6c	20	Wheelchair service requests.	Sao Tome and Principe			Yes	Poor quality	
6d	21	Aircraft accessibility.	Sao Tome and Principe			Yes	No lifts; frequent problems with disabled passengers over 50kg.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6e	22	The transportation of disability aids.	Sao Tome and Principe			Yes	No suitable vehicles	
6f	23	Airport accessibility.	Sao Tome and Principe			Yes	No priority parking	
6g	24	Emerging trends.	Sao Tome and Principe			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Sao Tome and Principe			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Sao Tome and Principe					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Sao Tome and Principe	Yes	Yes	Yes	By e-mail and at workshops	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Sao Tome and Principe			Yes	Disabled Law and Transport Master Plan	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Sao Tome and Principe				Be more considerate and attentive to the accessibility needs of the disabled in civil aviation, and get more input from the National Association of Disabled Persons.	
Annex A	30	Details of the person completing this form	Sao Tome and Principe				Name: ...Waldyr Espirito Santo..... Official Title/Position: .....NMC..... Mailing address: ...Bairro de Aeroporto..... .....São Tomé, São Tomé e Príncipe CP 97..... Telephone number: .....+239 2241450..... E-mail address: .....waldyr.espiritosanto@inac.st.....	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Serbia					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Serbia			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Serbia			Yes	Law on Obligations and the Basics of Property Relations in Air Transport (Official Gazette of the Republic of Serbia No. 87/11 and 66/15)	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Serbia			Yes	Law on Obligations and the Basics of Property Relations in Air Transport (Official Gazette of the Republic of Serbia No. 87/11 and 66/15)	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Serbia			Yes	Law on Obligations and the Basics of Property Relations in Air Transport (Official Gazette of the Republic of Serbia No. 87/11 and 66/15)	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Serbia			Yes	Law on Obligations and the Basics of Property Relations in Air Transport (Official Gazette of the Republic of Serbia No. 87/11 and 66/15)	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Serbia			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Serbia	Yes	Yes			
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Serbia	Yes	Yes			
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Serbia	Yes	Yes			
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Serbia	No	Yes			
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Serbia	Yes	Yes			
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Serbia	No	Yes		Law on Obligations and the Basics of Property Relations in Air Transport (Official Gazette of the Republic of Serbia No. 87/11 and 66/15)	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Serbia	No	No			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Serbia	Yes	Yes			
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Serbia	Yes	Yes			

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5e	17	Adequate parking facilities for persons with disabilities?	Serbia	No	Yes		Law on Obligations and the Basics of Property Relations in Air Transport (Official Gazette of the Republic of Serbia No. 87/11 and 66/15)	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Serbia			No		
6b	19	The transportation of service animals.	Serbia			No		
6c	20	Wheelchair service requests.	Serbia			No		
6d	21	Aircraft accessibility.	Serbia			No		
6e	22	The transportation of disability aids.	Serbia			No		
6f	23	Airport accessibility.	Serbia			No		
6g	24	Emerging trends.	Serbia			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Serbia			Yes		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Serbia					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Serbia	Yes	Yes	Yes	Participation in the enactment of Law.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Serbia			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Serbia				International training and information exchange.	
Annex A	30	Details of the person completing this form	Serbia				Name: Nebojsa Starcevic Official Title/Position: Advisor for Facilitation in Civil Aviation Mailing address: Skadarska 23, Belgrade 11000 Telephone number:+381 11 2927066 E-mail address: nstarcevic@cad.gov.rs	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Singapore					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Singapore			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Singapore			Yes	<ul style="list-style-type: none"> <li>The Civil Aviation Authority of Singapore (CAAS) has published guidelines to Singapore carriers on acceptable restraint devices for passengers with restricted mobility (link to the Advisory Circular - <a href="https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf">https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf</a>).</li> <li>The aircraft of Singapore carriers have accessible-friendly features, where aircraft type, size and configuration permit, although this is not mandated by CAAS. For example, wide-body aircraft of the existing Singapore Airlines fleet have moveable armrests, onboard wheelchairs, accessible washrooms and suitable lighting and signs, while wide-body aircraft of the Scoot fleet have an aisle wheelchair onboard. Wide-body aircraft of Singapore Airlines, Scoot and Jetstar Asia also have handicapped-friendly toilets.</li> </ul>	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Singapore			No	<ul style="list-style-type: none"> <li>Singapore carriers are not required to provide transportation of disability aids free-of-charge. Nonetheless, Singapore Airlines and Scoot do not charge for the use of a wheelchair outside the aircraft (e.g. to get from check in to the boarding gate). Jetstar Asia charges for such a wheelchair use (except certain flights). However, Singapore carriers all offer the use of on-board aisle wheelchairs which can shuttle passengers between their seats and the aircraft toilets, free of charge.</li> <li>Singapore carriers also provide, at no additional charge, the use of a high lift (when aircraft is not parked at an aerobridge and boarding is via stairs) to transport the wheelchair-bound passenger from the boarding gate to the aircraft in the absence of an aerobridge. They also allow for the carriage of passengers' own disability aids (e.g. wheelchairs, canes, crutches, walkers, etc.) free-of-charge.</li> </ul>	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Singapore			No	<ul style="list-style-type: none"> <li>CAAS has provisions requiring Singapore carriers to transport service animals needed by persons with disabilities, without mandating that this service be provided free-of-charge (link to the Advisory Circular here - <a href="https://www.caas.gov.sg/docs/defaultsource/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-for-passengers-with-restricted-mobility.pdf">https://www.caas.gov.sg/docs/defaultsource/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-for-passengers-with-restricted-mobility.pdf</a>).</li> <li>Singapore carriers do not levy additional charge for the transportation of service animals.</li> </ul>	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Singapore			No	<ul style="list-style-type: none"> <li>Singapore carriers allow persons with disabilities to travel without providing medical clearance/a medical certificate, although this is not mandated by the State.</li> </ul>	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Singapore			No	<ul style="list-style-type: none"> <li>Singapore carriers allow assistants required by persons with disabilities to travel with them, however, not at a discounted price.</li> </ul>	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Singapore	Yes	Yes		<p>Airlines:</p> <ul style="list-style-type: none"> <li>CAAS has published guidelines for acceptable restraint devices for passengers with restricted mobility (link to the Advisory Circular here - <a href="https://www.caas.gov.sg/docs/default-source/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-for-passengers-withrestricted-mobility.pdf">https://www.caas.gov.sg/docs/default-source/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-for-passengers-withrestricted-mobility.pdf</a>) and the carriage of service animals in the passenger cabin (link to the Advisory Circular here - <a href="https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf">https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf</a>). CAAS audits Singapore carriers' compliance to the guidelines.</li> </ul> <p>Airports:</p> <ul style="list-style-type: none"> <li>Singapore's Building and Construction Authority audits the airport for compliance with the Singapore Code on Accessibility in the Built Environment 2019 - <a href="https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2">https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2</a>.</li> </ul>	<p>Airlines:</p> <ul style="list-style-type: none"> <li>CAAS has published guidelines for acceptable restraint devices for passengers with restricted mobility (link to the Advisory Circular here - <a href="https://www.caas.gov.sg/docs/default-source/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-for-passengers-withrestricted-mobility.pdf">https://www.caas.gov.sg/docs/default-source/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-for-passengers-withrestricted-mobility.pdf</a>) and the carriage of service animals in the passenger cabin (link to the Advisory Circular here - <a href="https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf">https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf</a>). CAAS audits Singapore carriers' compliance to the guidelines.</li> </ul> <p>Airports:</p> <ul style="list-style-type: none"> <li>Singapore's Building and Construction Authority audits the airport for compliance with the Singapore Code on Accessibility in the Built Environment 2019 - <a href="https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2">https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2</a>.</li> </ul>
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Singapore	Yes	Yes		<p>Airlines:</p> <ul style="list-style-type: none"> <li>For Singapore carriers, CAAS has guidelines for acceptable restraint devices for passengers with restricted mobility (link to the Advisory Circular here - <a href="https://www.caas.gov.sg/docs/default-source/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-forpassengers-with-restricted-mobility.pdf">https://www.caas.gov.sg/docs/default-source/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-forpassengers-with-restricted-mobility.pdf</a>) and the carriage of service animals in the passenger cabin (link to the Advisory Circular here - <a href="https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf">https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf</a>). These state that special briefings should be made for passengers with disability travelling with service animals/personnel; and special briefings should also be provided to passengers with restricted mobility devices. CAAS audits the Singapore carriers for compliance with this.</li> </ul> <p>Airports:</p> <ul style="list-style-type: none"> <li>The Building and Construction Authority (BCA)'s Code on Accessibility in the Built Environment 2019 (<a href="https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2">https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2</a>) requires that transport stations, including the airport, have at least one service and information counter provided for wheelchair users and persons with hearing impairment. BCA audits the airport for compliance with the provisions of the Code.</li> </ul>	<p>Airlines:</p> <ul style="list-style-type: none"> <li>For Singapore carriers, CAAS has guidelines for acceptable restraint devices for passengers with restricted mobility (link to the Advisory Circular here - <a href="https://www.caas.gov.sg/docs/default-source/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-forpassengers-with-restricted-mobility.pdf">https://www.caas.gov.sg/docs/default-source/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-forpassengers-with-restricted-mobility.pdf</a>) and the carriage of service animals in the passenger cabin (link to the Advisory Circular here - <a href="https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf">https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf</a>). These state that special briefings should be made for passengers with disability travelling with service animals/personnel; and special briefings should also be provided to passengers with restricted mobility devices. CAAS audits the Singapore carriers for compliance with this.</li> </ul> <p>Airports:</p> <ul style="list-style-type: none"> <li>The Building and Construction Authority (BCA)'s Code on Accessibility in the Built Environment 2019 (<a href="https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2">https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2</a>) requires that transport stations, including the airport, have at least one service and information counter provided for wheelchair users and persons with hearing impairment. BCA audits the airport for compliance with the provisions of the Code.</li> </ul>

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Singapore	Yes	Yes		<p>Airlines:</p> <ul style="list-style-type: none"> <li>For Singapore carriers, CAAS' guidelines for acceptable restraint devices for passengers with restricted mobility (link to the Advisory Circular here - <a href="https://www.caas.gov.sg/docs/default-source/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-forpassengers-with-restricted-mobility.pdf">https://www.caas.gov.sg/docs/default-source/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-forpassengers-with-restricted-mobility.pdf</a>) and the carriage of service animals in the passenger cabin (link to the Advisory Circular here - <a href="https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf">https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf</a>) state minimum standards of accessibility for persons requiring service animals or restraint devices. All Singapore Carriers have established and published standards of accessibility on their websites.</li> </ul> <p>Airports:</p> <ul style="list-style-type: none"> <li>The Building and Construction Authority's Code on Accessibility in the Built Environment 2019 (<a href="https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2">https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2</a>) specifies the requirements and provides guidelines (e.g. minimum accessible provisions) pertaining to accessibility for transport stations, including airports.</li> </ul>	<p>Airlines:</p> <ul style="list-style-type: none"> <li>For Singapore carriers, CAAS' guidelines for acceptable restraint devices for passengers with restricted mobility (link to the Advisory Circular here - <a href="https://www.caas.gov.sg/docs/default-source/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-forpassengers-with-restricted-mobility.pdf">https://www.caas.gov.sg/docs/default-source/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-forpassengers-with-restricted-mobility.pdf</a>) and the carriage of service animals in the passenger cabin (link to the Advisory Circular here - <a href="https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf">https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf</a>) state minimum standards of accessibility for persons requiring service animals or restraint devices. All Singapore Carriers have established and published standards of accessibility on their websites.</li> </ul> <p>Airports:</p> <ul style="list-style-type: none"> <li>The Building and Construction Authority's Code on Accessibility in the Built Environment 2019 (<a href="https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2">https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2</a>) specifies the requirements and provides guidelines (e.g. minimum accessible provisions) pertaining to accessibility for transport stations, including airports.</li> </ul>
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Singapore	Yes	Yes		<p>Airlines:</p> <ul style="list-style-type: none"> <li>For Singapore carriers, CAAS' guidelines for acceptable restraint devices for passengers with restricted mobility (link to the Advisory Circular here - <a href="https://www.caas.gov.sg/docs/default-source/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-forpassengers-with-restricted-mobility.pdf">https://www.caas.gov.sg/docs/default-source/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-forpassengers-with-restricted-mobility.pdf</a>) and the carriage of service animals in the passenger cabin (link to the Advisory Circular here - <a href="https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf">https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf</a>) state that airlines should provide special briefings to passengers with disability travelling with service animals/personnel / passengers with restricted mobility devices. All Singapore carriers are compliant with this requirement.</li> </ul> <p>Airports:</p> <ul style="list-style-type: none"> <li>The Building and Construction Authority's Code on Accessibility in the Built Environment 2019 (<a href="https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2">https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2</a>) requires that transport stations, including the airport, have hearing enhancement systems, tactile and Braille signs provided.</li> </ul>	<p>Airlines:</p> <ul style="list-style-type: none"> <li>For Singapore carriers, CAAS' guidelines for acceptable restraint devices for passengers with restricted mobility (link to the Advisory Circular here - <a href="https://www.caas.gov.sg/docs/default-source/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-forpassengers-with-restricted-mobility.pdf">https://www.caas.gov.sg/docs/default-source/pdf/ac121-6-4-(rev-0)-acceptable-restraint-devices-forpassengers-with-restricted-mobility.pdf</a>) and the carriage of service animals in the passenger cabin (link to the Advisory Circular here - <a href="https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf">https://www.caas.gov.sg/docs/default-source/pdf/ac121-1-3(rev-0)-carriage-of-service-animals-in-the-passenger-cabin.pdf</a>) state that airlines should provide special briefings to passengers with disability travelling with service animals/personnel / passengers with restricted mobility devices. All Singapore carriers are compliant with this requirement.</li> </ul> <p>Airports:</p> <ul style="list-style-type: none"> <li>The Building and Construction Authority's Code on Accessibility in the Built Environment 2019 (<a href="https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2">https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2</a>) requires that transport stations, including the airport, have hearing enhancement systems, tactile and Braille signs provided.</li> </ul>

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Singapore	Yes	Yes		<p>Airlines:</p> <ul style="list-style-type: none"> <li>For Singapore carriers, CAAS' guidelines for acceptable restraint devices for passengers with restricted mobility and the carriage of service animals in the passenger cabin state that airline crew should be trained to manage passengers with disabilities, their service animals, and restricted mobility devices.</li> </ul> <p>Airports:</p> <ul style="list-style-type: none"> <li>Changi Airport is not required to implement training programs to ensure that trained personnel are available to assist persons with disabilities. Nonetheless, Changi Airport has rolled out a series of training for airport staff to better facilitate the visually impaired, passengers who require wheelchairs and passengers with invisible disabilities (e.g. persons with autism).</li> </ul>	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Singapore	No	Yes		<p>Airlines:</p> <ul style="list-style-type: none"> <li>Singapore carriers are not required to provide lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available. Nonetheless, these carriers provide the use of wheelchair ramps, and high lifts to assist persons of disabilities to board and disembark the aircraft when level entry is not available.</li> </ul> <p>Airports:</p> <ul style="list-style-type: none"> <li>The Building and Construction Authority's Code on Accessibility in the Built Environment 2019 requires that transport stations, including the airport, have ramps and kerb ramps, platform lifts/wheelchair stairlifts for passengers with disabilities. (<a href="https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2">https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2</a>)</li> </ul> <p>Q25</p>	<p>Airlines:</p> <ul style="list-style-type: none"> <li>Singapore carriers are not required to provide lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available. Nonetheless, these carriers provide the use of wheelchair ramps, and high lifts to assist persons of disabilities to board and disembark the aircraft when level entry is not available.</li> </ul> <p>Airports:</p> <ul style="list-style-type: none"> <li>The Building and Construction Authority's Code on Accessibility in the Built Environment 2019 requires that transport stations, including the airport, have ramps and kerb ramps, platform lifts/wheelchair stairlifts for passengers with disabilities. (<a href="https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2">https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2</a>)</li> </ul> <p>Q25</p>
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Singapore	No	Yes		<p>Airlines:</p> <ul style="list-style-type: none"> <li>Singapore carriers are not required to provide flight service related information in an accessible communication format for the vision and hearing -impaired. Nonetheless, Singapore carriers provide special briefings in accessible communication formats for the visually impaired or the hearing impaired.</li> </ul> <p>Airports:</p> <ul style="list-style-type: none"> <li>The Building and Construction Authority's Code on Accessibility in the Built Environment 2019 requires that at least one of the public information/service counters for transport stations, including the airport, provide a hearing enhancement system, and the stations to provide tactile/Braille landmark indicators for the visually impaired. (<a href="https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2">https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2</a>)</li> </ul>	<p>Airlines:</p> <ul style="list-style-type: none"> <li>Singapore carriers are not required to provide flight service related information in an accessible communication format for the vision and hearing -impaired. Nonetheless, Singapore carriers provide special briefings in accessible communication formats for the visually impaired or the hearing impaired.</li> </ul> <p>Airports:</p> <ul style="list-style-type: none"> <li>The Building and Construction Authority's Code on Accessibility in the Built Environment 2019 requires that at least one of the public information/service counters for transport stations, including the airport, provide a hearing enhancement system, and the stations to provide tactile/Braille landmark indicators for the visually impaired. (<a href="https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2">https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2</a>)</li> </ul>

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Singapore	No	Yes		Airports: <ul style="list-style-type: none"> <li>The Building and Construction Authority's Code on Accessibility in the Built Environment 2019 requires that transport stations, including the airport, provide an accessible route from the accessible entrance of the building to taxi shelters.  <a href="https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2">https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2</a></li> </ul>	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Singapore	No	Yes		Airports: <ul style="list-style-type: none"> <li>The Building and Construction Authority's Code on Accessibility in the Built Environment 2019 requires that transport stations, including the airport, provide an accessible route from the accessible entrance of the building to taxi shelters.  <a href="https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2">https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2</a></li> </ul>	
5e	17	Adequate parking facilities for persons with disabilities?	Singapore	No	Yes		Airports: <ul style="list-style-type: none"> <li>The Building and Construction Authority's Code on Accessibility in the Built Environment 2019 requires that transport stations, including the airport, provide a fixed ratio of accessible parking lots for vehicles driven by person with disabilities.  <a href="https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2">https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2</a></li> </ul>	Airports: <ul style="list-style-type: none"> <li>The Building and Construction Authority's Code on Accessibility in the Built Environment 2019 requires that transport stations, including the airport, provide a fixed ratio of accessible parking lots for vehicles driven by person with disabilities.  <a href="https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2">https://www1.bca.gov.sg/docs/default-source/universaldesign/accessibilitycode2019.pdf?sfvrsn=ec47172e_2</a></li> </ul>
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Singapore			No		
6b	19	The transportation of service animals.	Singapore			No		
6c	20	Wheelchair service requests.	Singapore			No		
6d	21	Aircraft accessibility.	Singapore			No		
6e	22	The transportation of disability aids.	Singapore			No		
6f	23	Airport accessibility.	Singapore			No		
6g	24	Emerging trends.	Singapore			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Singapore			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Singapore				Nil	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Singapore	Yes	Yes	Yes	<ul style="list-style-type: none"> <li>• Consultation carried out through national platforms such as the National Air Transport Facilitation Committee (NATFC) and informal industry stakeholder engagement.</li> <li>• The Advisory Circular on the Carriage of Service Animals in the Passenger Cabin references information provided by the community of persons with disabilities, e.g. the website of the Guide Dog Association of Singapore.</li> <li>• The Code Review Committee for the Building and Construction Authority's Code on Accessibility in the Built Environment comprises of and consults with government agencies, voluntary welfare organisations representing the community of persons with disabilities, and industry associations.</li> </ul>	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Singapore			Yes	<ul style="list-style-type: none"> <li>• In developing the Advisory Circular on the Carriage of Service Animals in the Passenger Cabin, CAAS referenced ICAO Annex 9 on Facilitation, ICAO Guidance Document 9984 Manual on Access to Air Transport by Persons with Disabilities, the United Nations Convention on the Rights of Persons with Disabilities, the Flight Safety Foundation's report on Cabin Crew Safety</li> </ul>	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Singapore				<ul style="list-style-type: none"> <li>• Provide resources of standards for accessibility at other airports as examples of best practices.</li> </ul>	
Annex A	30	Details of the person completing this form	Singapore				Name: Jillian Chan Official Title/Position: Manager (Airport Operations Facilitation and Transformation) Mailing address: 60 Airport Boulevard, Singapore 819643 E-mail address: Jillian_chan@caas.gov.sg	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Slovenia					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Slovenia			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Slovenia			Yes	Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Slovenia			Yes	Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Slovenia			Yes	Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air; Council Directive 2000/78/EC of 27 November 2000 establishing a general framework for equal treatment in employment and occupation	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Slovenia			No		
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Slovenia			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Slovenia	No	No			
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Slovenia	Yes	Yes		Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services.	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Slovenia	Yes	Yes		Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Slovenia	Yes	Yes		Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services.	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Slovenia	Yes	Yes		Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Slovenia	Yes	Yes		Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Slovenia	Yes	Yes		Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services.	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Slovenia	Yes	Yes		Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Slovenia	Yes	Yes		Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air	
5e	17	Adequate parking facilities for persons with disabilities?	Slovenia	No	Yes		Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Slovenia			No		
6b	19	The transportation of service animals.	Slovenia			No		
6c	20	Wheelchair service requests.	Slovenia			No		
6d	21	Aircraft accessibility.	Slovenia			No		
6e	22	The transportation of disability aids.	Slovenia			No		
6f	23	Airport accessibility.	Slovenia			No		
6g	24	Emerging trends.	Slovenia			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Slovenia			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Slovenia				We do not experience any of implementation challenges.	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Slovenia	Yes	Yes	Yes	When developing new policies and regulations at EU level, there are consultation with the appropriate stakeholder	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Slovenia			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Slovenia				Sharing best practices and organizing workshops.	
Annex A	30	Details of the person completing this form	Slovenia				Name: Antonela Zizic Official Title/Position: Senior Advisor Mailing address: Ministry of Infrastructure, Directorate of Aviation and Maritime Transport, Aviation Division, Langusova 4, SI535 Ljubljana, Slovenia Telephone number: +386 1 4788499 E-mail address: antonela.zizic@gov.si	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Somalia					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Somalia			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Somalia					
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Somalia					
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Somalia					
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Somalia					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Somalia					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Somalia					
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Somalia					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Somalia					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Somalia					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Somalia					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Somalia					
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Somalia					
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Somalia					
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Somalia					
5e	17	Adequate parking facilities for persons with disabilities?	Somalia					
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Somalia					
6b	19	The transportation of service animals.	Somalia					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities- Airlines Response (Yes/No)	Entities- Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Somalia					
6d	21	Aircraft accessibility.	Somalia					
6e	22	The transportation of disability aids.	Somalia					
6f	23	Airport accessibility.	Somalia					
6g	24	Emerging trends.	Somalia					
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Somalia					
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Somalia					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Somalia					
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Somalia					
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Somalia					
Annex A	30	Details of the person completing this form	Somalia					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Netherlands (St. Maarten)					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Netherlands (St. Maarten)			No		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Netherlands (St. Maarten)					
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Netherlands (St. Maarten)					
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Netherlands (St. Maarten)					
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Netherlands (St. Maarten)					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Netherlands (St. Maarten)					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Netherlands (St. Maarten)					
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Netherlands (St. Maarten)					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Netherlands (St. Maarten)					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Netherlands (St. Maarten)					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Netherlands (St. Maarten)					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Netherlands (St. Maarten)	Yes	Yes		The state has authorized a company that assist person with disability with their travel.	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Netherlands (St. Maarten)	No	No			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Netherlands (St. Maarten)	Yes	Yes		Services providers for person with disabilities	

5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Netherlands (St. Maarten)	Yes	Yes		Services providers for person with disabilities	
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Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5e	17	Adequate parking facilities for persons with disabilities?	Netherlands (St. Maarten)	Yes	Yes		Services providers for person with disabilities	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Netherlands (St. Maarten)			Yes	Services providers for person with disabilities	
6b	19	The transportation of service animals.	Netherlands (St. Maarten)			Yes	Services providers for person with disabilities	
6c	20	Wheelchair service requests.	Netherlands (St. Maarten)			Yes	Operators and Services providers for person with disabilities	
6d	21	Aircraft accessibility.	Netherlands (St. Maarten)			Yes	Services providers for person with disabilities	
6e	22	The transportation of disability aids.	Netherlands (St. Maarten)			Yes	Services providers for person with disabilities	
6f	23	Airport accessibility.	Netherlands (St. Maarten)			Yes	Services providers for person with disabilities	
6g	24	Emerging trends.	Netherlands (St. Maarten)			Yes	Due to medical tourism there has been a increase in person traveling with disabilities or for medical reason	
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Netherlands (St. Maarten)			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Netherlands (St. Maarten)				budget financial constrain tends to have a effect on the implementation of the ICAO SARPS	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Netherlands (St. Maarten)	Yes	Yes	Yes	Consultation are carried out verbally in a meeting setting and via news article and mainstream media if required. Land courtant	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Netherlands (St. Maarten)			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Netherlands (St. Maarten)					
Annex A	30	Details of the person completing this form	Netherlands (St. Maarten)				Name: Keeven Duzong Official Title/Position: Safety Airworthiness Inspector / NCMC Mailing address: Sister Modest #12, Simpson Bay, St. Maarten Telephone number: +1721-5421683 E-mail address: keeven.duzong@sintmaartengov.org	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Sweden					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Sweden			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Sweden			Yes	EASA rules, ECAC Doc 30, 5.3.3.1	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Sweden			Yes	EU-regulation 1107/2006	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Sweden			Yes	EU-regulation 1107/2006	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Sweden			Yes	EU-regulation 1107/2006	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Sweden			Yes	ECAC Doc 30, 5.4.4.2	
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Sweden	Yes	Yes		Monitoring according to EU-regulation 1107/2006 and ECAC Quality Assessment Program	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Sweden	Yes	Yes		EU regulation 1107/2006, EASA rules, EU Directive on Accessibility	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Sweden	No	Yes		According to recommendations i ECAC Doc 30	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Sweden	Yes	Yes		Eu Regulation 1107/2006, ECAC Doc 3 and EASA rules	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Sweden	Yes	Yes		EU regulation 1107/2006	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Sweden	No	Yes		EU regulation 1107/2006, ECAC Doc 30	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Sweden	Yes	No		EASA rules	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Sweden	No	Yes		EU Regulation 1107/2006	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Sweden	No	No			
5e	17	Adequate parking facilities for persons with disabilities?	Sweden					
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Sweden					
6b	19	The transportation of service animals.	Sweden					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Sweden					
6d	21	Aircraft accessibility.	Sweden					
6e	22	The transportation of disability aids.	Sweden			Yes	Sometimes a definition problem. Passenger might need a lot of extra equipment to be used during the whole stay.	
6f	23	Airport accessibility.	Sweden			No		
6g	24	Emerging trends.	Sweden			Yes	Equipment with lithium batteries, Allergic passengers	
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Sweden			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Sweden				We follow the EU regulation . Possibly a challenge to meet other nations accessibility rules. Also how to balance safety and accessibility regarding the aircraft (toilets, armrests, o/b wheelchair etc)	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Sweden	Yes	Yes	Yes	Regular meetings with disability groups. Work through the national facilitation committé.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Sweden			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Sweden				To share best practises, for example to how ECAC is working with the PRM group, ECAC Doc 30 and quality assessment program.	
Annex A	30	Details of the person completing this form	Sweden				Name: Annelie Sjölund Official Title/Position: Senior Advisor Facilitation Telephone number: +46 708 32 47 33 E-mail address: annelie.sjolund@transportstyrelsen.se	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Switzerland					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Switzerland			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Switzerland			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Switzerland			Yes	Article 10, in conjunction with Annex II of Regulation (EC) No 1107/2006, defines that air carriers shall provide the assistance specified as follows: In addition to medical equipment, transport of up to two pieces of mobility equipment per disabled person or person with reduced mobility, including electric wheelchairs (subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods).	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Switzerland			Yes	According to Article 10 in conjunction with Annex II of Regulation (EC) No 1107/2006, air carriers are obliged to provide assistance free of charge to persons with reduced mobility. This includes the Carriage of recognised assistance dogs in the cabin, subject to national regulations. In Switzerland there is no specific legal definition of the term "assistance dog" and training standards are not regulated.	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Switzerland			Yes	According to Article 3 of Regulation (EC) No 1107/2006, air carriers shall not refuse to accept a reservation for a flight and carry persons with disabilities on the grounds of their disability or reduced mobility (non-discrimination). Exceptions (Article 4): carriage could be refused based on safety requirements or if the size of the aircraft or its doors make the embarkation or carriage of the PRM passenger concerned physically impossible. In certain cases, air carriers may assess whether a passenger is fit-to-fly. The interpretative guidelines to Regulation (EC) No 1107/2006 state the following: "The Regulation does not impose any obligation on disabled persons and persons with reduced mobility to provide evidence of their disability or reduced mobility (whether medical or other) in order to justify the assistance requested. Thus, carriers are not allowed to ask for such a proof as a precondition of selling a ticket or of permitting carriage. However, in situations where the medical condition of a passenger is such that there is reasonable doubt that the passenger can complete the flight safely without requiring assistance during the flight, an air carrier may assess whether the passenger is fit-to-fly and request information to support that assessment."	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Switzerland			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Switzerland	Yes	Yes		The Federal Office of Civil Aviation (FOCA) is the National Enforcement Body for Regulation (EC) 1107/2006 in Switzerland and handles complaints concerning issues of beforementioned Regulation. In case of violations, sanctions could be imposed on violating airlines and airports. The aim is to ensure that the rights of disabled persons and persons with reduced mobility are respected. FOCA performs regular on-site audits (e.g. annual audits at the national airports) and on site inspections in order to check the compliance with the requirements of Regulation (EC) No 1107/2006. This is done on the basis of a standardized audit program (questionnaire, on-site examination). Following the audit, FOCA establishes an audit report containing a summary of the audit, a list of findings (if a non-compliance was found), observations and conclusions. In case of non-compliance / findings, corrective actions, which have to be carried out until a due date, are defined. Corrective actions have to be established and reported to FOCA until the due date.	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Switzerland	Yes	Yes		Regulation (EC) No. 1107/2006 requires airports and air carriers to provide assistance for persons with disabilities. Air carriers must publish information on relevant safety regulations, restrictions on carriage and essential information on a flight in an accessible form (Article 4(3) and Article 10 in conjunction with Annex II). Airports must provide basic information about the airport in accessible formats at designated arrival and departure points (Article 5(2)). Furthermore, ECAC DOC 30 provides best practices, e.g. Guidance on Websites information for Persons with Disabilities and Persons with Reduced Mobility (Annex 5-J).	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Switzerland	Yes	Yes		Regulation (EC) No 1107/2006 defines the minimum assistance. Article 9 of Regulation (EC) No 1107/2006 requires airports exceeding exceeding 150'000 commercial passenger movements per year to define and publish quality standards for the assistance specified in Annex I. "In the setting of such standards, full account shall be taken of internationally recognized policies and codes of conduct concerning facilitation of the transport of disabled persons or persons with reduced mobility, notably the ECAC Code of Good Conduct in Ground Handling for Persons with Reduced Mobility" (Art. 9.2).	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Switzerland	Yes	Yes		Air carriers must publish information on relevant safety regulations, restrictions on carriage and essential information on a flight in an accessible form (Article 4(3) and Article 10 in conjunction with Annex II). Airports must provide basic information about the airport in accessible formats at designated arrival and departure points (Article 5(2)). Furthermore, ECAC Doc 30 outlines best practices	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Switzerland	Yes	Yes		Based on Article 11 of Regulation (EC) No 1107/2006 air carriers and airport managing bodies shall ensure that all their personnel, including those employed by any sub-contractor, providing direct assistance to disabled persons and persons with reduced mobility have knowledge of how to meet the needs of persons having various disabilities or mobility impairments, to provide disability-equality and disability-awareness training to all their personnel working at the airport who deal directly with the travelling public and to ensure all new employees attend disability-related training and personnel receive refresher training courses. ECAC Doc 30, Annex 5-G, gives guidelines on training.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Switzerland	No	Yes		According to Article 7 in conjunction with Annex I of Regulation (EC) No 1107/2006, airports are obliged to assist persons with disabilities in connection with departure and arrival as well as in reaching connecting flights in transit. This also includes assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to board the aircraft or to disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Switzerland	Yes	Yes		Annex I of Regulation (EC) No 1107/2006 defines that airports have to offer communication of information needed to take flights in accessible formats. Annex II of Regulation (EC) No 1107/2006 defines that air carriers shall communicate essential information concerning a flight in accessible formats	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Switzerland	No	Yes		Airports are obliged to designate points of arrival and departure in accordance with Article 5 of Regulation (EC) No 1107/2006. The points of arrival and departure shall be clearly signed (Art. 5.2). ECAC Doc 30 Annex 5-K gives recommendations for the harmonization of call point signage in airports.	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Switzerland	No	Yes		According to Article 7 in conjunction with Annex II of Regulation (EC) No 1107/2006, airports are responsible for providing appropriate assistance to passengers in the airport area. Swiss national law (Disability Equality Act) regulates the accessibility and assistance for railway or bus passengers.	
5e	17	Adequate parking facilities for persons with disabilities?	Switzerland	No	Yes		Regulation (EC) No 1107/2006 does not contain specific provisions on adequate parking facilities for persons with disabilities. The Swiss Disability Act and Ordinance regulate adequate parking facilities for persons with disabilities and airports are obliged to provide the defined minimum.	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Switzerland			Yes	NEB received reports that it was not possible for some codeshare flights to notify the passenger's information concerning assistance for a flight carried out by a codeshare-partner (single booking).It concerned the transmission of the information between the contracting airline and the codeshare partner airline.	
6b	19	The transportation of service animals.	Switzerland			Yes	No (national) legal definition of the term "assistance dog" nor specifications concerning the training of assistance dogs. There is no uniform international standard for the recognition of assistance dogs. As a result, passengers are treated differently depending on the operating air carrier and the point of departure or arrival and sometimes, assistance dogs recognized in the passenger's country of origin are refused carriage.	
6c	20	Wheelchair service requests.	Switzerland			No		
6d	21	Aircraft accessibility.	Switzerland			No		
6e	22	The transportation of disability aids.	Switzerland			Yes	Issues with regard to transportation of disability aids concern Dangerous Goods / Batteries. Dangerous goods regulations do not consider some sports equipment / portable electronic devices, e.g. mini-segways or hoverboards, as mobility aids, which means that with regard to the power of the installed batteries and in accordance with the ICAO-TI. (ICAO Provisions regarding Small Vehicles powered by Lithium Batteries) other values are applied than for disability aids such as wheelchairs etc.	
6f	23	Airport accessibility.	Switzerland			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6g	24	Emerging trends.	Switzerland			Yes	<ul style="list-style-type: none"> <li>Standards for the recognition of assistance dogs</li> <li>Improvement of pre-notification (notification rate and transmission of applicable codes)</li> <li>Use of codes to reflect the appropriate assistance needed, e.g. for dementia / hidden disabilities (WCHR used)</li> <li>Health measures / Covid issues (exemption of passengers from the mask requirement due to medical indication, sanitary measures to protect PRM passengers / employees)</li> </ul>	
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Switzerland			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Switzerland					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Switzerland	Yes	Yes	Yes	The process depends on the context.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Switzerland			Yes	Best practices as laid down in ECAC Doc 30.	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Switzerland					
Annex A	30	Details of the person completing this form	Switzerland				Name: Katharina Probst Official Title/Position: Head Air Passenger Rights Unit Mailing address: Federal Office of Civil Aviation (FOCA), CH-3003 Bern Telephone number: +41 58 465 47 42 E-mail address: katharina.probst@bazl.admin.ch	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	United Republic of Tanzania					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	United Republic of Tanzania			No		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	United Republic of Tanzania					
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	United Republic of Tanzania					
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	United Republic of Tanzania					
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	United Republic of Tanzania					
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	United Republic of Tanzania					
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	United Republic of Tanzania					
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	United Republic of Tanzania					
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	United Republic of Tanzania					
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	United Republic of Tanzania					
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	United Republic of Tanzania					
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	United Republic of Tanzania					
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	United Republic of Tanzania					
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	United					

			Republic of Tanzania					
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	United Republic of Tanzania					
5e	17	Adequate parking facilities for persons with disabilities?	United Republic of Tanzania					
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	United Republic of Tanzania					
6b	19	The transportation of service animals.	United Republic of Tanzania					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	United Republic of Tanzania					
6d	21	Aircraft accessibility.	United Republic of Tanzania					
6e	22	The transportation of disability aids.	United Republic of Tanzania					
6f	23	Airport accessibility.	United Republic of Tanzania					
6g	24	Emerging trends.	United Republic of Tanzania					
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	United Republic of Tanzania					
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	United Republic of Tanzania					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	United Republic of Tanzania					
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	United Republic of Tanzania					
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	United Republic of Tanzania					
Annex A	30	Details of the person completing this form	United Republic of Tanzania					

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Turkmenistan					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Turkmenistan			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Turkmenistan			Yes	Article 10, para. 23, sub-para. 8 of Facilitation for the Transport of Persons with Disabilities, National Air Transport Facilitation Programme	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Turkmenistan			Yes	Article 10, para. 23, sub-para. 6 (b) of Facilitation for the Transport of Persons with Disabilities, National Air Transport Facilitation Programme [Translator's Note concerning sub-paragraph letters: The Russian Federation and English alphabets contain different letters, and letters which are phonetically similar in the two languages do not necessarily appear in the same order in both alphabets. For instance, whereas English letters appear in the order a, b, c, d, etc., the correct order in Russian Federation is a, v, b, g, etc. Therefore, throughout this survey, subparagraph letters have been transliterated only. No equivalents have been given in terms of their positions in the respective alphabets.]	[Translator's Note concerning sub-paragraph letters: The Russian Federation and English alphabets contain different letters, and letters which are phonetically similar in the two languages do not necessarily appear in the same order in both alphabets. For instance, whereas English letters appear in the order a, b, c, d, etc., the correct order in Russian Federation is a, v, b, g, etc. Therefore, throughout this survey, subparagraph letters have been transliterated only. No equivalents have been given in terms of their positions in the respective alphabets.]
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Turkmenistan			Yes	Article 10, para. 23, sub-para. 6 (a) of Facilitation for the Transport of Persons with Disabilities, National Air Transport Facilitation Programme	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Turkmenistan			Yes	Article 10, para. 23, sub-para. 10 of Facilitation for the Transport of Persons with Disabilities, National Air Transport Facilitation Programme	
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Turkmenistan			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Turkmenistan	Yes	Yes		Turkmenistan Programme for the Continuous Monitoring of Civil Aviation Operators and Organizations. The Programme is adopted annually and provides for a set of measures to be carried out by the Agency to support, through periodic audits, compliance by Certificate and Licence holders (civil aviation operators and organizations) with the certification requirements and requirements for the period between certifications.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Turkmenistan	Yes	Yes		Article 10, para. 23, sub-para. 7, sub-para. 6 (v), (g), and (d) of Facilitation for the Transport of Persons with Disabilities, National Air Transport Facilitation Programme	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Turkmenistan	Yes	Yes		Article 10, paragraph 4 of Facilitation for the Transport of Persons with Disabilities, National Air Transport Facilitation Programme, specifically: The State authorities, in conjunction with air carriers, airport management authorities and ground handling agents of Turkmenistan, establish and publish unified minimum standards for access of persons with disabilities to air transport services from the moment of arrival at the departure airport until their departure from the destination airport. In the course of establishing the aforementioned standards, internationally recognized policies and codes of conduct are taken into consideration as regards facilitation for the transport of disabled persons, and specifically the European Civil Aviation Conference Code of Good Conduct in Ground Handling for Persons with Reduced Mobility.	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Turkmenistan	Yes	Yes		Article 10, paragraph 5 of Facilitation for the Transport of Persons with Disabilities, National Air Transport Facilitation Programme, specifically: The State authorities, in conjunction with air carriers, airport management authorities, ground handling agents and tour operators, provide passengers with disabilities utilizing air transport with the necessary information, in a form suitable for persons with cognitive and sensory disabilities, for the continuation of their journey and in accordance with their needs.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Turkmenistan	Yes	Yes		Article 10, paragraph 23, sub-para. 15 of Facilitation for the Transport of Personsb) provide training courses on equality and the needs of persons with disabilities to all airport personnel working directly with passengers; v) guarantee that all employees, during their onboarding process, undergo training courses on the provision of assistance to persons with disabilities, and that personnel shall take advantage of refresher courses, as necessary. with Disabilities, National Air Transport Facilitation Programme, specifically: Air carriers and the airport management authority shall: a) guarantee that all personnel, including any hired by sub-contractors, providing direct assistance to persons with disabilities shall be aware of the procedures for fulfilling the needs of persons with various types of disabilities;	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Turkmenistan	Yes	Yes		Article 10, paragraph 17 of Facilitation for the Transport of Persons with Disabilities, National Air Transport Facilitation Programme	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Turkmenistan	Yes	Yes		Article 10, paragraph 6, sub-para. v (6) and paragraph 23 of Facilitation for the Transport of Persons with Disabilities, National Air Transport Facilitation Programme	
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Turkmenistan	Yes	Yes		Article 10, paragraphs 19 and 20 of Facilitation for the Transport of Persons with Disabilities, National Air Transport Facilitation Programme	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Turkmenistan	Yes	Yes		Article 10, paragraphs 20 and 21 of Facilitation for the Transport of Persons with Disabilities, National Air Transport Facilitation Programme	
5e	17	Adequate parking facilities for persons with disabilities?	Turkmenistan	Yes	Yes		Article 10, paragraph 21 of Facilitation for the Transport of Persons with Disabilities, National Air Transport Facilitation Programme	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Turkmenistan			No		
6b	19	The transportation of service animals.	Turkmenistan			No		
6c	20	Wheelchair service requests.	Turkmenistan			No		
6d	21	Aircraft accessibility.	Turkmenistan			No		
6e	22	The transportation of disability aids.	Turkmenistan			No		
6f	23	Airport accessibility.	Turkmenistan			No		
6g	24	Emerging trends.	Turkmenistan			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Turkmenistan			Yes		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Turkmenistan				We do not face any challenges implementing ICAO standards and recommended practices in the area of accessibility in aviation.	
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Turkmenistan	Yes	Yes	Yes	Consultations are carried out by inter-agency correspondence.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Turkmenistan			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Turkmenistan				Since the personnel working directly with passengers are the most important source of information for the process of continuous quality enhancement, the civil aviation authority conducts regular analysis, on the basis of proposals from personnel, of the methods used for interacting with passengers.	
Annex A	30	Details of the person completing this form	Turkmenistan				Name: Galina Davlekamova Official Title/Position: Head of the Division of Agreements and Foreign Economic Activity Mailing address: 744000 Telephone number: +993 12443030 E-mail address: international-dept.turkmenhowayollary@online.tm	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Ukraine					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Ukraine			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Ukraine			Yes	Article 102, Air Code of Ukraine: An air carrier must take measures to ensure that aircraft being commissioned for the first time or after significant refurbishing meet the unified standards for accessibility with respect to on-board equipment as specified in part two of the present Article.	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Ukraine			Yes	Article 102, Air Code of Ukraine, Aviation Regulations of Ukraine, Rules for the Transport by Air and Handling of Passengers and Baggage approved by State Aviation Administration of Ukraine Decree No. 1239 dated 26 November 2018 (Ministry of Justice of Ukraine No. 141/33112 dated 8 February 2019)	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Ukraine			Yes	Article 102, Air Code of Ukraine, Aviation Regulations of Ukraine, Rules for the Transport by Air and Handling of Passengers and Baggage approved by State Aviation Administration of Ukraine Decree No. 1239 dated 26 November 2018 (Ministry of Justice of Ukraine No. 141/33112 dated 8 February 2019)	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Ukraine			Yes	Article 102, Air Code of Ukraine: An air carrier is entitled to require persons with disabilities to obtain a medical clearance only if it is not possible to guarantee the safety or health of the persons with disabilities or other passengers. Chapter VIII, Aviation Regulations of Ukraine, Rules for the Transport by Air and Handling of Passengers and Baggage approved by State Aviation Administration of Ukraine Decree No. 1239 dated 26 November 2018 (Ministry of Justice of Ukraine No. 141/33112 dated 8 February 2019): A passenger whose physical condition raises the air carrier's concern shall be permitted for carriage by air upon presentation to the air carrier of a certificate from a health authority indicating that the person's physical condition permits travel by air, and in some instances that the person's illness poses no danger to others. Such a certificate must be issued no later than 5 days before the date of planned departure.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Ukraine			Yes	Article 102, Part Nine of the Air Code of Ukraine: If an accompanying person is required, the air carrier may offer a discount for the transport of such person.	
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Ukraine	Yes	Yes		Article 102, Part Nine of the Air Code of Ukraine: Services for people with restricted mobility (persons with disabilities) should be provided on a transparent, non-discriminatory basis, subject to audit and checks by the civil aviation authority. For violations in the area of civil aviation, financial penalties in the form of a fine (Article 127, Air Code of Ukraine) shall be imposed on legal entities active in aviation.	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Ukraine	Yes	Yes		Chapter VIII, Aviation Regulations of Ukraine, Rules for the Transport by Air and Handling of Passengers and Baggage approved by State Aviation Administration of Ukraine Decree No. 1239 dated 26 November 2018 (Ministry of Justice of Ukraine No. 141/33112 dated 8 February 2019): In order to ensure the rights of passengers with disabilities or reduced mobility when using air transport services, airport operators and air carriers must create groups (services) for providing assistance to persons with disabilities or reduced mobility. Air carriers and sales agents must take all necessary measures to ensure that at all points of sale, including sales via telephone or mobile communications and Internet networks, information is made available on the assistance provided by the air carrier to passengers with disabilities or reduced mobility, as well as on the conditions and procedure for requesting such assistance. Services for the transport and handling of passengers with disabilities or reduced mobility must be adapted to the needs of such passengers and provided taking into consideration the guidance material contained in the Manual on Access to Air Transport by Persons with Disabilities (Doc 9984).	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Ukraine	Yes	Yes		Chapter VIII, Aviation Regulations of Ukraine, Rules for the Transport by Air and Handling of Passengers and Baggage approved by State Aviation Administration of Ukraine Decree No. 1239 dated 26 November 2018 (Ministry of Justice of Ukraine No. 141/33112 dated 8 February 2019): Air carriers and sales agents are required to publish on their websites in English, Ukrainian, and other languages as required, the rules for safety, accompaniment and the conditions of transport for passengers with disabilities or reduced mobility, as well as any other restrictions on their transport or the transport of mobility aids, taking into consideration the technical capabilities of the aircraft.	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Ukraine	Yes	Yes		Chapter VIII, Aviation Regulations of Ukraine, Rules for the Transport by Air and Handling of Passengers and Baggage approved by State Aviation Administration of Ukraine Decree No. 1239 dated 26 November 2018 (Ministry of Justice of Ukraine No. 141/33112 dated 8 February 2019): When possible, air carriers, airport operators and service agents shall designate a separate check-in counter for persons with disabilities or reduced mobility. When possible, the personnel of these airport entities should undergo relevant training, including sign language and an international language.	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Ukraine	Yes	Yes		Chapter VIII, Aviation Regulations of Ukraine, Rules for the Transport by Air and Handling of Passengers and Baggage approved by State Aviation Administration of Ukraine Decree No. 1239 dated 26 November 2018 (Ministry of Justice of Ukraine No. 141/33112 dated 8 February 2019): Air carriers, airport operators and service agents must ensure that their personnel assisting persons with disabilities or reduced mobility are sufficiently well qualified.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Ukraine	Yes	Yes		Article 102, Part Four, Air Code of Ukraine: In order to ensure the movement of persons with disabilities and older persons between the aircraft and the terminal after arrival and during departure, if necessary lifting systems or other devices shall be provided in the absence of passenger jetways, and measures shall be taken to ensure that passengers with hearing or visual impairments have the opportunity to receive flight information. Chapter VIII, Aviation Regulations of Ukraine, Rules for the Transport by Air and Handling of Passengers and Baggage approved by State Aviation Administration of Ukraine Decree No. 1239 dated 26 November 2018 (Ministry of Justice of Ukraine No. 141/33112 dated 8 February 2019): The airport operator or service agent must take measures to ensure that passengers with disabilities or reduced mobility can board/disembark from the aircraft with the assistance of lifts, wheelchairs, onboard wheelchairs, or other necessary aids.	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Ukraine	Yes	Yes		Chapter VIII, Aviation Regulations of Ukraine, Rules for the Transport by Air and Handling of Passengers and Baggage approved by State Aviation Administration of Ukraine Decree No. 1239 dated 26 November 2018 (Ministry of Justice of Ukraine No. 141/33112 dated 8 February 2019): When possible, air carriers, airport operators and service agents shall designate a separate check-in counter for persons with disabilities or reduced mobility. When possible, the personnel of these airport entities should undergo relevant training, including sign language and an international language.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Ukraine	Yes	Yes		Chapter VIII, Aviation Regulations of Ukraine, Rules for the Transport by Air and Handling of Passengers and Baggage approved by State Aviation Administration of Ukraine Decree No. 1239 dated 26 November 2018 (Ministry of Justice of Ukraine No. 141/33112 dated 8 February 2019): The airport operators should, jointly with airport users and with the involvement of organizations representing the interests of persons with disabilities, determine the locations for points of entry into or departure from the airport terminal or points within airport premises where passengers with disabilities or reduced mobility can easily notify of their arrival and make a request for the necessary assistance. Entry and departure points may be positioned at one or various locations. Certain entry and departure points should provide the essential information about services, the location of service points, etc. in a format accessible to passengers with disabilities or reduced mobility.	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Ukraine	No	No			
5e	17	Adequate parking facilities for persons with disabilities?	Ukraine	No	Yes		Parking spots for person with disabilities must be located no more than 50 metres from the building entrance.	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Ukraine			No		
6b	19	The transportation of service animals.	Ukraine			No		
6c	20	Wheelchair service requests.	Ukraine			No		
6d	21	Aircraft accessibility.	Ukraine			No		
6e	22	The transportation of disability aids.	Ukraine			No		
6f	23	Airport accessibility.	Ukraine			No		
6g	24	Emerging trends.	Ukraine			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Ukraine			No		
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Ukraine					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Ukraine	Yes	Yes	Yes	Legislation is subject to public discussion and agreement with the Association of Persons with Disabilities of Ukraine, and is also agreed with the Authorized Supreme Council of Ukraine on the Rights of Persons with Disabilities.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Ukraine			Yes	Primarily, airport design and the implementation of measures to ensure accessibility to air transport services.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Ukraine				Include some of the content of Doc 9984 in Annex 9.	
Annex A	30	Details of the person completing this form	Ukraine				Name: Olha Vladimirovna Rekada Official Title/Position: Deputy Head, Division of Air Transport Management and Oversight, Department of Air Transport and International Cooperation, State Aviation Administration of Ukraine Mailing address: 14, Prospekt Pobedy, Kyiv, Ukraine Telephone number: +304 43 515292 E-mail address: Olha.Rekada@avia.gov.ua	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1		United Kingdom					
		Name of state						
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	United Kingdom			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	United Kingdom			Yes	Access to Air Travel for Disabled Persons and Persons with Reduced Mobility – Code of Practice <a href="https://webarchive.nationalarchives.gov.uk/+http://www.dft.gov.uk/transportforyou/access/aviationshipping/accesstoairtravelfordisabled.pdf">https://webarchive.nationalarchives.gov.uk/+http://www.dft.gov.uk/transportforyou/access/aviationshipping/accesstoairtravelfordisabled.pdf</a> ECAC Document 30, Part 1, Section 5: <a href="https://www.ecac-ceac.org/documents/ecac-documents-and-international-agreements">https://www.ecac-ceac.org/documents/ecac-documents-and-international-agreements</a> To note - while the ECAC document is a policy statement, the UK government strongly encourages the industry, through the Code of Practice, to take the recommendations (including guidance in the Annexes to Section 5) into account when designing their services.	Access to Air Travel for Disabled Persons and Persons with Reduced Mobility – Code of Practice <a href="https://webarchive.nationalarchives.gov.uk/+http://www.dft.gov.uk/transportforyou/access/aviationshipping/accesstoairtravelfordisabled.pdf">https://webarchive.nationalarchives.gov.uk/+http://www.dft.gov.uk/transportforyou/access/aviationshipping/accesstoairtravelfordisabled.pdf</a> ECAC Document 30, Part 1, Section 5: <a href="https://www.ecac-ceac.org/documents/ecac-documents-and-international-agreements">https://www.ecac-ceac.org/documents/ecac-documents-and-international-agreements</a> To note - while the ECAC document is a policy statement, the UK government strongly encourages the industry, through the Code of Practice, to take the recommendations (including guidance in the Annexes to Section 5) into account when designing their services.
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	United Kingdom			Yes	Regulation (EC) No 1107/2006 concerning rights of disabled persons and persons with reduced mobility when travelling by air: <a href="https://www.legislation.gov.uk/eur/2006/1107/contents">https://www.legislation.gov.uk/eur/2006/1107/contents</a> This Regulation has been retained in UK law.	Regulation (EC) No 1107/2006 concerning rights of disabled persons and persons with reduced mobility when travelling by air: <a href="https://www.legislation.gov.uk/eur/2006/1107/contents">https://www.legislation.gov.uk/eur/2006/1107/contents</a> This Regulation has been retained in UK law.
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	United Kingdom			Yes	Regulation (EC) No 1107/2006 concerning rights of disabled persons and persons with reduced mobility when travelling by air: <a href="https://www.legislation.gov.uk/eur/2006/1107/contents">https://www.legislation.gov.uk/eur/2006/1107/contents</a> This Regulation has been retained in UK law.	Regulation (EC) No 1107/2006 concerning rights of disabled persons and persons with reduced mobility when travelling by air: <a href="https://www.legislation.gov.uk/eur/2006/1107/contents">https://www.legislation.gov.uk/eur/2006/1107/contents</a> This Regulation has been retained in UK law.

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	United Kingdom			Yes	Regulation (EC) No 1107/2006 concerning rights of disabled persons and persons with reduced mobility when travelling by air: <a href="https://www.legislation.gov.uk/eur/2006/1107/contents">https://www.legislation.gov.uk/eur/2006/1107/contents</a> This Regulation has been retained in UK law.	Regulation (EC) No 1107/2006 concerning rights of disabled persons and persons with reduced mobility when travelling by air: <a href="https://www.legislation.gov.uk/eur/2006/1107/contents">https://www.legislation.gov.uk/eur/2006/1107/contents</a> This Regulation has been retained in UK law.
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	United Kingdom			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	United Kingdom	No	Yes		UK Civil Aviation Authority (CAA), as the regulator for Civil Aviation in the UK, introduced guidance and a comprehensive accessibility performance framework for the UK airports in 2015, first of its kind in Europe. The framework is underpinned by obligations in Regulation (EC) 1107/2006 and recommendations in the ECAC Code of Good Conduct in Ground Handling for Passengers with Reduced Mobility (Annex 5-C to ECAC Doc 30, Part 1, Section 5), and is designed to encourage airports to provide a consistent and high-quality assistance service. The CAA actively monitors the airports' performance against this framework and publishes its findings annually. The guidance can be found here: <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=6487">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=6487</a>	UK Civil Aviation Authority (CAA), as the regulator for Civil Aviation in the UK, introduced guidance and a comprehensive accessibility performance framework for the UK airports in 2015, first of its kind in Europe. The framework is underpinned by obligations in Regulation (EC) 1107/2006 and recommendations in the ECAC Code of Good Conduct in Ground Handling for Passengers with Reduced Mobility (Annex 5-C to ECAC Doc 30, Part 1, Section 5), and is designed to encourage airports to provide a consistent and high-quality assistance service. The CAA actively monitors the airports' performance against this framework and publishes its findings annually. The guidance can be found here: <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=6487">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=6487</a>

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	United Kingdom	Yes	Yes		<p>The provision of assistance according to the individual needs of a passenger, as well as requirement for accessible information are obligations in Regulation (EC) No 1107/2006 concerning rights of disabled persons and persons with reduced mobility when travelling by air: <a href="https://www.legislation.gov.uk/eur/2006/1107/contents">https://www.legislation.gov.uk/eur/2006/1107/contents</a></p> <p>This Regulation has been retained in UK law.</p> <p>The CAA has clarified the obligations to airports through guidance documents CAP1228: Guidance on quality standards under Regulation EC 1107/2006 and CAP1411: CAA Guidance for airports on providing assistance to people with hidden disabilities; and to airlines through CAP1603: Guidance for airlines on assisting people with hidden disabilities. These documents are available online:</p> <p>CAP1228 <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=6487">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=6487</a></p> <p>CAP1411 <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=7390">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=7390</a></p> <p>CAP1603 <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=8717">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=8717</a></p>	<p>The provision of assistance according to the individual needs of a passenger, as well as requirement for accessible information are obligations in Regulation (EC) No 1107/2006 concerning rights of disabled persons and persons with reduced mobility when travelling by air: <a href="https://www.legislation.gov.uk/eur/2006/1107/contents">https://www.legislation.gov.uk/eur/2006/1107/contents</a></p> <p>This Regulation has been retained in UK law.</p> <p>The CAA has clarified the obligations to airports through guidance documents CAP1228: Guidance on quality standards under Regulation EC 1107/2006 and CAP1411: CAA Guidance for airports on providing assistance to people with hidden disabilities; and to airlines through CAP1603: Guidance for airlines on assisting people with hidden disabilities. These documents are available online:</p> <p>CAP1228 <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=6487">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=6487</a></p> <p>CAP1411 <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=7390">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=7390</a></p> <p>CAP1603 <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=8717">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=8717</a></p>
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	United Kingdom	No	Yes		<p>For airports, this is covered by CAA guidance CAP1228 <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=6487">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=6487</a></p>	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	United Kingdom	Yes	Yes		<p>This is covered in CAA guidance CAP1411 for airports and CAP1603 for airlines.</p> <p>CAP1411 <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=7390">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=7390</a></p> <p>CAP1603 <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=8717">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=8717</a></p>	<p>This is covered in CAA guidance CAP1411 for airports and CAP1603 for airlines.</p> <p>CAP1411 <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=7390">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=7390</a></p> <p>CAP1603 <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=8717">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=8717</a></p>

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4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	United Kingdom	Yes	Yes		This is an obligation under Regulation (EC) 1107/2006, and clarified in CAA guidance CAP1228, CAP1411 and CAP1603. CAP1228 <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=6487">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=6487</a> CAP1411 <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=7390">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=7390</a> CAP1603 <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=8717">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=8717</a> Guidelines for training of staff is also included in ECAC Doc 30, Part 1, Section 5 and associated Annexes.	This is an obligation under Regulation (EC) 1107/2006, and clarified in CAA guidance CAP1228, CAP1411 and CAP1603. CAP1228 <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=6487">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=6487</a> CAP1411 <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=7390">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=7390</a> CAP1603 <a href="https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=8717">https://publicapps.caa.co.uk/modalapplication.aspx?appid=11&amp;mode=detail&amp;id=8717</a> Guidelines for training of staff is also included in ECAC Doc 30, Part 1, Section 5 and associated Annexes.
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	United Kingdom	Yes	Yes		Assistance for boarding and disembarking is an obligation for airports under Regulation (EC) No 1107/2006 concerning rights of disabled persons and persons with reduced mobility when travelling by air: <a href="https://www.legislation.gov.uk/eur/2006/1107/contents">https://www.legislation.gov.uk/eur/2006/1107/contents</a> This Regulation has been retained in UK law	Assistance for boarding and disembarking is an obligation for airports under Regulation (EC) No 1107/2006 concerning rights of disabled persons and persons with reduced mobility when travelling by air: <a href="https://www.legislation.gov.uk/eur/2006/1107/contents">https://www.legislation.gov.uk/eur/2006/1107/contents</a> This Regulation has been retained in UK law
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	United Kingdom	Yes	Yes		An obligation under Regulation (EC) No 1107/2006 concerning rights of disabled persons and persons with reduced mobility when travelling by air: <a href="https://www.legislation.gov.uk/eur/2006/1107/contents">https://www.legislation.gov.uk/eur/2006/1107/contents</a> This Regulation has been retained in UK law. The requirements are clarified in CAA guidance CAP1411 and CAP1603.	An obligation under Regulation (EC) No 1107/2006 concerning rights of disabled persons and persons with reduced mobility when travelling by air: <a href="https://www.legislation.gov.uk/eur/2006/1107/contents">https://www.legislation.gov.uk/eur/2006/1107/contents</a> This Regulation has been retained in UK law. The requirements are clarified in CAA guidance CAP1411 and CAP1603.
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	United Kingdom	No	Yes		An obligation for airports under Regulation (EC) No 1107/2006 concerning rights of disabled persons and persons with reduced mobility when travelling by air: <a href="https://www.legislation.gov.uk/eur/2006/1107/contents">https://www.legislation.gov.uk/eur/2006/1107/contents</a> This Regulation has been retained in UK law.	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	United Kingdom	No	Yes		An obligation for airports under Regulation (EC) No 1107/2006 concerning rights of disabled persons and persons with reduced mobility when travelling by air: <a href="https://www.legislation.gov.uk/eur/2006/1107/contents">https://www.legislation.gov.uk/eur/2006/1107/contents</a> This Regulation has been retained in UK law.	An obligation for airports under Regulation (EC) No 1107/2006 concerning rights of disabled persons and persons with reduced mobility when travelling by air: <a href="https://www.legislation.gov.uk/eur/2006/1107/contents">https://www.legislation.gov.uk/eur/2006/1107/contents</a> This Regulation has been retained in UK law.

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5e	17	Adequate parking facilities for persons with disabilities?	United Kingdom	No	Yes		Equality Act 2010 <a href="https://www.legislation.gov.uk/ukpga/2010/15/contents">https://www.legislation.gov.uk/ukpga/2010/15/contents</a>	Equality Act 2010 <a href="https://www.legislation.gov.uk/ukpga/2010/15/contents">https://www.legislation.gov.uk/ukpga/2010/15/contents</a>
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	United Kingdom			No		
6b	19	The transportation of service animals.	United Kingdom			No		
6c	20	Wheelchair service requests.	United Kingdom			No		
6d	21	Aircraft accessibility.	United Kingdom			No		
6e	22	The transportation of disability aids.	United Kingdom			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6f	23	Airport accessibility.	United Kingdom			No		
6g	24	Emerging trends.	United Kingdom			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	United Kingdom			Yes	The CAA conducts bi-annual UK Aviation Consumer Surveys, which are measuring the passenger attitudes and views of travelling by air in the UK. The survey is for all air passengers, but has a specific section gathering views on the experience of disabled passengers and those with reduced mobility. The UK Aviation Consumer Surveys can be accessed here: <a href="https://www.caa.co.uk/Data-andanalysis/UK-aviation-market/Consumer-research/Analysis-reports/UK-Aviation-Consumer-Survey/">https://www.caa.co.uk/Data-andanalysis/UK-aviation-market/Consumer-research/Analysis-reports/UK-Aviation-Consumer-Survey/</a> Page 7	The CAA conducts bi-annual UK Aviation Consumer Surveys, which are measuring the passenger attitudes and views of travelling by air in the UK. The survey is for all air passengers, but has a specific section gathering views on the experience of disabled passengers and those with reduced mobility. The UK Aviation Consumer Surveys can be accessed here: <a href="https://www.caa.co.uk/Data-andanalysis/UK-aviation-market/Consumer-research/Analysis-reports/UK-Aviation-Consumer-Survey/">https://www.caa.co.uk/Data-andanalysis/UK-aviation-market/Consumer-research/Analysis-reports/UK-Aviation-Consumer-Survey/</a> Page 7
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	United Kingdom					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	United Kingdom	Yes	Yes	Yes	When developing new specific policies or wider strategies, the proposals are put to public consultation. This includes publishing consultation documents and supporting papers online for all to read and respond to. In addition, if applicable, the government engages with stakeholders who have an interest in the area being consulted on through various methods as appropriate. This includes, but not limited to, workshops, round-tables, public consultation events and seminars.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	United Kingdom			Yes	The Code of Practice includes recommendations that goes further than legal obligations and that the UK government expects the industry to adopt into practice. <a href="https://webarchive.nationalarchives.gov.uk/+http://www.dft.gov.uk/transportforyou/access/aviationshipping/accesstoairtravelfordisabled.pdf">https://webarchive.nationalarchives.gov.uk/+http://www.dft.gov.uk/transportforyou/access/aviationshipping/accesstoairtravelfordisabled.pdf</a>	The Code of Practice includes recommendations that goes further than legal obligations and that the UK government expects the industry to adopt into practice. <a href="https://webarchive.nationalarchives.gov.uk/+http://www.dft.gov.uk/transportforyou/access/aviationshipping/accesstoairtravelfordisabled.pdf">https://webarchive.nationalarchives.gov.uk/+http://www.dft.gov.uk/transportforyou/access/aviationshipping/accesstoairtravelfordisabled.pdf</a>

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	United Kingdom				<p>Wheelchairs are essential aid for those who use them to move, but are vulnerable to damage and/or loss during air travel. Furthermore, the wheelchairs usually are expensive, but are categorised under the Montreal Convention 1999 as cargo, which limits the airlines' liability to a level which is less than the value. While the Montreal Convention 1999 includes a right for airlines to waive the limits, the voluntary take-up of this waiving is not widespread, although some good practice has been identified in the UK. The UK government aims to increase the practice of waiving the liability, and is considering ways to achieve this within the scope of the Montreal Convention 1999. It would be helpful if this issue would be considered multilaterally. The UK government is also exploring options to make the stowing of wheelchairs and other mobility equipment in the aircraft hold safer, reducing the risk of damages occurring during transit. It would be helpful for this aspect to be considered multilaterally to achieve a standard that can be used globally, which would increase confidence, and ensure safer travel by air, for disabled persons and persons with reduced mobility.</p>	
Annex A	30	Details of the person completing this form	United Kingdom				<p>Name: Mr Jonne Olkinuora  Official Title/Position: Policy Adviser, Aviation Consumer Policy, Aviation Directorate  Mailing address: Department for Transport, 33 Horseferry Road, London, SW1P 4DR, United Kingdom  Telephone number: +447342056732  E-mail address: jonne.olkinuora@dft.gov.uk</p>	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Uruguay					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Uruguay			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Uruguay			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Uruguay			No		
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Uruguay			No		
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Uruguay			No		
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Uruguay			No		
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Uruguay	No	No			
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Uruguay	No	No			
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Uruguay	No	No			
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Uruguay	No	No			
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Uruguay	No	No			
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Uruguay	Yes	Yes		Law 18.651.	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Uruguay	No	No			
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Uruguay	No	No			
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Uruguay	No	No			
5e	17	Adequate parking facilities for persons with disabilities?	Uruguay	Yes	Yes		Law 18.651.	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Uruguay			No		
6b	19	The transportation of service animals.	Uruguay			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
6c	20	Wheelchair service requests.	Uruguay			No		
6d	21	Aircraft accessibility.	Uruguay			No		
6e	22	The transportation of disability aids.	Uruguay			No		
6f	23	Airport accessibility.	Uruguay			No		
6g	24	Emerging trends.	Uruguay			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Uruguay			Yes	We collect data on complaints and claims that could be used as a source of information about whether prior problems existed concerning those questions.	
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Uruguay					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Uruguay	Yes	Yes	Yes	Coordination via email and meetings with the organizations concerned.	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Uruguay			No		
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Uruguay				Courses and training workshops on this issue. Training and awareness days to share them with participating actors.	
Annex A	30	Details of the person completing this form	Uruguay				Name: Carol Molinari Official Title/Position: FAL Focal Point Mailing address: 15000 Telephone number: (+598) 91357136 E-mail address: lmolinari@dinacia.gub.uy	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Venezuela (Bolivarian Republic of)					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Venezuela (Bolivarian Republic of)			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Venezuela (Bolivarian Republic of)			Yes	<a href="http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf">http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf</a> Venezuela (Bolivarian Republic of) Aeronautical Regulation 9 (RAV 9) "Inspection and control in facilitation matters", section 9.20 "Facilitating the carriage of passengers requiring special assistance", paragraph (f) "Access to air services", subparagraph (2): "The Aviation Authority shall establish provisions to ensure that aircraft entering service for the first time or which have undergone major refurbishment shall conform to uniform minimum standards of accessibility in terms of equipment on board the aircraft, which should include folding seat arms, on-board wheelchairs, toilets (washrooms), lighting and adequate signage".	
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Venezuela (Bolivarian Republic of)			Yes	<a href="http://historico.tsi.gob.ve/gaceta/enero/050107/050107-38598-14.html">http://historico.tsi.gob.ve/gaceta/enero/050107/050107-38598-14.html</a> Official Gazette No. 38.598, Persons with Disabilities Act, Article 40: "Transport services for persons with disabilities shall be provided without charging for the transport of wheelchairs, A-2 walkers or other technical aids. No such service or personal assistance may be withheld from anyone who requires it on account of his or her disability". <a href="http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf">http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf</a> RAV 9. section 9.20 "Facilitating the carriage of passengers requiring special assistance", paragraph (f) "Access to air services", subparagraph (3): The Aviation Authority shall ensure that wheelchairs, special devices and equipment required by persons with disabilities are carried free of charge in the cabin if there is sufficient space or designated as priority baggage and safety requirements permit, in accordance with the aircraft operator's rules, as approved by the Aviation Authority".	
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Venezuela (Bolivarian Republic of)			Yes	<a href="http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf">http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf</a> RAV 9, section 9.20 "Facilitating the carriage of passengers requiring special assistance", paragraph (f): "Access to air services", subparagraph (4): "Guide animals accompanying passengers must be carried free of charge in the cabin, subject to the stipulations of the legal regulations in force".	
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Venezuela (Bolivarian Republic of)			No		

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Venezuela (Bolivarian Republic of)			Yes	<a href="http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf">http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf</a> RAV 9. section 9.20 "Facilitating the carriage of passengers requiring special assistance", paragraph (f) "Access to air services", subparagraph (8): "If the presence of an accompanying person is necessary, the Aviation Authority shall, to the extent possible, request aircraft operators to offer discounts for the transport of the accompanying person".	
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Venezuela (Bolivarian Republic of)	Yes	Yes		<a href="http://www.inac.gob.ve/7page_id=2169">http://www.inac.gob.ve/7page_id=2169</a> National Facilitation Plan, Title I "General provisions". Purpose, Article 1: "The National Facilitation Plan shall aim to establish policies, methods and permanent procedures for the simplification of formalities or procedures for border crossing through international airports; and also in the national aviation infrastructure, aerodromes or airports, for aircraft, crew, passengers, baggage, goods, supplies and mail, together with the provision of the necessary facilities and associated services, in order to facilitate and accelerate the navigation of aircraft on Venezuela (Bolivarian Republic of)n territory and avoid all unnecessary delays to aircraft, crews, passengers, cargo and mail". Duties of the aerodrome or airport operator, Article 125: "Every aerodrome or airport operator shall: (14) Provide adequate facilities to ensure easy access for persons with disabilities of a temporary, permanent or intermittent nature, to the goods and services offered by the airport or aerodrome operator in accordance with the recommendations made by the competent authority and in line with the provisions of the laws regulating these matters." <a href="http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf">http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf</a> RAV 9. section 9.1 "Purpose and applicability", paragraph (a): "The purpose of the present Venezuela (Bolivarian Republic of)n Aeronautical Regulation is to establish the powers and authority granted to the Aviation Authority for inspection and oversight, and also effective compliance with the prescribed rules on facilitation matters relating to the entry and exit of aircraft; persons and their baggage, cargo and other articles; inadmissible persons and deportees; facilities and services for traffic; landing outside international airports; certification processes and other provisions on facilitation"; and subparagraph (b): "Specialized airport services, airport and aerodrome operators, Venezuela (Bolivarian Republic of)n public and specialized air transport service operators operating to and from the territory of the Bolivarian Republic of Venezuela (Bolivarian Republic of), and foreigners operating within	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited: to safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Venezuela (Bolivarian Republic of)	Yes	Yes		<a href="http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf">http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf</a> RAV 9, section 9.20 "Facilitating the carriage of passengers requiring special assistance", paragraph (a), "General provisions", and paragraph (b) "Access to airports".	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Venezuela (Bolivarian Republic of)	Yes	Yes		<p><a href="http://historico.tsi.gob.ve/gaceta/enero/050107/050107-38598-14.html">http://historico.tsi.gob.ve/gaceta/enero/050107/050107-38598-14.html</a> Persons with Disabilities Act, Article 38. The public transport units referred to in Article 37 of this Act must have steps, running boards and handrails, and also ramps or lift systems and auditory and visual signals that guarantee full accessibility, safety, information and guidance for persons with disabilities. Article 41: Accessibility in land terminals, ports and airports: "Motor vehicle terminals, railway, metro and trolleybus stations or any other means of land, underground or surface transport, ports and public and private airports shall ensure accessibility, guidance and information necessary for their use by persons with disabilities and reduced mobility. In addition, they must make available adequate internal transfer systems for persons with disabilities within the facilities".</p> <p><a href="http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf">http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf</a> RAV 9, section 9.20 "Facilitating the carriage of passengers requiring special assistance", subparagraphs (a) "General provisions", (b) "Access to airports" and (f) "Access to air services".</p>	
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Venezuela (Bolivarian Republic of)	Yes	Yes		<p><a href="http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf">http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf</a> RAV 9, Section 9.20 "Facilitating the carriage of passengers requiring special assistance", subparagraph (a) "General provisions", paragraph (3): The Aviation Authority shall ensure that special assistance also includes information and instructions provided by means comprehensible to passengers with cognitive or sensory impairments.</p>	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Venezuela (Bolivarian Republic of)	Yes	Yes		<p><a href="http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf">http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf</a>  RAV 9, section 9.20 "Facilitating the carriage of passengers requiring special assistance", paragraph (a) "General provisions", subparagraph (3): "The Aviation Authority, in coordination with the competent authorities, shall ensure that all necessary measures are effectively taken by aircraft operators, airports and other entities involved, in order to establish and coordinate training programmes to ensure that they have personnel trained to assist persons with disabilities".</p> <p><a href="http://www.inac.gob.ve/wp-content/uploads/documents/normas-complementarias/NC-01-09.pdf">http://www.inac.gob.ve/wp-content/uploads/documents/normas-complementarias/NC-01-09.pdf</a>  Complementary Standard NC-01-09 "Provisions for the development of facilitation programmes", section 3 "Regulatory provisions", subsection 3.1 "Structure and content of facilitation programmes (aircraft operators, airports and specialized services)", subparagraph (c) "Specific content criteria", subparagraph (1) "Content for the Aircraft Operators Facilitation Programme", chapter VII "Training in facilitation": and subparagraph (2) "Content of the Aircraft Operators Facilitation Programme", chapter VIII "Facilitation training".</p>	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Venezuela (Bolivarian Republic of)	Yes	Yes		<p><a href="http://historico.tsi.gob.ve/gaceta/enero/050107/050107-38598-14.html">http://historico.tsi.gob.ve/gaceta/enero/050107/050107-38598-14.html</a> Persons with Disabilities Act, Article 38. The public transport units referred to in Article 37 of the present Act must have steps, running boards and handrails, and also ramps or lift systems and auditory and visual signals that guarantee full accessibility, safety, information and guidance for persons with disabilities. Article 41: Accessibility in land terminals, ports and airports. "Motor vehicle terminals, railway, metro and trolleybus stations or any other means of land, underground or surface transport, ports and public and private airports shall ensure accessibility, guidance and information necessary for their use by persons with disabilities and reduced mobility. In addition, they must make available adequate internal transfer systems for persons with disabilities within the facilities". <a href="http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf">http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf</a> RAV 9, section 9.20 "Facilitating the carriage of passengers requiring special assistance", paragraph (f) "Access to air services", subparagraph (1): "The Aviation Authority, in coordination with the competent authorities, shall take the necessary measures to ensure that persons with disabilities have appropriate access to air services."</p>	
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Venezuela (Bolivarian Republic of)	Yes	Yes		<p><a href="http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf">http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf</a> RAV 9. section 9.20 "Facilitating the carriage of passengers requiring special assistance", paragraph (f) "Access to airports", subparagraph (3): "(3) The Aviation Authority, in coordination with the competent authorities, shall ensure that aircraft operators and airport operators take effective measures to ensure that persons with hearing or visual impairments can obtain flight information".</p>	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Venezuela (Bolivarian Republic of)	Yes	Yes		<p><a href="http://historico.tsi.gob.ve/gaceta/enero/050107/050107-38598-14.html">http://historico.tsi.gob.ve/gaceta/enero/050107/050107-38598-14.html</a>  Official Gazette No. 38.598. Persons with Disabilities Act, Article 41: Accessibility in land terminals, ports and airports. "Motor vehicle terminals, railway, metro and trolleybus stations or any other means of land, underground or surface transport, ports and public and private airports shall ensure accessibility, guidance and information necessary for their use by persons with disabilities and reduced mobility. In addition, they must make available adequate internal transfer systems for persons with disabilities within the facilities".</p> <p><a href="http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf">http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf</a>  RAV 9, section 9. 20 "Facilitating the carriage of passengers requiring special assistance", paragraph (b) "Access to airports", subparagraphs (4): "The Aviation Authority, in coordination with the competent authorities, shall ensure adequate parking facilities that comply with the requirements of the legal regulations in force for persons with mobility needs, and ensure appropriate measures to facilitate their movement between parking areas and terminal buildings; and (5): The Aviation Authority, in coordination with the competent authorities, shall ensure that the main entrances to terminal buildings are located as close as possible to areas reserved for persons with disabilities in order to facilitate the movement of persons with disabilities in the various areas of the airport. In addition, access routes to the aforementioned areas of the airport shall be free of obstacles.</p>	
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Venezuela (Bolivarian Republic of)	Yes	Yes		<p><a href="http://historico.tsi.gob.ve/gaceta/enero/050107/050107-38598-14.html">http://historico.tsi.gob.ve/gaceta/enero/050107/050107-38598-14.html</a>  Official Gazette No. 38.598, Persons with Disabilities Act. Article 41: ...In addition, they must make available adequate internal transport systems for persons with disabilities within the facilities.</p>	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5e	17	Adequate parking facilities for persons with disabilities?	Venezuela (Bolivarian Republic of)	No	No		<p><a href="http://historico.tsi.gob.ve/gaceta/enero/050107/050107-38598-14.html">http://historico.tsi.gob.ve/gaceta/enero/050107/050107-38598-14.html</a>  Official Gazette No. 38.598, Persons with Disabilities Act, Article 32: Parking spaces. Car parks for public and private use shall have exclusive spaces for vehicles transporting or being driven by persons with physical and motor disabilities, located right at the entrances of buildings or by lifts, in the quantities established by law or regulation in this regard.</p> <p><a href="http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf">http://www.inac.gob.ve/art/template3/4849aRAV_9_GOE_6228_18MAY16.pdf</a>  RAV 9, section 9.20 "Facilitating the carriage of passengers requiring special assistance", paragraph (b) "Access to airports", subparagraph (5): "The Aviation Authority, in coordination with the competent authorities, shall ensure adequate parking facilities that comply with the requirements of the legal regulations in force for persons with mobility needs, and ensure the appropriate measures to facilitate their movement between parking areas and terminal buildings."</p>	
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Venezuela (Bolivarian Republic of)			No		
6b	19	The transportation of service animals.	Venezuela (Bolivarian Republic of)			No		
6c	20	Wheelchair service requests.	Venezuela (Bolivarian Republic of)			No		
6d	21	Aircraft accessibility.	Venezuela (Bolivarian Republic of)			No		
6e	22	The transportation of disability aids.	Venezuela (Bolivarian Republic of)			No		
6f	23	Airport accessibility.	Venezuela (Bolivarian Republic of)			No		
6g	24	Emerging trends.	Venezuela (Bolivarian Republic of)			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Venezuela (Bolivarian Republic of)			No		

8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Venezuela (Bolivarian Republic of)					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Venezuela (Bolivarian Republic of)	Yes	Yes	Yes	The drafting, amendment and/or updating of regulations in this area shall be informed and evaluated by the members of the National Facilitation Committee and subsequently submitted for public consultation prior to their publication.	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Venezuela (Bolivarian Republic of)			Yes	The Aviation Authority, in accordance with the provisions of the authority responsible for matters relating to persons with disabilities and taking into account the rules and recommendations of ICAO in its Annex 9, shall make adjustments to the Venezuela (Bolivarian Republic of)n Aeronautical Regulation on Facilitation.	
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Venezuela (Bolivarian Republic of)				The preparation of educational and information programmes targeted at different audiences in order to raise awareness of the issue.	
Annex A	30	Details of the person completing this form	Venezuela (Bolivarian Republic of)				Name: Tany León Official Title/Position: Facilitation Coordinator Mailing address: Urbanización Armando Reverón, Edificio 3, Residencia Luisa Cáceres de Arismendi, piso 1, apto 105. Catia La Mar, edo. La Guaira, Venezuela (Bolivarian Republic of). Telephone number: +58414-2865695 Dirección de correo-e: t.leon@inac.gob.ve E-mail address: t.leon@inac.gob.ve	

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
0	1	Name of state	Viet Nam					
1	2	Does your State have policies, regulations, or statutes giving persons with disabilities equivalent access to air transportation?	Viet Nam			Yes		
2a	3	Please indicate whether your policies, regulations, or statutes include the following, as set out in the recommended practices outlined in Annex 9. Provisions requiring new or refurbished aircraft to conform, where aircraft type, size, and configuration permit, to standards of accessibility with respect to on-board equipment (including movable armrests, onboard wheelchairs, accessible washrooms, and suitable lighting and signs).	Viet Nam			No		
2b	4	Provisions requiring the transportation of disability aids needed by persons with disabilities at no additional charge.	Viet Nam			Yes	<a href="https://thuvienphapluat.vn/van-ban/Giao-thong-Van-tai/Thong-tu-81-2014-TT-BGTVT-van-chuyen-hang-khong-hoat-dong-hang-khongdan-dung-263383.aspx">https://thuvienphapluat.vn/van-ban/Giao-thong-Van-tai/Thong-tu-81-2014-TT-BGTVT-van-chuyen-hang-khong-hoat-dong-hang-khongdan-dung-263383.aspx</a>	<a href="https://thuvienphapluat.vn/van-ban/Giao-thong-Van-tai/Thong-tu-81-2014-TT-BGTVT-van-chuyen-hang-khong-hoat-dong-hang-khongdan-dung-263383.aspx">https://thuvienphapluat.vn/van-ban/Giao-thong-Van-tai/Thong-tu-81-2014-TT-BGTVT-van-chuyen-hang-khong-hoat-dong-hang-khongdan-dung-263383.aspx</a>
2c	5	Provisions requiring the transportation of service animals needed by persons with disabilities, in the cabin of the aircraft on the floor at the person's feet, at no additional charge	Viet Nam			No		
2d	6	Provisions allowing persons with disabilities to travel without providing medical clearance/ a medical certificate.	Viet Nam			No		
2e	7	Provisions allowing assistants required by persons with disabilities to travel with them at a discounted price.	Viet Nam			Yes	Article 12 of Decree 763/VBHN-BLDTBXH of the Ministry of Labor and Social Affairs dated Feb 28, 2019 <a href="http://thuvienphapluat.vn/van-ban/Van-hoa-xa-hoi/Van-ban-hop-nhat-763-VBHN-BLDTBXH-2019-huong-dan-Luat-Nguoi-khuyet-tat-408334.aspx">http://thuvienphapluat.vn/van-ban/Van-hoa-xa-hoi/Van-ban-hop-nhat-763-VBHN-BLDTBXH-2019-huong-dan-Luat-Nguoi-khuyet-tat-408334.aspx</a>	<a href="http://thuvienphapluat.vn/van-ban/Van-hoa-xa-hoi/Van-ban-hop-nhat-763-VBHN-BLDTBXH-2019-huong-dan-Luat-Nguoi-khuyet-tat-408334.aspx">http://thuvienphapluat.vn/van-ban/Van-hoa-xa-hoi/Van-ban-hop-nhat-763-VBHN-BLDTBXH-2019-huong-dan-Luat-Nguoi-khuyet-tat-408334.aspx</a>
3	8	Does your State have a program for validating compliance by airlines and/or airports related to accessibility in aviation?	Viet Nam	Yes	Yes		Clause 1, Article 13 Decree 28/2012/NĐ-CP appointed: Up to Jan 1st, 2020, all terminals in airports shall ensure accessible condition for persons with disabilities	
4a	9	Does your State have any policies, regulations, or statutes related to the following issues? a) That airlines and/or airports provide special assistance to ensure passengers with disabilities receive information and services customarily available to the general public. Examples include but are not limited to: safety briefings; accessible inflight entertainment; accessible wayfinding information; and/or accessible kiosks.	Viet Nam	Yes	No		Safety briefing is presented by signal language on video screens; Entertainment is display by image, icons on video screens; Kiosk monitor is access by introduction.	
4b	10	That airlines and/or airports establish and publish minimum standards of accessibility for persons with disabilities.	Viet Nam	Yes	No		<a href="https://www.vietnamairlines.com/vn/en/travel-information/special-services/passengers-with-disabilities">https://www.vietnamairlines.com/vn/en/travel-information/special-services/passengers-with-disabilities</a> Page 4	<a href="https://www.vietnamairlines.com/vn/en/travel-information/special-services/passengers-with-disabilities">https://www.vietnamairlines.com/vn/en/travel-information/special-services/passengers-with-disabilities</a> Page 4
4c	11	That airlines and/or airports ensure that persons with disabilities are given the information they need, in communication formats accessible to those with cognitive or sensory disabilities.	Viet Nam	No	Yes		Circular 36/2014/TT/BGTVT appointed at Article 5, 6, 9, 10	
4d	12	That airlines and/or airports implement training programs to ensure that trained personnel are available to assist persons with disabilities.	Viet Nam	Yes	No		Frontline staff are trained to assist passengers with disabilities	
5a	13	Does your State require airports, airlines, or other entities to provide the following facilities or services? Lifting devices, ramps, or other means of assisting persons with disabilities to board and disembark the aircraft when level entry is not available?	Viet Nam	No	Yes		<a href="https://thuvienphapluat.vn/van-ban/Van-hoa-Xa-hoi/Nghi-dinh-28-2012-ND-CP-huong-dan-Luat-nguoi-khuyet-tat-137918.aspx">https://thuvienphapluat.vn/van-ban/Van-hoa-Xa-hoi/Nghi-dinh-28-2012-ND-CP-huong-dan-Luat-nguoi-khuyet-tat-137918.aspx</a> <a href="https://thuvienphapluat.vn/van-ban/giao-thong-van-tai/thong-tu-39-2012-tt-bgtvt-huong-dan-thuc-hien-quy-chuan-ky-thuat-quoc-gia-149068.aspx">https://thuvienphapluat.vn/van-ban/giao-thong-van-tai/thong-tu-39-2012-tt-bgtvt-huong-dan-thuc-hien-quy-chuan-ky-thuat-quoc-gia-149068.aspx</a>	<a href="https://thuvienphapluat.vn/van-ban/Van-hoa-Xa-hoi/Nghi-dinh-28-2012-ND-CP-huong-dan-Luat-nguoi-khuyet-tat-137918.aspx">https://thuvienphapluat.vn/van-ban/Van-hoa-Xa-hoi/Nghi-dinh-28-2012-ND-CP-huong-dan-Luat-nguoi-khuyet-tat-137918.aspx</a> <a href="https://thuvienphapluat.vn/van-ban/giao-thong-van-tai/thong-tu-39-2012-tt-bgtvt-huong-dan-thuc-hien-quy-chuan-ky-thuat-quoc-gia-149068.aspx">https://thuvienphapluat.vn/van-ban/giao-thong-van-tai/thong-tu-39-2012-tt-bgtvt-huong-dan-thuc-hien-quy-chuan-ky-thuat-quoc-gia-149068.aspx</a>
5b	14	Flight service related information in an accessible communication format for the vision and hearing impaired?	Viet Nam	No	No			

Question No. (Paper Survey)	Question No. (Survey Monkey)	Question	Country Name	Entities-Airlines Response (Yes/No)	Entities-Airports Response (Yes/No)	Response (Yes/No)	Information Provided (If yes)	Comment
5c	15	Designated pick-up and drop-off points for persons with disabilities close to the entrances and exits of the terminal building?	Viet Nam	Yes	Yes		<a href="https://thuvienphapluat.vn/van-ban/Van-hoa-Xa-hoi/Nghi-dinh-28-2012-ND-CP-huong-dan-Luat-nguoi-khuyet-tat-137918.aspx">https://thuvienphapluat.vn/van-ban/Van-hoa-Xa-hoi/Nghi-dinh-28-2012-ND-CP-huong-dan-Luat-nguoi-khuyet-tat-137918.aspx</a> <a href="https://thuvienphapluat.vn/van-ban/giao-thong-van-tai/thong-tu-39-2012-tt-bgtvt-huong-dan-thuc-hien-quy-chuan-ky-thuat-quoc-gia-149068.aspx">https://thuvienphapluat.vn/van-ban/giao-thong-van-tai/thong-tu-39-2012-tt-bgtvt-huong-dan-thuc-hien-quy-chuan-ky-thuat-quoc-gia-149068.aspx</a>	<a href="https://thuvienphapluat.vn/van-ban/Van-hoa-Xa-hoi/Nghi-dinh-28-2012-ND-CP-huong-dan-Luat-nguoi-khuyet-tat-137918.aspx">https://thuvienphapluat.vn/van-ban/Van-hoa-Xa-hoi/Nghi-dinh-28-2012-ND-CP-huong-dan-Luat-nguoi-khuyet-tat-137918.aspx</a> <a href="https://thuvienphapluat.vn/van-ban/giao-thong-van-tai/thong-tu-39-2012-tt-bgtvt-huong-dan-thuc-hien-quy-chuan-ky-thuat-quoc-gia-149068.aspx">https://thuvienphapluat.vn/van-ban/giao-thong-van-tai/thong-tu-39-2012-tt-bgtvt-huong-dan-thuc-hien-quy-chuan-ky-thuat-quoc-gia-149068.aspx</a>
5d	16	Accessible ground transportation services for persons with disabilities (where access to public transport services is limited)?	Viet Nam	Yes	No		VNA has DPT at some airports	
5e	17	Adequate parking facilities for persons with disabilities?	Viet Nam		No			
6a	18	Have any service challenges for persons with disabilities, especially in any of the following categories been identified? Accessibility of travel related information.	Viet Nam			No		
6b	19	The transportation of service animals.	Viet Nam			Yes	No regulations	
6c	20	Wheelchair service requests.	Viet Nam			Yes	Too heavy wheelchair owned by passengers	
6d	21	Aircraft accessibility.	Viet Nam			No		
6e	22	The transportation of disability aids.	Viet Nam			Yes	The dimesion, weight and the characteristic of the disability aids are so complicated	
6f	23	Airport accessibility.	Viet Nam			Yes	The DPT is not available at some airport. The airport authority should equip facility for the transportation of passenger with disabilities	
6g	24	Emerging trends.	Viet Nam			No		
7	25	Does your State collect any other data or statistics not covered in question 6 that would be beneficial to this study?	Viet Nam			Yes	The total number of passengers with reduced mobilities travel by air each year.	
8	26	What other challenges do you face implementing ICAO standards and recommended practices in the area of accessibility in aviation? Please provide a brief summary of any implementation challenges.	Viet Nam					
9	27	When developing policies, regulations, statutes, training programs, plans, or reports on accessible aviation, does your State consult any of the following? a) Stakeholders from the community of persons with disabilities. b) Airports c) Airlines d) Other	Viet Nam	Yes	Yes	Yes	Ministry of Transport send documentaries of policies, regulations, statutes, training programs, plans or reports to all who concerned for consulting	
10	28	Does your State promote any best practices regarding accessibility in civil aviation?	Viet Nam					
11	29	What measures would be useful to assist States in developing programs for enhancing accessibility, building capacity, and/or in collecting statistical data on accessible aviation?	Viet Nam				More regulations by the State on carriage of passengers with reduced mobilities	
Annex A	30	Details of the person completing this form	Viet Nam				Name: To Tu Hung Official Title/Position: Director of Aviation Security Department Mailing address: 119 Nguyen Son, Gia Thuy, Long Bien, Hanoi, VietNam Telephone number: 0084982134142 E-mail address: totuhung@caa.gov.vn, liendtm@caa.gov.vn	