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**ASSEMBLY — 40TH SESSION**

**EXECUTIVE COMMITTEE**

**Agenda Item 14: Facilitation Programmes**

**AIR TRANSPORT FOR PERSONS WITH DISABILITIES BY CHINESE CIVIL AVIATION**

(Presented by People's Republic of China)

**EXECUTIVE SUMMARY**

The civil aviation of China has always been adhering to the requirements of cordial service and attaching importance to air transport service for persons with disabilities. The air transport service for the persons with disabilities has been increasingly improved thanks to further optimization of the accessible travel environment, improvement of the regulations and standards on air transport service for the persons with disabilities, reinforcement of air transport service support for the persons with disabilities, standardization of the service processes.

The Assembly is invited to take note of the relevant information in this information paper and instruct the Secretariat to collect and share best practices among the Member States.

<i>Strategic Objectives:</i>	This working paper relates to Strategic Objective — <i>Security and Facilitation</i> .
<i>Financial implications:</i>	N/A
<i>References:</i>	Annex 9 — <i>Facilitation</i> (15th Edition) Civil Aviation Administration of China (CAAC). <i>Administrative Methods of Air Transport for Persons with Disabilities</i> , 2014 Civil Aviation Administration of China (CAAC). <i>Allocation of Accessible Facilities and Equipment at Passenger Areas in the Terminals of Civil Airports (MH/T 5107-2009)</i> , 2009 Civil Aviation Administration of China (CAAC). <i>Guidance Opinions on further Improving Civil Aviation Service Quality</i> , 2018 Civil Aviation Administration of China (CAAC). <i>Service Quality at Civil Transport Airports (MH/T 5104-2013)</i> , 2013

<sup>1</sup> English and Chinese versions provided by China.

## 1. INTRODUCTION

1.1 The civil aviation of China has always been adhering to the requirements of cordial service and attaching importance to air transport service for persons with disabilities. The air transport service for the persons with disabilities has been increasingly improved thanks to further optimization of the accessible travel environment, improvement of the regulations and standards on air transport service for the persons with disabilities, reinforcement of air transport service support for the persons with disabilities, standardization of the service processes.

## 2. POLICY, LAW AND REGULATIONS ON AIR TRANSPORT FOR PERSONS WITH DISABILITIES

### 2.1 *Administrative Methods of Air Transport for Persons with Disabilities*

2.1.1 In 2009, the Civil Aviation Administration of China (CAAC) developed the first normative document on air transport for persons with disabilities, *Administrative Methods of Air Transport for Persons with Disabilities (Trial)*, which has played an important role in standardizing air transport service for persons with disabilities and ensuring their convenient air travel. With the development of economy and society and the improvement of people's living standards, air travel of persons with disabilities have imposed higher requirements for the service. In order to adapt to the new development of air transport for persons with disabilities and protect their legitimate rights and interests in the process of air transport, the CAAC amended trail version and issued *Administrative Methods of Air Transport for Persons with Disabilities* in 2014, which comprehensively standardizes such issues as the number of persons with disabilities transported by air, prevention of service refusal, booking and ticket purchase, flight taking, storage of equipment for persons with disabilities, in-flight services, service dogs, connecting service, management and training, complaint handling, etc.

### 2.2 *Guidance Opinions on further Improving Civil Aviation Service Quality*

2.2.1 In order to further improve the quality of civil aviation service, promote the high-quality development of the civil aviation, better meet the growing demands for air transport of people, and enhance people's satisfaction with and sense of fulfilment of the civil aviation service, CAAC developed the *Guidance Opinions on further Improving Civil Aviation Service Quality* in 2018, which clearly requires that installation of the accessible facilities and equipment improved, the air transport service support for special groups such as persons with disabilities strengthened, service processes optimized, and service needs of the special groups accommodated, so as to provide humanistic care of civil aviation service in the whole society.

## 3. INDUSTRIAL STANDARDS ON AIR TRANSPORT SERVICE FOR PERSONS WITH DISABILITIES

### 3.1 Industrial standard: *Allocation of Accessible Facilities and Equipment at Passenger Areas in the Terminals of Civil Airports*

3.1.1 In order to improve the service quality at civil transport airports, the CAAC issued *Allocation of Accessible Facilities and Equipment at Passenger Areas in the Terminals of Civil Airports* (MH/T 5107-2009) in 2009, which stipulates the requirements for allocation of accessible facilities and equipment in areas such as front areas for passengers in terminals (parking buildings), outdoor roads, terminals and aprons, thus better promoting the development of accessible facilities in civil airports.

3.2 Industrial Standard: *Service Quality at Civil Transport Airports*

3.2.1 In 2013, according to actual needs, the CAAC amended *Service Quality at Civil Transport Airports* (MH/T 5104-2006) and issued *Service Quality at Civil Transport Airports* (MH/T 5104-2013). The revised version put forward specific requirements for installation of facilities and equipment at civil transport airports, including the standards on accessible facilities on the roads in front of terminals, the standard on accessible facilities in parking lots (buildings), the standard on specifications, dimensions, locations, heights and direction-indicating of accessible signs, the standard on bulletin boards for persons with disabilities and sign language indication, the standard on special seats for persons with disabilities and mentally ill persons, the standard on accessible toilets, and the standard on service for special passengers.

4. **SPECIAL ACTIONS ON SERVICE QUALITY**

4.1 Since 2016, the CAAC has carried out special campaigns for four consecutive years, namely, “Improvement of Civil Aviation Service Quality”, “Standardization for Civil Aviation Service Quality”, “Development of Civil Aviation Service Quality System” and “Key Tasks of Civil Aviation Service Quality”. The relevant requirements for air transport service for special passengers are clearly defined in the annual special campaign. Particularly for passengers with disabilities, airlines and airports are required to strictly implement the *Administrative Methods of Air Transport for Persons with Disabilities*, increase relevant facilities and equipment for the travel needs of persons with disabilities, constantly improve and optimize service processes, improve work manuals, specify service norms and processes, and at the same time, intensify training of staff and increase their actual operational capabilities. Through the special campaigns, the civil aviation industry has further supported the convenient travel of passengers with disabilities, highlighting the humanistic care of civil aviation service.

5. **CONCLUSION**

5.1 The Assembly is invited to take note of the relevant information in this information paper and instruct the Secretariat to collect and share best practices among the Member States.

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