



International Civil Aviation Organization

WORKING PAPER

FALP/5-WP/22

28/03/08

English only

FACILITATION PANEL (FALP)

FIFTH MEETING

Montréal, 31 March to 4 April 2008

Agenda Item 3: Other amendments to Annex 9

**INCREASED HARMONIZATION OF CHAPTER 6 AND
CHAPTER 8 – ANNEX 9**

(Presented by Canada)

SUMMARY

Chapter 6, Annex 9 - International Airports – Facilities and Services for Traffic - could be harmonized with section H, Chapter 8, Annex 9 – Facilitation of the transport of passengers requiring special assistance. This paper suggests changes and additions to Chapter 6 which would increase harmonization with Chapter 8.

Action by the FAL Panel:

The Panel is invited to consider and agree with the suggested changes in section 2.1

1. INTRODUCTION

1.1 Section H, Chapter 8, Annex 9 contains several(16) recommended practices to provide assistance to persons with disabilities for all the elements of the chain of their journey, from beginning to end (s.8.23).

1.2 Chapter 6, Annex 9 contains provisions for facilities and services for traffic in international airports and could easily include specific provisions for persons with disabilities in keeping with the existing recommended practices of section H, Chapter 8.

1.3 For example, Contracting States have agreed to the following in Chapter 8:

- to offer information and directions in media that can be understood by travellers with cognitive or sensory disabilities (8.22)
- to take the necessary steps to establish minimum uniform standards of accessibility from arrival at the airport of departure to leaving the airport of destination (8.24)
- to take the necessary steps with airlines, airports, ground handling operators and travel agencies to give persons with disabilities the information they need and to ensure that these service providers are in a position to do so (8.25)
- to ensure that lifting systems or any other appropriate devices are made available to facilitate movement between the aircraft and the terminal on both arrival and departure as required where telescopic passageways are not used (8.28)
- to ensure that people with hearing- and vision-impairments are able to obtain flight information (8.29)
- to locate reserved points as close as possible to the main entrances for persons with disabilities being set down or picked up at a terminal building (8.30)
- to provide accessible and reasonably priced ground transportation services (8.31)
- to introduce provisions which assist new aircraft or newly refurbished aircraft to conform to minimum uniform standards of accessibility, such as movable armrests, on-board wheelchairs, lavatories and suitable lighting and signs (8.35).

1.4 The suggested changes to Chapter 6 reflect these values and practices, and would further assist international airport terminals in their efforts to implement the recommended practices of Chapter 8.

2. ACTION BY THE FALP

2.1 The FALP is invited to change the following sections of Chapter 6, Annex 9 Revision 6:

A. General

6.1.1 Each contracting state shall ensure that the design, development and maintenance of facilities at international airports provide efficient and effective flow arrangements.

6.1.1.1 Airport operators shall incorporate wayfinding methods which minimize reliance on directional signage e.g. pattern direction on floors and walls, arrangement of architectural features such as walls or columns etc.

6.1.1.2 Airport operators shall have an accessible route of travel for boarding and disembarking aircraft.

6.2 Each contracting state shall require that, in the planning of new facilities or major modifications to existing facilities, including cargo facilities, at international airports, the entity or entities responsible for such planning consult with public authorities, aircraft operators and appropriate bodies representing airport users, *including bodies representing persons with disabilities*, at the earliest stage of these plans...”

B. Airport Traffic Flow Arrangements

I. Common Provisions

6.8 Recommended Practice: - Contracting States, airports and aircraft operators, where appropriate and after consultation, should implement automated facilities for passenger and baggage handling, including automated check-in facilities.

6.8.1 Airport operators shall ensure that automated dispensing machines and information kiosks are accessible and identified with the international symbol of access.

6.8.2 Airport operators shall ensure that boarding equipment that provides safe and dignified boarding and disembarking of passengers with disabilities is available for use at their terminal.

6.8.3 Recommended Practice. - Airport operators should ensure that a means is available to securely transfer mobility aids to or from the boarding level in preparation for carriage, without hand carrying such aids, to minimize the risk of damage.

6.9 Recommended Practice. – Each contracting state should ensure that signage used at airports is based on Doc 9636, International signs to Provide Guidance to Persons at Airports and Marine Terminals, published jointly by ICAO and the International Maritime Organization.

6.9.1 Recommended Practice. - Airport operators should also ensure that, where signage is within reach, tactile signs are used where possible.

6.10 Recommended Practice. – Each contracting state should ensure that airport operators install mechanical people-moving devices, when walking distances within and across terminal buildings so warrant.

6.10.1 Recommended Practice. - Airport operators should also provide seating along the circulation path at regular intervals, where possible.

6.11 Recommended Practice. – Each contracting state should ensure that an airport operator or other service provider, as appropriate, installs flight information systems capable of providing up-to-the-minute information on departures, arrivals, cancellations, delays, and terminal/gate allocation, supplemented with a public address system. *Some or all flight information systems should be installed at eye level.*

6.11.1 Recommended Practice. - Airport operators should ensure that public announcements about schedule or gate changes are provided in both audio and visual formats.

III. Outbound Passengers, Crew and Baggage

6.15 Each contracting state shall ensure that *accessible and* frequent transportation is provided, by the appropriate service provider between airport terminal buildings.

6.17 Each contracting state shall ensure that airport operators and the State security or border control personnel use modern screening and examination techniques in security and border control examinations of passengers and their baggage, in order to facilitate aircraft departure.

6.17.1 Recommended Practice. - *Security personnel should use both audible and visual means to advise passengers when and how to proceed and when the security inspection is complete.*

VI. Miscellaneous facilities and services in passenger terminal buildings

6.29 Each contracting state, in cooperation with airport operators, shall ensure that terminal facilities are designed and organized so that the non-travelling public does not interfere with the flow of inbound and outbound passenger traffic.

6.29.1 Recommended Practice. - *Airport operators should have a process in place to provide temporary passes to escorts, so that persons with disabilities can be escorted by someone of their choosing, in addition to carrier or terminal staff, through secured areas to boarding areas.*

6.30 Each contracting state, in consultation with airport operators, shall ensure that retail facilities, while being conveniently located, do not impede passenger flows.

6.30.1 *Airport operators shall also provide a means for passengers to get information or assistance once they have arrived at the airport.*

G. Passenger Amenities

6.52 Recommended Practice – Each contracting state should ensure that airport operators provide suitable *childcare* facilities for childcare and disability-related needs, in public terminals and direct transit areas, and that they are clearly indicated by signage and are easily accessible

6.52.1 *Airport operators shall ensure that there is an area available for service animals to relieve themselves.*

6.52.2 *Airport operators shall make their terminal accessibility features and services known to travellers.*