



INTERNATIONAL CIVIL AVIATION ORGANIZATION

A United Nations Specialized Agency

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Persons with Disabilities

27 February 2014

PERSONS WITH DISABILITIES: OVERVIEW



1. Background
2. Latest developments: Annex 9 (Amd. 24)
3. Doc 9984: PWD Manual

1. BACKGROUND



- 1969: Annex 9 provision on direct aircraft-aircraft transfer of invalid passengers in transit (1990: → elderly & disabled passengers)
- Post-1969: Increase in elderly & disabled air passengers; Barriers limiting air travel
- 1979: ICAO work: focus on **airport** access
- 1983-1992: UN Decade of Disabled Persons

1. BACKGROUND



- 1986: ICAO Assembly requests global review
 - Access to airports
 - Access to air transport services
- 1990: new SARPs in Annex 9 on access to airports
- 2nd part of review: Problems in using air services
 - accessibility to aircraft
 - movement, facilities and services on board
 - contacts with reservations/travel agents
 - attendants
 - fares, charges, etc.

1. BACKGROUND



- 1997: new section in Chapter 8 of Annex 9
 - Definition of 'person with disabilities'
 - Standard: access to airports
 - Standard: access to air services

 - Related Recommended Practices

- Guidance material: Circular 274

1. BACKGROUND



Person with disabilities. Any person whose mobility is reduced due to a **physical incapacity** (sensory or locomotor), an **intellectual deficiency, age, illness** or any **other cause of disability** when using transport and whose situation needs special attention and the adaptation to the person's needs of the services made available to all passengers.

2. LATEST DEVELOPMENTS: AMD. 24



- FALP/7 (October 2012)
 - Proposed revisions to PWD SARPs
 - ▶ Amendment 24 (November 2013)
 - Endorsed revised PWD Guidelines
- General
 - Access to airports
 - Access to air services

2. LATEST DEVELOPMENTS: AMD. 24



General Provisions

- PWD should benefit from services available to the general public
- Assistance provided: **respect dignity** of PWDs
- Scope: **arrival at airport of departure → leaving airport of destination**
- Minimum uniform standards to be **published**
- Information on assistance to be provided
- Information: **accessible formats**
- Trained personnel: assist PWDs

2. LATEST DEVELOPMENTS: AMD. 24



Access to Airports

- Contracting States to ensure that airport facilities and services are adapted to the needs of PWDs
- Lifting systems: if telescopic passageways not used
- Designated pick-up/drop-off points
- Ground transportation or special transport services
- Parking facilities
- **Transfer from one aircraft to another**

2. LATEST DEVELOPMENTS: AMD. 24



Access to Air Services

- **Equivalent** access to air services.
- Minimum standards of accessibility on board aircraft
- New aircraft: conform to accessibility standards
- Disability aids: free of charge in cabin or as priority baggage
- **Service animals**: free of charge in cabin at seat

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2. LATEST DEVELOPMENTS: AMD. 24



Access to Air Services

- Battery-powered devices & spillable batteries
- Travel without medical clearance
 - not clear PWD fit to travel & could **compromise safety/well-being**
- Need for assistant: by PWD/Airline; Fare discount
- Advance notice: assistance/lifting required

3. DOC 9984: PWD MANUAL



Doc 9984: Manual on Access to Air Transport by Persons with Disabilities (2013)

Foreword; Acronyms & abbreviations; Definitions

1. General Issues	2. Training
3. Pre-journey	4. Arrival and moving through an airport
5. Airport facilities	6. Security screening and border checks
7. Boarding and disembarking an aircraft	8. Aircraft operators' services on board
9. Aircraft	10. Connections and leaving an airport
11. Ground transportation	12. Complaints
13. Monitoring and enforcement of compliance	

3. DOC 9984: PWD MANUAL



Definitions

- Persons with disabilities
 - Aircraft operator
 - Service animals
- ▶ Use of common definitions developed by IATA

3. DOC 9984: PWD MANUAL



- **General**

- No refusal of carriage: except safety
- No charge for assistance

- **Training**

- Who should be trained?
- Scope and content of training programmes

- **Pre-journey**

- Information on services & facilities
- Advance notice
- Travelling with an assistant

PERSONS WITH DISABILITIES



- **Arrival and moving through an airport**
 - Use of facilities
 - Check-in services
- **Airport facilities**
 - Accessible routes and passageways
 - Seating areas
- **Security screening and border checks**
- **Boarding and disembarking an aircraft**
 - Assistance with boarding & disembarking
 - Lifts & ramps; Transfer of mobility aids

PERSONS WITH DISABILITIES



- **Aircraft operators' services on board**
 - Carriage of mobility aids
 - Seat allocation
 - Service animals
- **Aircraft**
 - Accessible aircraft features
 - Accessible washrooms
- **Connections and leaving an airport**
 - Loss/delay/damage: mobility aids
 - Baggage retrieval



QUESTIONS?