

# JOINT ICAO/ACI/IATA SYMPOSIUM ON ACCESSIBILITY IN INTERNATIONAL CIVIL AVIATION

## *“Inclusive and universally accessible Air Transport for Persons with Disabilities and Reduced Mobility”*

ICAO Headquarters, Montréal, Canada, 2 to 3 December 2024

### PROGRAMME OUTLINE

#### **1. International framework and policies for accessibility inclusion**

During this Session, attendees will receive an overview of international treaties, existing Standards and Recommended Practices that pertain to the transportation of persons with disabilities and reduced mobility and their impact on air transport. The Session will review the role of stakeholders and discuss the necessity for consistent regulations and policies and implementation of international standards, recommendations, and best practices. The Session will also highlight the corresponding regulations of international organizations to ensure that global accessibility standards are implemented by aircraft and airport operators.

#### **2. Barriers to air travel: architectural, technological, informational, and human interactions**

This Session aims to provide an overview of the current state of accessibility in air travel and its correlation to the barriers identified in the United Nations Convention on the Rights of Persons with Disabilities. The Session will address the challenges faced by aircraft and airport operators to overcome these barriers as well as recent research findings to identify gaps, areas for improvement, and potential solutions towards an accessibility-inclusive air transport system.

#### **3. Voices of experience: Stories from passengers with disabilities**

The Session will address the challenges faced by passengers with disabilities by their own voice. The goal is to understand what passengers need and the feasible steps to enhance their experience from booking air travel to reaching the travel destination.

#### **4. The importance of global collaboration and mutual standards and practices**

During the Session, the focus will be on the role of global collaboration and the importance of providing consistent, cohesive, and connected services throughout the entire passenger journey. The Session will also highlight the impact of existing best practices on the passenger experience. The goal is to begin drafting the pillars of the long-term strategic approach that ICAO will lead for the aviation ecosystem in line with ICAO Assembly Resolution A41-15 - Accessibility in International Civil Aviation and activities of ICAO Working Group on Accessibility in International Civil Aviation. The lessons learned throughout the day will be taken into consideration.

#### **5. Designing for all: Improving infrastructures**

This Session will discuss the principles of universal design and how they can be applied to the aviation ecosystem. Discussions will cover the design of accessible infrastructure, communication, technology, and facilities with respect to the inherent right to safety and dignity. Additionally, the Session will consider important factors to keep in mind when new infrastructure is being developed.

## **6. The role of technology in enhancing accessibility**

This session will highlight the importance of designing accessibility features into existing, new, and developing technologies for passengers with disabilities. It will address the barriers faced by passengers with invisible or non-apparent disabilities when adopting and adapting to technology, including pre-travel, wayfinding, websites, and apps. The session will focus on the potential impact of these technologies on accessibility in air transport, with a specific focus on the passenger experience throughout the journey.

## **7. Mobility in air transport**

This Session is intended to highlight feasible solutions to improve the safe transport of mobility aids including wheelchairs; we will look at the solutions to assist persons with disabilities, including invisible disabilities such as autism, impaired hearing and dementia, considering persons with disabilities' rights to freedom of movement and freedom of choice.

## **8. Closing Session: Moving forward together: What are the next steps?**

Dialogue on high-level principles focusing on development of a comprehensive strategy and workplan on accessibility in international civil aviation, and the importance of regional and international cooperation to facilitate implementation of Facilitation measures.

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