



WORKING PAPER

ASSEMBLY — 41ST SESSION

EXECUTIVE COMMITTEE

Agenda Item 13: Facilitation Programmes

ASSISTANCE TO PERSONS WITH REDUCED MOBILITY (PRMS)

(Presented by Bolivia (Plurinational State of) and supported by Belize, Brazil, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Jamaica, Mexico, Nicaragua and Uruguay)

EXECUTIVE SUMMARY

This working paper presents the implementation of the “Protocol on Assistance to Passengers with Reduced Mobility in the Plurinational State of Bolivia” in respect of air transport facilitation and related International Civil Aviation Organization (ICAO) policy provisions. Persons with reduced mobility have the same international rights as other citizens, such as accessibility and full and effective participation and inclusion in society, including freedom of movement and freedom choice. Persons with disabilities should therefore have equivalent access to air travel.

Furthermore, its implementation will help to ensure that persons with reduced mobility who use air transport receive special attention from operators and that possible transport obstacles are reduced.

The Plurinational State of Bolivia, which is committed to persons with reduced mobility and aims to improve air transport user conditions for them and to uphold their rights in this sector, had deemed it appropriate to implement ICAO Standards and Recommended Practices (SARPs) in order to achieve acceptable levels that are consistent with international and national standards designed to provide conditions for access to air transport, minimize assistance processes and give preferential treatment to persons with disabilities, thus reducing difficulties in the various processes involved in attending to persons with reduced mobility.

Action: The Assembly is invited to:

- a) take note of the information presented in this working paper; and
- b) consider the best practices of the Bolivian State for the implementation of similar measures in Member States.

<i>Strategic Objectives:</i>	This working paper relates to the Strategic Objective <i>Security & Facilitation</i>
<i>Financial implications:</i>	
<i>References:</i>	Resolution A-20-21 of the Latin American Civil Aviation Commission (LACAC) Annex 9 — <i>Facilitation</i> Doc 9984, <i>Manual on Access to Air Transport by Persons with Disabilities</i> Law No. 223 – General Law on Persons with Disabilities, Bolivia Aeronautical Regulations of Bolivia RAB 997 and RAB 999

¹ Spanish version provided by Bolivia (Plurinational State of).

1. INTRODUCTION

1.1 Air transport facilitation encompasses a series of problems and activities that States address in accordance with SARPs enshrined in Annex 9 — *Facilitation* to the Chicago Convention.

1.2 In that connection, Article 22 of the Convention provides that each State shall agree to “*adopt all practicable measures, through the issuance of special regulations or otherwise, to facilitate and expedite navigation by aircraft between the territories of contracting States, and to prevent unnecessary delays to aircraft, passengers and cargo, especially in the administration of the laws relating to immigration, quarantine, customs and clearance*”.

1.3 Furthermore, Annex 9, Chapter 8, Section H, Subheading I, *General*, sets out recommendations on cooperation by States and the adoption of the requisite measures to facilitate access for persons with disabilities throughout their journey. It also contains a standard and recommendation on the necessary measures to be taken to adapt and equip airport facilities to meet the needs of persons with disabilities.

1.4 The Plurinational State of Bolivia has included in its Regulations, as a national requirement based on rules arising from Annex 9 and the laws in force, minimum parameters and procedures with which both aircraft operators and airport operators must comply in order to attend optimally to passengers with reduced mobility. Moreover, a training programme relating to passengers with reduced mobility (PRMs) has been established and each operator is required to have its own PRM programme in order to provide basic CAA-approved training.

1.5 This project is presented as a proposal and basis for the drafting of a reference document for Member States.

2. MEASURES ADOPTED

2.1 ICAO has, in Annex 9, established SARPs to facilitate transport for persons with disabilities.

2.2 Respect for persons with disabilities and air transport access facilities are of the utmost importance to ICAO, hence the need for States to consider rising above the challenge and to take action to coordinate and standardize procedures with aircraft operators, airport operators and stakeholder institutions. In taking up this challenge, teamwork among players is of the essence.

2.3 The Directorate General for Civil Aviation (DGCA), in cooperation with national and international aircraft operators and airport operators, has adopted a series of measures under ICAO standards set out in Annex 9, which have given rise to PRM training programmes launched by airport and aircraft operators, and provide for the application of procedures, adaptation of facilities, signage, parking slots, ramps wheelchair services, appropriate sanitary facilities, lifts, preferential passenger check-in and improved border control waiting times (customs, immigration and security controls).

3. **CONCLUSION**

3.1 It is suggested that the South American (SAM) Region preparatory meeting for the 41st session of the ICAO Assembly (Montreal, Canada, from 27 September to 14 October 2022):

- a) take note of the information presented in this working paper; and
- b) consider the best practices of the Bolivian State for the implementation of similar measures in Member States.

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