The European Model: Making the most of Innovation and best practice

Key differences between US and EU legislation

United States: Airlines solely responsible for provision of assistance; no pre-notification requirement; financial enforcement.

Europe: Airports and airlines share responsibility for provision of assistance; pre-notification strongly encouraged; reputation-driven enforcement; service quality standards measured against ECAC Doc 30 parameters.

HAAG
Heathrow Access Advisory Group

EUROPEAN CIVIL AVIATION CONFERENCE

- **For Pre-Notified Departing Customers**

Upon arrival at a designated point[36] at the airport, once they have made themselves known:

- 80% of customers should wait no longer than 10 minutes for assistance
- 90% should wait for no longer than 20 minutes
- 100% should wait for no longer than 30 minutes.

- **For Non Pre-Notified Departing Customers**

Upon arrival at the airport, once they have made themselves known:

- 80% of customers should wait no longer than 25 minutes
- 90% should wait no longer than 35 minutes
- 100% should wait no longer than 45 minutes.

- **For Pre-Notified Arriving Customers**

Assistance should be available at the gate-room/aircraft side for:

- 80% of customers within 5 minutes of "on chocks"
- 90% within 10 minutes
- 100% within 20 minutes.

- **For Non Pre-Notified Arriving Customers**

Assistance should be available at the gate-room / aircraft side for:

- 80% of customers within 25 minutes of "on chocks"
- 90% within 35 minutes
- 100% within 45 minutes.

Benefits of EU vs US framework

✓ Airlines have a single vendor for all ground accessibility related services;

✓ Fixed cost for airlines through PRM charge;

✓ Airlines and airports share responsibility and liability;

✓ Airports have greater incentives to improve accessibility of built environment;

✓ Passengers can rely on measurable quality standards.

4

How the shift of responsibility benefits both passengers and carriers

✓ Pushes airports to invest into accessibility beyond regulatory requirements;

✓ Pushes airports to research and invest into new technology and innovation.

5

Existing inclusive Technology
(video)

The future of airport mobility services
(video)

The Value of Accessible infrastructure

A simple layout that is easy to understand by a wide range of users is particularly beneficial in large airport terminals. Users may include older people; people with special needs; foreign visitors; people with visual difficulties; or those who might become confused easily.

Universal Design unlocks the full potential of airport accessibility as it considers the full range of human diversity, including physical, perceptual, and cognitive abilities, as well as different body sizes and shapes.

Beware of the two enemies of accessible air travel

Complacency is accessibility's enemy number one. Sometime the right processes and procedures are in place, but they are untested.

Assumptions may lead to costly mistakes. In-depth analysis of existing gaps is critical to ensure they are permanently removed.

The Moral Obligation supersedes legal requirements

People living with disabling conditions already have a hard life. It is **basic human decency** not to make it any harder than it already is.

One final advice: always share information in an accessible format (video)

Thank You

Roberto Castiglioni

Chair – Heathrow Access Advisory Group

Chair – Ageing Population and PRM track – Passenger Terminal Conference

Chair – Airport Experience working group – esaag

Member – Access to Air Travel Advisory Group – UK Civil Aviation Authority

Member – easyjet special assistance advisory group

Member – European Network Accessible Tourism