Accessibility:
Economic benefits and Financial challenges

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Accessible transport is a necessity today...to allow *everyone* to participate fully in society and the economy

- Persons with disabilities find inaccessible and unaffordable transportation 15 times more difficult than for those without disabilities.

- An estimated 1.3 billion people (16% of the world’s population) experience significant disability. This represents 1 in 6 of us.

- This number is expected to increase over time with a growing – and ageing – global population.

Source: World Health Organization
Accessible transport is a necessity today …and will become even more important in the future

Source: World Health Organization, Our World in Data
The frameworks & tools for assessing the economic benefits of increasing accessibility are well developed.
Financial Costs of Accessibility for Airlines

**Purpose of the study**: to better understand the cost impact on airlines of accessibility provision which can help to inform decision-making by the industry and government.

**Scope**
- Financial costs only for airlines
- Operations in North America (US and Canada): most stringent regulation

**Method**
- Survey for airlines
- Expert steering and advisory group
- Extrapolation of results to the North American air traffic market

**Coverage**
- 260 million air passengers to/from North America
- 29% of total pax carried to/from North America
- 42% of pax to/from North America on a network carrier pax

Source: IATA preliminary analysis
Financial Costs of Accessibility for Airlines
Volume of accessibility-related requests in North America

- 1 in 40 pax require wheelchair assistance (2.5%)
- 1 in 845 pax travel with a service animal (0.12%)
- 1 in 31 pax who require wheelchair assistance carry wheelchair/mobility aid in cargo hold (3.2%)

Source: IATA preliminary analysis
Financial Costs of Accessibility for Airlines
Accessibility-related aircraft costs (North America-based)

Airlines paid over $500 million in installation/purchase costs for accessible lavatories

This corresponds to USD 53 million per year...

...and equates to 20 USc per passenger

Source: IATA preliminary analysis
Financial Costs of Accessibility for Airlines
Accessibility-related aircraft costs (North America-based)

Wheelchairs
Total investment for on-board and aisle (transfer) wheelchairs

<table>
<thead>
<tr>
<th>USD (million)</th>
<th>On-board wheelchairs</th>
<th>Aisle (transfer) wheelchairs</th>
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</thead>
<tbody>
<tr>
<td>22.7</td>
<td></td>
<td>16.5</td>
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Wheelchairs
Annual investment/ pax requiring wheelchair assistance

<table>
<thead>
<tr>
<th>USc</th>
<th>On-board wheelchairs</th>
<th>Aisle (transfer) wheelchairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.3</td>
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<tr>
<td>7.2</td>
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Financial Costs of Accessibility for Airlines
Costs for accessibility-related terminal and ramp activities in 2022

Airlines paid ~$600 million for terminal & ramp activities

This corresponds to approx. $2.40 per passenger...

...and $28 per pax requiring wheelchair assistance*

Source: IATA preliminary analysis
Employment cost related to accessibility: approx. USD 40 million (around US$17/pax)

This excludes other costs which could not be isolated because they are fragmented or intertwined with other activities, for example:

- Staff costs for occasional/irregular accessibility-related activities; and
- Training costs
Concluding thoughts

• Provision of accessibility services is **vital** to ensure that everyone can participate fully in society and the economy.

• **Patchwork** of varied regulation is challenging and thus costly for airlines to navigate.

• Public policy must be developed in close partnership with stakeholders – including airlines – to ensure that it **coherent, consistent and cost-effective**.

• Annual investment in accessibility provision for airlines is **significant**.

• Cost of accessibility provision should be **shared** appropriately across the value chain and the public sector.
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