



# Passenger Process & Accessibility

## CONTACT

Ms. Celine Canu - [canuc@iata.org](mailto:canuc@iata.org)

Project Manager: Muriel Dahan [dahan@iata.org](mailto:dahan@iata.org)

Passengers with accessibility needs represent a growing market and whereas they should be handled through the regular passenger process some adjustments may be needed to allow these passengers to have an enjoyable experience. Airlines want to embrace ways to welcome persons requiring accessibility tools and deliver value to them.

To that effect IATA has setup the Passenger Accessibility Process Task Force with the aim of enhancing existing industry standards, design the optimum end to end assistance process and develop an airline accessibility handling manual. The task force is composed of airlines, airports, governments and solution provider representatives.

IATA has realised the value of integrating airline operations with the operations of connected stakeholders such as airports and governments with the aim of providing a seamless journey for the passenger. The task force looks at how processes can be linked across all stakeholders' environments for the entire end-to-end passenger journey; through development and harmonisation of standards, technology and policy. To that effect the PAPTF meets on a regular basis to develop necessary guidance for airlines to optimize the quality of the service they offer to persons requiring assistance.

## Designed for

- Airlines
  - Airports
  - Governments
  - Solution providers
  - Industry Associations
- International regulation requires air carriers to establish and publish minimum uniform standards of accessibility with respect to transportation services for persons with disabilities and reduced mobility from arrival at the airport of departure to leaving the airport of destination.

---

### PASSENGER PROCESS and ACCESSIBILITY

- This initiative aims to ensure every passenger can be offered options to optimize their autonomy while traveling on their own or with a companion.
- It is critical to enable multiple Industry Stakeholders to receive consistent and accurate information across all touchpoints to better address passengers' needs.

---

### TECHNOLOGY

- A number of service providers are developing tools based on innovative solutions to enable persons with accessibility needs to preserve their autonomy. These options need to be explored and the technology proposed as a tool to facilitate the passenger process.
- Improve access to the customization of self-service options, including kiosk and automated gates.



- IATA proposes ideation exercises to enable solutions to be developed at a faster pace.

---

## TRAINING and COMMUNICATION

- Developing adequate staff training is critical for airline agents to understand how they can address their customers' needs with respect and dignity.
- The PAPTF supports IATA in shaping its Global Passenger Survey to better understand how airlines can better address passengers' accessibility needs.
- Developing guidance material to communicate effectively with persons needing assistance is critical.

Placed under the IATA Facilitation Group, the objective of the Passenger Accessibility Process Task Force is to develop global standards to facilitate global implementation for each of the covered area.

The task force's objectives is to:

- Develop a passenger process specific to persons with accessibility needs to identify the options available at each touchpoint.
- Update and develop standards for each area of process.
- Propose recommendation to the IATA Control Authority Working Group in order to update ICAO annex 9.
- Liaise with other industry standard making bodies such as ACI.
- Encourage "harmonized" implementation of these processes by developing relevant Recommended Practices and Implementation Guides.

## Additional Strategic Partnerships' Benefits

### Branding

- Recognition as a valuable supporter of IATA and the air transport industry
- Inclusion in the IATA Strategic Partnerships online directory
- Exclusive usage of the IATA Strategic Partnerships logo
- Promotion through the electronic quarterly newsletter, the Partner Brief, viewed by thousands of aviation industry contacts
- Monthly posting of Strategic Partners' press releases on the IATA website

### Industry Events & Exhibitions

Strategic Partners may, at discounted rates, exhibit at/or attend IATA's Conferences & Exhibitions. Our events bring together key industry representatives for conferences, seminars and workshops, to discuss industry issues.

Visit our Web site to stay informed of upcoming events.

<https://www.iata.org/en/events/>

### Publications

Partners may purchase publications at a preferential rate.

<https://www.iata.org/en/publications/>

### Courses

Strategic Partners may attend, at a reduced fee, IATA training courses.

Strategic Partners may receive 55% discount on the first 2 seats per year to any IATA classroom course (subject to availability).

<https://www.iata.org/en/training/>