

Athens International Airport



Serving the needs of passengers with disability and/or reduced mobility



Presented to: 2.2. Airline Marketing Workshop, Athens

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Date: Wednesday, February 22nd, 2023



AGENDA

- ✓ **Legal Framework**
- ✓ **Traffic Statistics**
- ✓ **Accessibility & Assistance Services Concept implementation**
- ✓ **Survey results**



- 1. Law 4074/2012 (Ratification of UN Convention on the Rights of Persons with Disabilities)**
- 2. Regulation (EC) No. 1107/2006**
- 3. European Commission Interpretative Guidelines on the application of Regulation (EC) No 1107/2006**
- 4. ECAC DOC 30 Part 1 section 5**
- 5. US Air Carrier Access Act 14 CFR 382 and recent updates**
- 6. ICAO Annex 9**
- 7. ICAO Manual 9984**
- 8. IATA Resolution 700**

Legal Framework-Definition



Regulation (EC) No. 1107/2006

Person with disability and/or reduced mobility is:

Any person whose mobility when using transport is reduced due to

- ✓ any physical disability (sensory or locomotor, permanent or temporary),
- ✓ intellectual disability or impairment,
- ✓ or any other cause of disability or impairment,
- ✓ or age

and whose situation **needs appropriate attention and the adaptation** to his or her **particular needs** of the service made available to all passengers

Legal Framework-Definition



As per the EC Interpretative Guidelines

Are included in the definition of persons with disability and/or reduced mobility

- ✓ **Age: old age, children (except UM)**
- ✓ **Obesity: if condition reduces mobility**
- ✓ **Pregnancy: when mobility is affected**

Legal Framework



The Airport is responsible to make all the necessary arrangements in order to assist **Departing Passengers with disability and/or reduced mobility** to:

- ✓ **Communicate their arrival to the Airport and their request for assistance at the designated points**
- ✓ **Move from the designated point to the check-in counter**
- ✓ **Check-in and register baggage**
- ✓ **Proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures**
- ✓ **Board the aircraft, with the provision of lifts, wheelchairs or other assistance needed as appropriate**
- ✓ **Proceed from the aircraft door to their seats**
- ✓ **Store and retrieve baggage on the aircraft**
- ✓ **Move to the toilet facilities if required**

Legal Framework



The Airport is responsible to make all the necessary arrangements in order to assist **Arriving Passengers with disability and/or reduced mobility** to:

- ✓ Retrieve baggage on the aircraft
- ✓ Proceed from their seats to the aircraft door
- ✓ Disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate
- ✓ Proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures
- ✓ Proceed from the baggage hall to a designated point
- ✓ Move to the toilet facilities if required

Legal Framework



The Airport is responsible to make all the necessary arrangements in order to assist **Transit Passengers with disability and/or reduced mobility** to:

- ✓ Reach connecting flights when in transit, with assistance on the air and land sides and within and between terminals as needed
- ✓ Move to the toilet facilities if required

Legal Framework



If there is no notification then the Airport shall make all reasonable efforts to provide the assistance services so that the passengers is able to take the flight



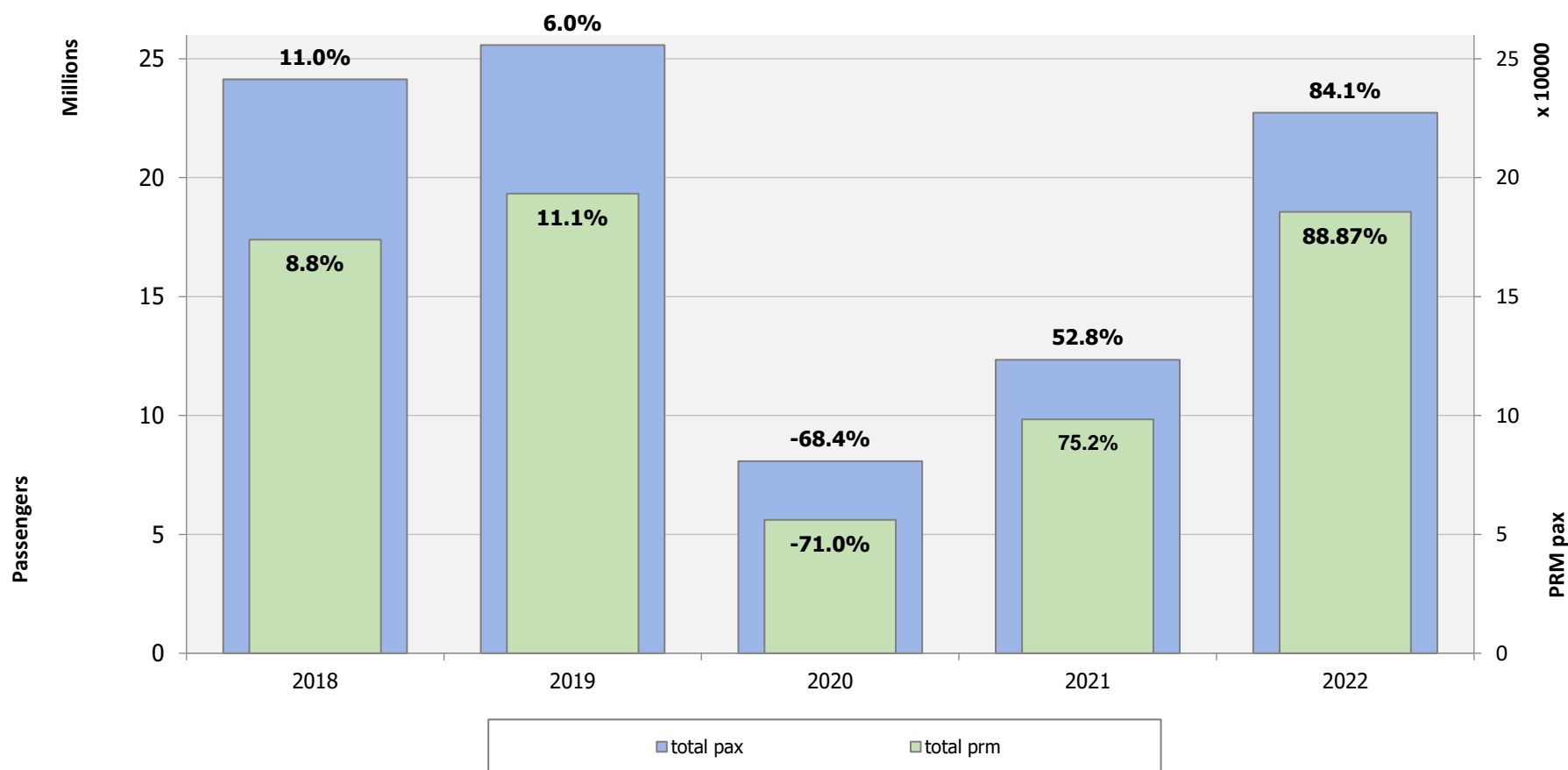
What has changed with the Regulation?



- Responsibility of the Airport Managing Body for the provision of the on-ground assistance services
- Responsibility of the Air Carrier for the provision of the in-flight assistance services
- No obligation for the passenger to provide evidence of reduced mobility/disability
- Costless provision of assistance services for the passenger
- 48hrs prior notification from passenger with disability and/or reduced mobility to the Air Carrier for the need and type of assistance services
- Higher and Published Quality Standards mutually agreed with the National Confederation of Disabled People and Airport Users Committee
- Implementation of the PRM Charge and Open Bookkeeping procedures
- Air travel without barriers



Total Airport's traffic & PRM traffic



How to serve the needs of the passengers?



✓ **Accessibility**

✓ **Training**

✓ **Quality Standards**

What about accessibility?



✓ Provision of easy access when designing the:

- Built environment
- Digital environment
- Operational plans
- Emergency planning
- Services



What about accessibility?



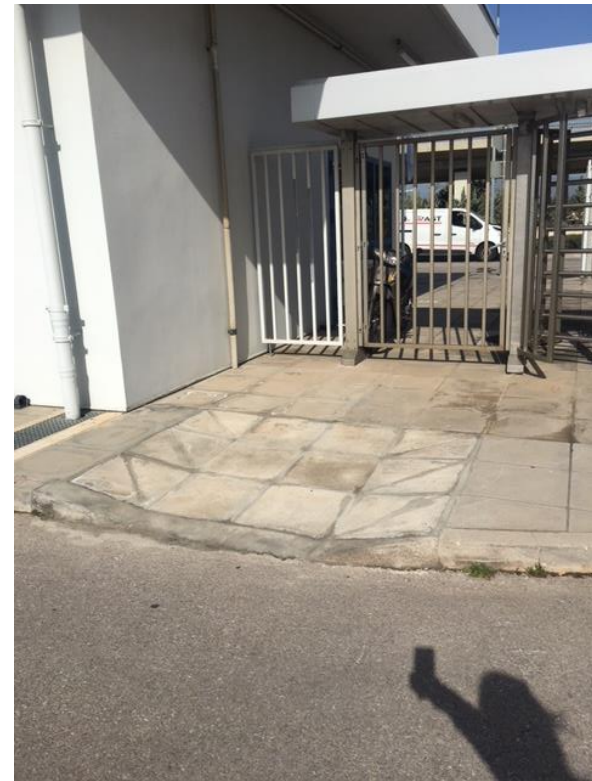
✓ Dedicated parking facilities



What about accessibility?



- ✓ Ramps securing the autonomy of the wheelchair user



What about accessibility?



- ✓ **Designated points accessible to passengers with disability and/or reduced mobility from which the passenger may request assistance services**



What about accessibility?



- ✓ **Designated points accessible to passengers with disability and/or reduced mobility from which the passenger may request assistance services**



What about accessibility?



Assistance Services Coordination Office

What about accessibility?

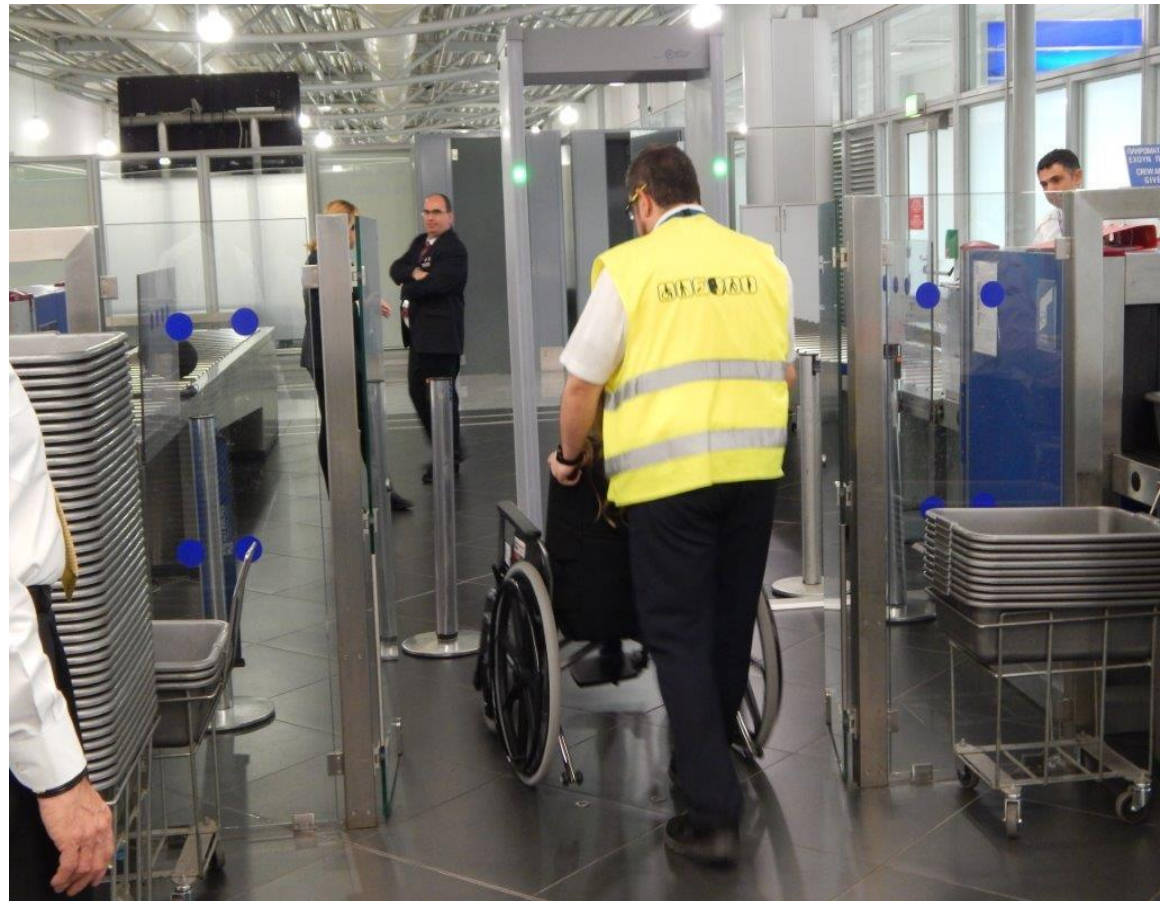
✓ Accessible check-in process
securing autonomy



What about accessibility?



- ✓ **Available Security**
Screening infrastructure
enabling access



What about accessibility?



- ✓ Free movement in the Retail Area
- ✓ Appropriate space to allow movements without obstacles and autonomy



What about accessibility?



- ✓ Available infrastructure enabling access to the gate



What about accessibility?



- ✓ Available equipment enabling embarkation/disembarkation to the aircraft



What about training?



✓ Provision of customized training to:

- ➔ All personnel (AIA's and PRM Contractors personnel) providing assistance services to passengers with disability and/or reduced mobility



What about training?



- ✓ **Provision of customized awareness training as of March 2023 to:**
 - **All AIA's personnel who is in direct contact with the travelling public**
 - **Management team of the Airport**
 - **Airport Assistance Services Manager**



What about training?



✓ Provision of customized awareness training to:

→ All Airport Community personnel coming in direct contact with the travelling public

- × Parking services personnel
- × Sales desk Agents
- × Check in and Gate Agents
- × Lost & Found Agents
- × Baggage handling agents
- × Terminal Information Desk Agents
- × Security Companies Staff
- × Border Control Staff
- × Police
- × Customs staff
- × Cleaning Companies staff
- × Retailers, FB



What about quality standards?



Pre-notified	Quality Standards Applicable in ECAC Doc 30	AIA's applicable Quality Standards
Departing passengers with disability and/or reduced mobility	100% should wait no longer than → 30 minutes	100% should wait no longer than → 25 minutes

Non Pre-notified	Quality Standards Applicable in ECAC Doc 30	AIA's applicable Quality Standards
Departing passengers with disability and/or reduced mobility	100% should wait no longer than → 45 minutes	100% should wait no longer than → 35 minutes

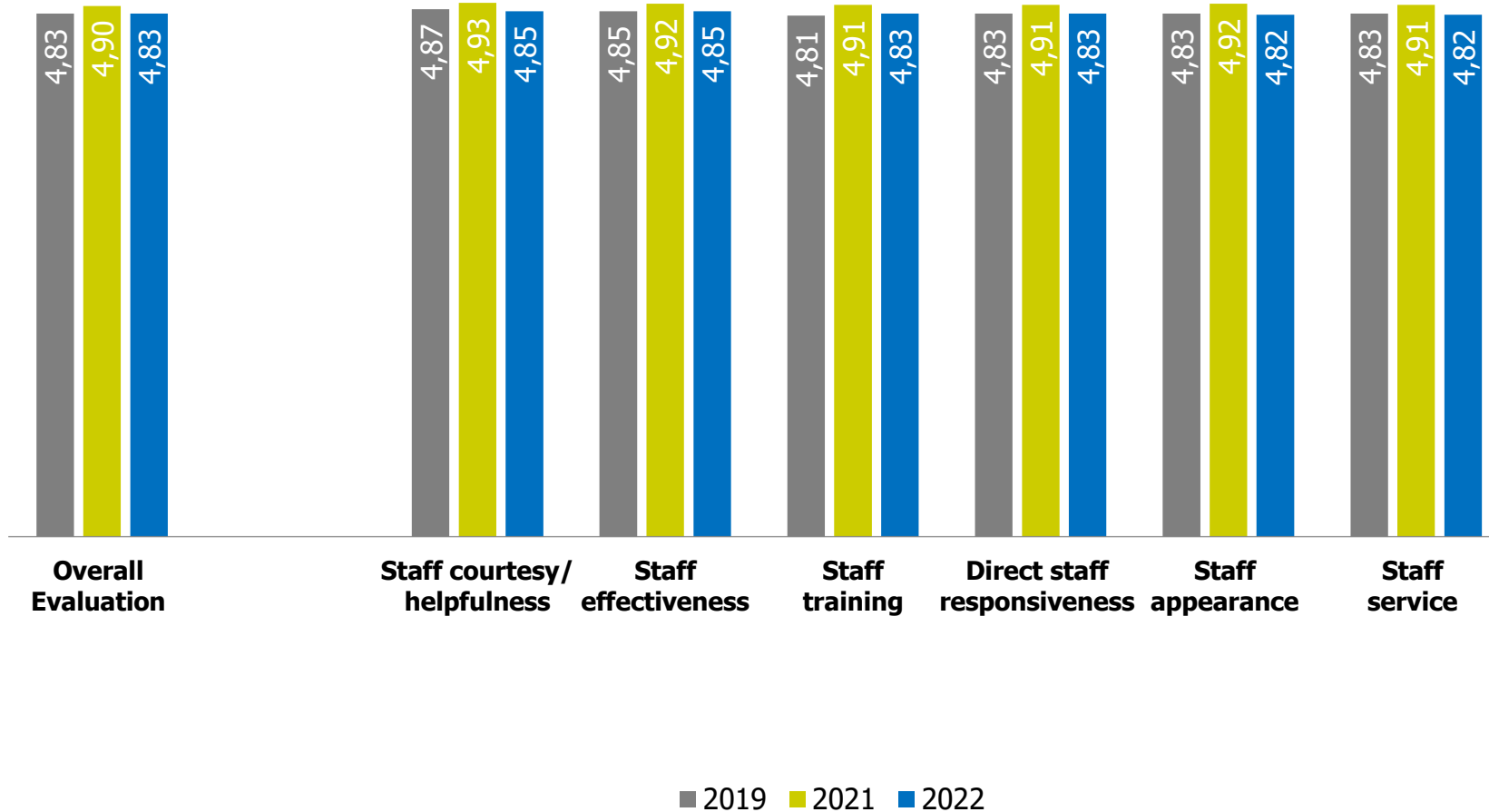
What about quality standards?



Pre-notified	Quality Standards Applicable in ECAC Doc 30	AIA's applicable Quality Standards
Arriving passengers with disability and/or reduced mobility	100% should wait no longer than → 20 minutes	100% should wait no longer than → 15 minutes

Non Pre-notified	Quality Standards Applicable in ECAC Doc 30	AIA's applicable Quality Standards
Arriving passengers with disability and/or reduced mobility	100% should wait no longer than → 45 minutes	100% should wait no longer than → 35 minutes

Assistance Services Overall Evaluation



Source: PRM PAX Survey 2022

Serving the needs of passengers with disability and/or reduced mobility

Thank you!

