Facilitating Aircraft Transfers for Persons with Disabilities

Lorne Mackenzie, WestJet, Calgary, Canada (presenter)

Purpose:
Transfers for persons with disabilities between mobility aids to commercial aircraft seats continue to challenge the industry and travelers alike. This presentation will demonstrate options for techniques and tools to facilitate transfers for persons with disabilities when enplaning and deplaning commercial aircraft.

Methodology:
The presentation in video format will demonstrate various techniques and tools used to facilitate transfers from wheelchairs and other mobility aids to commercial aircraft seats. Highlights include the use of ‘slings’, the use of the Eagle transfer device, and other techniques and the advantages and disadvantages of each procedure.

Results:
There are many advantages and disadvantages for each procedures and technique demonstrated. The underlying principle for each approach is that the approach used is based on a detailed mutual understanding of the traveler’s unique needs and the carrier’s ability to meet those needs without placing an undue burden on the carrier. There is no single solution that will work for all travelers as the diversity of abilities and inabilities is broad and only a flexible approach will be effective in removing barriers to travel on commercial aircraft for persons with disabilities.