

# China Airlines' 2024 ATPRR Progress Report

## 1. General

### 1.1 Feedback Form

China Airlines Canada Branch Office Online Accessibility Feedback Form is available through (link). The feedback form is monitored, reviewed and responded on a daily basis by the appointed Sales Representative, **Lillian Lin**, of the China Airlines Canada Branch.

This feedback form may be submitted anonymously.

[https://calcfec.china-airlines.com/eSurvey/eSurvey/202401100001/2024011000011.aspx?Text\\_13=Please%20contact%20us%20through%20the%20Customer%20Feedback%20Form%20for%20any%20frequently%20asked%20questions](https://calcfec.china-airlines.com/eSurvey/eSurvey/202401100001/2024011000011.aspx?Text_13=Please%20contact%20us%20through%20the%20Customer%20Feedback%20Form%20for%20any%20frequently%20asked%20questions)

All feedback will be meaningfully considered. China Airlines allows anonymous feedback. We will respond to each feedback submission acknowledging receipt using the same communication method or by email for submissions received through our Feedback Form, except for submissions made anonymously. All feedback will be reviewed and responded in accordance with our applicable internal and external policies, including our [Privacy policy](#).

### 1.2 Alternate Format

China Airlines is happy to receive feedback and comments from our customers and members of the public using one of the following communication methods:

To request a copy of our Accessibility Plan, Progress Report and/or the description of our Feedback Process in an alternate format, please use the below contact information:

- **Phone:** +1-604-242-1168. Please use 1-800-455-9880 (TTY) for those who have hearing disability.
- **Email:** [accessibility\\_canada@china-airlines.com](mailto:accessibility_canada@china-airlines.com)
- **Fax:** +1-604-242-1166
- **Mailing Address (Canada Branch):**

CHINA AIRLINES CANADA BRANCH OFFICE

Attention: China Airlines Canada Branch Customer Service Agents

10451 Shellbridge Way #240,

Richmond, BC, Canada

V6X 2W8

Alternate formats are available for pick up at the office

### **[FEEDBACK FORM LINK](#)**

You can request our progress report and you can download our Accessibility Plan in regular or large print formats or request a braille or audio version by completing our Accessibility Feedback Form External site which may not meet accessibility guidelines and/or language preferences or by contacting us through one of the communication methods provided above.

- Print: [Download as a PDF](#)
- Large Print: [Download as large print](#)
- Braille: will be provided upon request within 45 days. China Airlines Canada Branch will consult the Canadian Braille Press for printing of the Braille alternate format.
- Audio: will be provided upon request within 45 days. China Airlines Canada Branch will provide the pre-recorded audio file to the requested individual.

## **2. Information and Communication Technologies (ICT)**

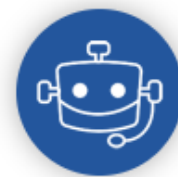
China Airlines have been using the [Web Content Accessibility Guidelines \(WCAG\) 2 Level AA](#) success criteria as the design standard to improve the logical usability our website for those with disabilities. China Airlines also provides real time operation information and communication to customers and passengers by various ways, including:

(1). China Airlines website: [www.china-airlines.com](http://www.china-airlines.com)

(2). China Airlines Chatbot:

<https://calaics01.china-airlines.com/cichatbot/chatindexframe.aspx?Lang=en-US>

(3). China Airlines Mobile App:





App Store: [China Airlines App on the App Store \(apple.com\)](https://apple.com/china-airlines)

Google Play:

[https://play.google.com/store/apps/details?id=com.chinaairlines.mobile30&hl=en\\_US](https://play.google.com/store/apps/details?id=com.chinaairlines.mobile30&hl=en_US)

AppGallery: <https://appgallery.huawei.com/#/app/C103248573>

(4). China Airlines Call Center Service:

- Canada Branch: +1-604-242-1168
- USA Branch: +1-800-227-5118

(5). China Airlines Call Center Email:

China Airlines Canada Branch: [accessibility\\_canada@china-airlines.com](mailto:accessibility_canada@china-airlines.com)

Los Angeles Station USA Branch: [laxccci@china-airlines.com](mailto:laxccci@china-airlines.com)

(6). Customer Feedback platform: <https://calec.china-airlines.com/dot-experience/experience.aspx?lang=en-US&country=us&locale=en>

(7). Airport:

### **Regular Operations**

Upon passenger check-in, China Airlines Traffic Ground Agents will inform individuals who needed accessibility assistance to return to the check-in counter at a specific time and provide golf cart service to the boarding gate.

Priority boarding service provided for those in needs of accessibility assistance.

### **Irregular Operations**

If China Airlines faces any departure delays, gate or track assignments and schedule or connection changes, we will follow the CTA regulations by make public

announcements every 30 minutes by both audio and visual formats to all passengers at the boarding gate and lounge.

### **3. Communication, other than ICT**

China Airlines is committed to training our staff in accessible customer service, including educating our staff on the [Accessible Canada Act](#), [the Accessible Transportation Planning and Reporting Regulations](#), and [Canada Human Rights Act](#) that relate to persons with disabilities.

In addition, China Airlines will train all other service providers who provide services on behalf of the organization in accordance with China Airlines customer service principles and our China Airlines Passenger Service Manual. China Airlines customer service principles formulate a standard service procedure, which provides guidelines for our staff and service providers to facilitate a smooth and barrier free traveling process. This training ensures that staff and service providers are trained to be able to provide the same level of service in abnormal situations and ensure customers experience a high quality of service, regardless of their needs.

**Teletypewriter/test display device (TTY)** – China Airlines provides TTY access service to ensure that our staff are able to communicate through type messages with those who can't or choose not to communicate verbally.

**In-person interaction** – Frontline agents and cabin crew members receive guest-centric sensitivity training, which focuses on engaging in a conversation with a passenger to determine their needs and provide tailored assistance and services in relation to those needs.

**Aircraft** – All aircraft are equipped with English passenger safety feature cards and braille format cards are available upon request (available for Boeing 777, Airbus A350 and A321neo). Individualized briefings are also provided as a part of onboard orientation for information such as call button locations.

#### **Assisting Actions**

To ensure person with visual or hearing disability can receive publicly available information about China Airlines service or facilities in ways that are accessible to those travelers, China Airlines is able to provide information in alternative formats such as:

- Providing information or announcements in a clear and slow manner with good quality by using colloquial language. If necessary, these communications can be rephrased remarks when passengers have difficulty understanding.

- China Airlines' cabin crew member will work to establish a communication method that suits the needs of the passenger and ensures that they have access to all information and announcements available to other passengers.

#### **4. Procurement of goods, services and facilities**

China Airlines, as a large foreign carrier to Canada must both provide the services set out in Part 2 of the ATPDR (Paragraph 24 to 62) and section 5(a) publishing of information requirement of Part 1 of ATPDR.

China Airlines has contracted with the airport ground handler to provide adequate and sufficient equipment and services such as wheelchairs, and golf carts. In addition, our ground handler will provide loading and unloading of mobility aids for passengers.

China Airlines incorporates accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-service kiosks, and will continue to consider accessibility in future procurement practices.

#### **5. Design and delivery of programs and services**

China Airlines' front-line staff who interact with passengers is required to receive mandatory training courses on how to communicate in disability service language. Airport related training will mainly focus on proper procedures for identifying passengers with reduced mobility and appropriate methods for interacting with individuals with disabilities who use assistive devices or require the assistance of a service animal or support person.

China Airlines' provides on-going training for passengers with disabilities not only focuses on services but also emphasize on safety mainly. The service skills course includes:

- Conduct annual simulation drills to all cabin crew containing service for passengers with disabilities during flights, including how to assist passengers with reduced mobility, etc.
- Basic sign language courses as well as videos to all cabin crew to improve the quality of services received by hearing impaired passengers.
- Annual training for the ground traffic service agents for the Nondiscrimination on the Basis of Disability in Air Travel according to the Air Carrier Access Act accommodating customers with special needs.

## 6. Transportation

To eliminate transportation barrier, China Airlines has contracted with the ground handling agency in the airport terminal for China Airlines' online destinations to provide wheelchair service for passenger with limited mobility. In addition, the ground handler will also provide escort service from check in counter to the aircraft for passenger with visual or hearing impairments upon request.

China Airlines currently implements the following accessibility measures for passengers with disabilities during transportation:

- Passengers with disabilities are offered priority boarding and disembark after other passengers;
- Cabin crew assist passengers with disabilities when boarding and disembarking the aircraft as well as during the flight.
- Passengers who use wheelchairs are allowed to take a manual wheelchair into the cabin. A collapsible wheelchair is available on each flight. China Airlines also provides wheelchairs for passengers to use in cabin.

Mobility aids are transported in high priority stowage. China Airlines provides a timely return of passengers' wheelchairs and mobility aids and other assistive devices as close as possible to the aircraft door after the aircraft has landed, unless requested.

## 7. Built Environment

China Airlines is deeply committed to delivering exceptional service to all of our valued customers. We strive to ensure that individuals with disabilities have equal access to our services and facilities, and we uphold our commitments in compliance with the regulations set forth by the CTA regarding the built environment. In line with these regulations, we have taken proactive steps to ensure the built environment available to our passengers ensures that it is easily accessible for passengers with disabilities.

Our dedication to inclusivity begins with the recognition that accessible transportation is essential for fostering an inclusive society. We believe that every individual deserves to travel with ease, comfort, and dignity. As such, we have implemented comprehensive accessibility measures across our operations, including our aircraft, airport facilities, airport terminals, passenger transportation, travel services, and customer service protocols.

<https://www.china-airlines.com/us/en>

In accordance with the CTA regulations, we have established specific guidelines and standards for accessibility within our organization. These guidelines encompass a wide range of aspects, such as ensuring accessible seating options, providing wheelchair assistance, implementing effective communication methods, and accommodating service animals. We have trained our staff to be knowledgeable about these regulations and to provide respectful and courteous assistance to customers with disabilities throughout their journey.

To ensure transparency and ease of access, we have made our commitments to customers with disabilities readily available. Our website:

<https://www.china-airlines.com/us/en/fly/prepare-for-the-fly/special-assistance/index> features a dedicated accessibility section where customers can find detailed information about the services and accommodations we offer. This section includes comprehensive descriptions of our accessibility policies, procedures, and available support, including the aspects of the built environment that are developed to help remove any barriers to travel. We are committed to regularly updating this information to reflect any changes or improvements to our accessibility initiatives and the built environment within which we operate.

China Airlines is fully committed to providing the highest quality of service to all our customers, including those with disabilities. We embrace the regulations set forth by the CTA and diligently work to comply with them in order to create an inclusive and accessible built environment. Through ongoing improvements, transparency, and active engagement with our customers and members of the public, we continuously strive to exceed expectations and make travel a seamless and enjoyable experience for everyone.

### **Airport Accessibility**

China Airlines assures customers who self-identify as needing visual, hearing and service animal assistance to have prompt access to the same information provided to other customers. Such as:

- Information concerning flight safety
- Ticketing
- Flight check-in / Flight delays / cancellations
- Schedule changes
- Boarding information / Gate assignments
- Connections
- Checking baggage

- Volunteer solicitation on oversold flights
- Individuals being paged by China Airlines
- Aircraft changes
- Emergencies

If self-check in kiosk is unable to accommodate a customer with a disability for ticketing or boarding pass printing purposes, China Airlines will readily accommodate the customer at the kiosk or service counter.

For passengers requiring a service animal, China Airlines permits a service animal to accompany a passenger with a disability.

- China Airlines must not deny transportation based on a service animal's breed or type or on the basis that its carriage may offend or annoy carrier personnel or persons travelling on the aircraft.
- On a flight segment, China Airlines may, as a condition of permitting a service animal to travel in the cabin, require the passenger using the service animal to provide documentation that the animal has been individually trained by an organization or person specializing in service dog training to perform a task to assist the person with a disability with a need related to their disability.
- China Airlines will accept the service dog being harnessed, leashed, or tethered or staying in the kennel all the time whether it is in the cabin or at the airport. Moreover, the service dog should be able to fit on the lap or within the foot space of the passenger (handler) in the cabin; otherwise the passenger will be provided with another seat adjacent to their seat to provide sufficient floor space for the service dog. This passenger is responsible for the cost of the additional seat on services between Canada and a foreign country.
- If a service animal cannot be accommodated at the seat location of the passenger with a disability who is using the animal, China Airlines must offer the passenger the opportunity to move with the animal to another seat location, if present on the aircraft, where the animal can be accommodated.
- China Airlines will accept a service animal to accompany a customer with a disability in any seat in which the customer sits, unless the animal obstructs an aisle or other area that must remain unobstructed in order to facilitate an emergency evacuation.
- In principle, passengers with service dogs will be assigned either to a bulkhead seat or to other seats with greater legroom space and preferably a seat with a movable aisle armrest for his/her convenience.

### **Assistance at the Airport**

China Airlines, as a large foreign carrier to Canada must both provide assistance set out in Section 35 of the ATPDR.



Upon check-in and on the request of a customer with disability, China Airlines will provide the services as outlined by section 35 of the *Accessible Transportation for Persons with Disabilities Regulations*, including the following assistance:

- Assistance with the check-in process at the check-in and ticket counter.
- Assistance with storing and retrieving checked and carry-on baggage.
- Assistance in proceeding through the security checkpoint.
- Assistance between boarding gates. (e.g. under the flight connections circumstances)
- Boarding/Deplaning assistance
- Assistance to baggage claim
- Assistance/guidance to and from the entrance to a washroom.
- Assistance to/from an animal relief area if the customer is travelling with a service animal.
- Assistance from personnel for the use of ground wheelchairs, accessible motorized carts, boarding wheelchairs (aisle chair), and onboard wheelchairs.
  - China Airlines will not leave a passenger in ground wheelchair, or other device, in which the passenger is not independently mobile for more than 30 minutes. This service applies even if another person (e.g., family members, personal care attendant) is accompanying the passenger, unless the passenger explicitly waives the obligation.

### **Accessible Lavatory**

The lavatory shall provide door locks, accessible call buttons, grab bars, faucets and other controls, and dispensers usable by qualified individuals with a disability, including wheelchair users and persons with manual impairments.

### **On Board Wheel Chair**

If a passenger asks China Airlines to provide an on-board wheelchair on a particular flight, China Airlines will provide it if the aircraft being used for the flight has more than 60 passenger seats, even if the aircraft does not have an accessible lavatory.

### **On Board Priority Wheelchair or Walker Stowage Space**

China Airlines has priority stowage for one personal wheelchair or walker onboard the aircraft, provided the wheelchair or walker meets the following requirements:

1. Collapsible / Manual breakdown
2. Dimensions of 13in x 36in x 42in (without having to remove the wheels or otherwise disassemble it.)
3. Non-battery powered

Customers who wish to utilize this option are required to tender their wheelchair or walker during pre-boarding.

### **Seating**

For a passenger who uses an aisle chair to access the aircraft or a person assisting and who cannot readily transfer over a fixed aisle armrest, China Airlines must provide a seat in a row with a movable aisle armrest.

### **Service Animals & Fused/Immobilized Legs**

China Airlines will provide a bulkhead seat or a seat other than bulkhead (as requested by the customer) for an individual traveling with service animal.

China Airlines will provide a bulkhead seat or other seat that provides greater legroom (e.g. aisle seat that may better accommodate the individual's disability).

### **Assistance Provided**

- If there is an on-board wheelchair on the aircraft, assistance will be given with the use of the on-board wheelchair to enable the person to move to and from a lavatory.
- Effective communication with passengers who have vision impairments and/or who are deaf or hard-of-hearing, so that these passengers have timely access to information the carrier provides to other passengers (e.g., weather, on-board services, flight delays, connecting gates at the next airport).

### **Disability Service Language Customer service skill**

China Airlines staff will always be sensitive and aware of their actions and words.

ALWAYS:

- Ask *"How may I assist you?"*
- Ask *"What can I do for you?"*
- Ask *"Do you require assistance today?"*
- *"Unfortunately, I cannot provide you with that seat; however this is what I can do for you."*
- *"What tasks or functions does your animal perform for you?"*
- *"What has your animal trained to do for you?"*

## **8. Provisions of CTA Accessibility-Related Regulations**

China Airlines is subject to the applicable sections of Part 2, "Service Requirements Applicable to Carriers", of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244).

- Policy Statement:

China Airlines continues to uphold its commitment to providing accessible services and facilities to individuals with disabilities in accordance with the CTA accessibility-related regulations. Our policy ensures equal opportunities for all individuals to participate in our programs, use our services, and access our facilities.

- Legal and Regulatory Framework:

We remain vigilant in adhering to the CTA accessibility-related regulations and staying informed about any amendments or updates. Our efforts focus on meeting or exceeding the requirements outlined in these regulations to ensure compliance across all aspects of our operations.

- Accessibility Goals and Objectives:

Progress has been made towards achieving our accessibility goals and objectives. We continue to prioritize the removal of physical, communication, and digital barriers to enhance accessibility for all individuals. Our efforts are aligned with the CTA regulations, aiming to provide equal access to transportation services, ensure accessible facilities, and promote inclusive communication practices.

- Roles and Responsibilities:

Clear roles and responsibilities have been assigned to individuals overseeing the implementation of our accessibility plan. All employees are actively engaged in contributing to the success of our accessibility initiatives.

- Communication and Training:

We have effectively communicated our accessibility commitments, policies, and procedures to employees, customers, and the public. Training programs have been conducted to educate employees about disability awareness, inclusive customer service, and the use of assistive technologies. Our communication channels and materials, including our website and customer support services, are accessible to all.

<https://www.china-airlines.com/us/en/contact-us/index>

- Monitoring and Continuous improvement:

A robust monitoring system has been established to track the implementation and effectiveness of our accessibility initiatives. Regular audits, evaluations, and customer feedback assessments are conducted to assess compliance and identify areas for improvement. We actively seek feedback from individuals with disabilities and customers to enhance our accessibility features and services. Our commitment to continuous improvement drives us to review industry best practices, technological advancements, and customer needs to adapt our accessibility plan accordingly.

## **9. Feedback Information**

All feedback will be meaningfully considered. We will respond to each feedback submission acknowledging receipt using the same communication method or by email for submissions received through our Feedback Form, except for submissions made anonymously. All feedback regarding the request of an alternate format for the feedback will be replied with the requested alternate format. Other feedback related to accessibility services will be directed to China Airlines Headquarters for further evaluation and consideration for any further necessary improvements.

## **10. Consultations**

China Airlines has been actively engaged in consultations and collaboration with external organizations to enhance our accessibility initiatives and ensure that our services are inclusive and barrier-free for passengers with disabilities.

Consultations with the Vice President of Access and Inclusion at the Rick Hansen Foundation, Brad McCannell, were initiated in November 2023, marking the beginning of our commitment to seeking feedback and guidance from reputable organizations. The virtual consultation involved conversation regarding trainings such as accessibility knowledge training and sign language training, etc. Following this engagement and referral from the Rick Hansen Foundation, China Airlines consulted with Stan Leyenhorst from Universal Access Design in December 2023 to further enhance our accessibility plan and feedback process.

Looking ahead, China Airlines engaged with another consultation with Stan Leyenhorst from Universal Access Design for employee accessibility training in May 2024. This training initiative aims to equip our staff with the necessary skills and knowledge to better serve passengers with disabilities. At the end of May 2024, all China Airlines employees in Canada have completed the in-person training session conducted by professionals from Universal Access Design, ensuring a comprehensive understanding of accessible communication and service provision.

Moving forward into 2025, China Airlines remains dedicated to developing and refining our accessibility practices under the guidance of professional organizations. We are committed to providing ongoing training and education for our employees, reinforcing our commitment to providing exceptional service that is accessible to all.

Through these ongoing consultations and training initiatives, China Airlines aims to identify and address existing barriers, improve our accessibility plan, and ensure that every passenger, regardless of ability, can travel with dignity and ease.