



**NEXT
PAGE**



Air Canada Implements New Biosafety Protocols as it Begins Re-opening its Award-Winning Maple Leaf Lounges

Air Canada on July 23, 2020 announced the gradual re-opening of its Maple Leaf Lounges, featuring new biosafety protocols for the well-being of customers and employees. The Maple Leaf Lounge at Toronto Pearson, D gates re-opens on July 24 to eligible customers travelling on a domestic or international flight, with the Maple Leaf Lounges located in the domestic departure areas at airports in Montreal and Vancouver set to re-open in the coming weeks.

Air Canada Implements New Biosafety Protocols as it Begins Re-opening its Award-Winning Maple Leaf Lounges, July 23, 2020, www.aircanada.ca

Air Canada Partners with Montreal's Famed Chef Jérôme Ferrer as Meals Developed by its Celebrated Culinary Panel Return to the Skies

Air Canada announced on July 20, 2020 that a new partnership with prestigious Montreal-based Chef Jérôme Ferrer, who will design meals for the airline's Premium Economy and Economy Class customers on all flights departing Canada for Europe and Asia, as well as Australia and South America once these flights resume was reached. Chef Ferrer will join celebrated Canadian Chefs David Hawksworth, Antonio Park and Vikram Vij, whose meals will be offered once more on Air Canada flights beginning later this month as the airline begins to restore its award-winning onboard service program.

Air Canada Partners with Montreal's Famed Chef Jérôme Ferrer as Meals Developed by its Celebrated Culinary Panel Return to the Skies, July 20, 2020, www.aircanada.ca

Annual Rise in U.S. Airlines May Domestic Cargo (Almost 5%) Largest Increase Since July 2019

U.S. airlines carried 4.7% more domestic cargo by weight in May 2020 than in May 2019, the largest annual gain since July 2019 while the 8.4% decline in international cargo was the smallest annual loss since February 2020, according to preliminary data filed with the Bureau of Transportation Statistics (BTS) by 15 of the leading cargo airlines. The 15 airlines carry more than 95% of the total cargo by weight on U.S. airlines. Cargo data consists of freight and mail carried within the U.S. and between the U.S. and foreign points.

Annual Rise in U.S. Airlines May Domestic Cargo (Almost 5%) Largest Increase Since July 2019, July 23, www.bts.gov

DHL Express increases fleet capacity with Boeing converted freighters

DHL Express and Boeing announced that it will add four 767-300 Boeing Converted Freighters (BCF) as part of the logistics company's efforts to continue modernizing and growing its fleet with cost-efficient and reliable freighters. This step is part of DHL's effort to modernize its long-haul intercontinental fleet in order to fly more eco-friendly and cost-efficiently. The aircraft are converted from passenger to freighter configuration by Boeing to fit the needs of DHL Express and meet the rising global demand for express services.

DHL Express increases fleet capacity with Boeing converted freighters, July 22, 2020, www.ajot.com

First Quarter 2020 Air Fare Drops to New Low

U.S. domestic average air fares declined in the first quarter of 2020 to \$336, the lowest inflation-adjusted quarterly air fare on record in

Bureau of Transportation Statistics (BTS) records dating back to 1995. The previous low was \$347 in the third quarter of 2019. Adjusted for inflation, (constant 2020 dollars) the first-quarter 2020 air fare was: 1) Down 6.0% from 1Q 2019 (\$358); 2) Down 6.1% from 4Q 2019 (\$358); and 3) Down 21.6% from 1Q 2015 (\$429).

First Quarter 2020 Air Fare Drops to New Low, July 21, 2020, www.bts.gov

Mid-May 2020 U.S. Passenger Airline Employment Down 18,000 FTEs from Mid-April

The 23 U.S. scheduled passenger airlines employed 4.1% fewer full-time equivalents (FTEs) in mid-May 2020 than in mid-April 2020: 1) Mid-May's total number of FTEs (411,651) was down almost 18,000 FTEs from mid-April 2020 (429,407 FTEs) and down more than 48,000 FTEs from mid-March 2020. It was the lowest FTE total for any month since May 2016 (410,338 FTEs). 2) Mid-May 2020 FTEs were down more than 36,000 FTEs, down 8.1%, from May 2019 (447,981 FTEs).

Mid-May 2020 U.S. Passenger Airline Employment Down 18,000 FTEs from Mid-April, July 20, 2020, www.bts.gov

CILTNA 30 Years of ADA by Jennifer Coutts Clay, Author [Jetliner Cabins](#)

As we mark 30 years since the establishment of the Americans with Disabilities Act (ADA), it seems timely to review the progress towards making aviation accessible, as well as to consider the major hurdles still facing passengers with reduced mobility (PRM) and disabled passengers when they take to the skies.

In [Jetliner Cabins](#), the E-Book app written by Jennifer Coutts Clay, CMILT

—Chapter 8 Accessibility: Special Needs—the airline industry has examined a broad range of mobility solutions to address passenger needs at the airport terminal and onboard the aircraft. In a short article written for Aircraft Interiors International Magazine in September 2019, Coutts Clay offers a [handy timeline of key airline industry milestones](#) in accessibility, from the introduction of flip-up armrests on Pan American's B747-100 "Thrift Class" in 1970 to IATA's Resolution to improve accessibility in 2019.

In June 2019, at its 75th annual meeting, IATA unanimously approved a resolution to improve the air travel experience for the estimated one BILLION people living with disabilities. IATA called on governments and airlines to harmonize national legislation and regulations, to ensure dignified, respectful treatment for disabled passengers.

Airline industry designers, as well as consumer advocates, have proposed some clever seating and cabin design concepts to accommodate PRMs and their mobility devices. But we still have a long way to go before the skies are truly open, welcoming and accessible to all. During [a special presentation at the Aircraft Interiors Expo in Los Angeles, in 2019](#), Jennifer Coutts Clay gave industry participants an update of where the industry stands and what opportunities remain to improve accessibility.

While the airline industry is committed to improvement, as Jennifer Coutts Clay explained in [an article for The Runway Girl Network, in August 2019](#), many PRMs and disabled passengers still suffer through inhumane travel conditions. PRM air travelers have had their expensive mobility devices damaged in airline cargo compartments, leaving them stranded at their destination.

"PRMs have been left helpless and abandoned, locked inside air-terminal buildings overnight," Coutts Clay said. "If the PRMs have cell phones, shouldn't they have emergency contact numbers to call?"

Jennifer Coutts Clay also discussed the needs of PRM passengers and the expanding ageing population, with air transport accessibility advocate Christopher Wood, founder of Flying Disabled, during a [PAX Week Views podcast](#) (35 min) on 2 January 2020. <http://www.flyingdisabled.org.uk>

Blind and hard of hearing passengers have been left out of interacting with in-flight entertainment (IFE) equipment, due to inadequate voice-over or closed captioning and have had to challenge the industry to push forward with improvements by filing an ADA complaint. While some airlines have made positive strides in this direction, accessible IFE is still not universally available.

As IATA often states, aviation is the business of freedom. That freedom should be available to all who wish to exercise it, regardless of their physical or intellectual limitations. Air transportation can and will do better and is expected to introduce many new initiatives in the coming years.