

# **Facilities for disability passenger at Don Mueang International Airport**

*\*First Author: Nitchakarn Sritasang, International College Suan Sunandha*

*Rajabhat University, Thailand*

*E-mail: [nitchakarn.sritasang@gmail.com](mailto:nitchakarn.sritasang@gmail.com)*

*\*\*Second Author: Benjapol Worasuwanarak, International College Suan Sunandha*

*Rajabhat University, Thailand*

*E-mail: [benjapol.wo@ssru.ac.th](mailto:benjapol.wo@ssru.ac.th)*

## **Abstract**

Don Mueang International Airport is the first airport in Thailand that is very popular among travelers, whether individuals or people with disabilities. For the disabled, choose to travel by plane to decrease time. Resulting an increase in the number of passenger who used airport services Don Mueang International Airport provides both domestic flight and international flights. Therefore must have facilities to accommodate passengers that meet the needs and satisfaction of passengers in the airport. At present, facilities for the disabled in Don Mueang Airport are not convenient and there is not enough to meet the needs of passenger, whether they are disabled people, wheelchair parking spaces, handrails, disabled lifts, signs that show facilities which these things are not enough and these problems affect the airport service. Therefore, the need to improve facilities to meet all the needs of passengers.

Keyword : Don Mueang International Airport, Facilities, Disabled

## **Introduction**

Don Mueang International Airport is one of the airports under the supervision of the Airports of Thailand Public Company Limited under the Ministry of Transport. It is another unit that prepares facilities for people with disabilities in accordance with the said Ministerial Regulations. Designing a universal design with a service design concept that is integrated into the design to suit with business related to the aviation operations of the airport and in accordance with the needs of the disabled and the general public in using the service as well. The Thai government has signed the Declaration on the rights of persons with disabilities in Thailand to be a commitment to improve the quality of life of the disabled and eliminate the wrong attitude of society towards people with disabilities The regulation of the rehabilitation of Disabled Persons in 1991, even in the 1997 Constitution rights of people with disabilities in order to have a better quality of life and be able to be self-reliant.

## Research methodology

### Objective

1. To study the general conditions of facilities for people with disabilities at Don Mueang International Airport
2. To study guidelines for the development of facilities models for people with disabilities at Don Mueang International Airport

At present, the aviation industry is growing and progressing rapidly due to people choose to travel by plane increase every year in order to save travel time and is more convenient than using a public bus. In the airport has many facilities for passengers but for disabled people who use the airport service, there are not enough facilities. Causing these people to not receive the convenience and speed in various processes related to the use of services within the airport. Therefore, the company Airports of Thailand Public Company Limited has given the policy to extend the facilities to the disabled in the airport due to the increasing number of passengers using the service at Don Mueang International Airport especially low cost airlines increasing every year. Which travel care should cover all of facilities that people with disabilities need.

The quality's life of people with disabilities using various services is pushed to the quality equivalent to the general public by civil aviation has set the standards for facilitating disability in the following airports :

- (1) Doors for the disabled
- (2) Disabled seat or wheelchair parking area for people with disabilities
- (3) Ramp
- (4) Ladders and handrails for people with disabilities
- (5) different surfaces for people with visual disabilities
- (8) Equipment for bringing disabled people or wheelchairs up and down from the car
- (6) Toilet for the disabled
- (8) Elevator for people with disabilities
- (8) Public telephone for people with disabilities
- (10) Parking for people with disabilities
- (11) The area for the escape of people with disabilities
- (12) Signs showing equipment or facilities for people with disabilities
- (13) Service points for traveling information for people with disabilities

(14) Notification of warning for people with disabilities And letters of fire, running or warning lights for people with hearing impairment or meaning

(15) Announcement of information for people with visual disabilities And letters, running lights or signs showing meaning for people with hearing disabilities or meaning

(16) Guide for providing assistance to the disabled of each type for airport staff

(17) Language translation guide or language sign board for airport staff for communication with the disabled.

(18) At least one airport officer who has been trained and qualified to meet the needs of each type of disabled person in order to provide services for the disabled.

Don Mueang International Airport focused importance on the basic facilities of general airports. Which, if implemented in accordance with the measures mentioned above, would be get great benefit in the development of facilities and related services in the airport so that people with disabilities who use the Don Mueang international Airport service will receive comfort and convenience Safer.

From studying information according to various data sources related to facilities for the disabled, found that the general condition of the facilities for the disabled at Don Mueang International Airport, which has been prepared for updated to be able to support the use and must also comply with the list of ministerial regulations. There are actually 9 items, including

- 1) Disabled door, entrance-exit, 3rd floor, second door
- 2) Disabled seat or wheelchair parking area Disabled areas
- 3) Ramps
- 4) Handrails outside the restricted areas
- 5) Bathrooms
- 6) Passenger lifts for disabled people
- 7) Parking for people with disabilities in the basement floor
- 8) Signs showing facilities for people with disabilities
- 9) Information service points for people with disabilities

Items that have been updated but cannot be used actually have 1 item, which is a public phone for people with disabilities.

Guidelines for the development of facilities for people with disabilities in Don Mueang International Airport have been developed in the form of facilities based on the ministerial regulations. It is defined as having a wide range of facilities and accommodating the needs of all people with disabilities. So, in order to be suitable for the aviation industry

and in accordance with the actual needs of disabled people who come to use the service Don Mueang International Airport therefore changed to use the form according to the Transport Ministerial Regulation on the formulation and provision of equipment, facilities or services in buildings, locations, vehicles and transportation services for people with disabilities to be able to access and use.

### **Conclusion**

According to the study, it was found that Don Mueang International Airport has developed according to the standards set by the Department of Civil Aviation. With facilities that have been developed and able to meet the needs of passengers and disabled people including 1) Disabled door 2) Disabled seat or wheelchair parking area Disabled areas 3) Ramps 4) Handrails outside the restricted areas 5) Bathrooms 6) Passenger lifts for disabled people 7) Parking for people with disabilities in the basement floor 8) Signs showing facilities for people with disabilities 9) Information service points for people with disabilities that making the disabled more comfortable to travel And Don Mueang International Airport also have development plans, including guide to assisting people with disabilities in each category for airport staff, translation guide / sign language signs for airport staff for communication with people with disabilities , and airport staff which has been trained and qualified to meet the needs of at least one person with disabilities for disabled people. And in the future, Don Mueang International Airport plans to fully develop facilities for the disabled in all aspects.

### **Discussion and Recommendation**

As I studied, The items that have been updated but cannot be used actually have 1 item, which is a public phone for people with disabilities. Don Mueang International Airport and related agencies should jointly develop the system of the public phone for better and practical use. And should add facilities to the disabled, such as equipment to bring people with disabilities or wheelchairs of disabled people to go up or down from the car and areas for the escape of people with disabilities. To increase more facilities to meet the needs and to support people with disabilities to receive rights and services equivalent to normal people.

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