

Aircraft Cabin Innovations Past, Present and Future



As discussed during the 2018 RedCabin Innovations Conference in Hamburg, the airline industry's design and manufacturer community are committed to developing viable solutions which make air travel accessible to all.

Jetliner Cabins author Jennifer Coutts Clay is sponsoring the upcoming [RedCabin Aircraft Cabin Innovations Summit, to be held from December 1-3 in Fort Worth, TX, USA](#). She will also be joining [Chris Wood founder of Flying Disabled](#) in a discussion on aircraft accessibility and next-generation inclusive travel.

The disabled community, passengers with limited mobility, and an increasing, ageing population have a strong desire to travel by air, but will require special accommodations in the design of the cabin to ensure that they can fly safely in comfort and with dignity.

There are many issues for the airline industry to address, from boarding procedures, to the use of onboard lavatories, the design of accessible seating and accommodation of mobility devices onboard, as well as the care of passengers' own equipment — such as wheelchairs — when carried in cargo compartments. Chris Wood and Jennifer Coutts Clay will engage with attendees at this RedCabin event to discuss the challenges and opportunities to design for the needs of restricted mobility, older passengers, people who have been injured, and those travelling with small children.

A History of Accessibility

In this article, Jennifer Coutts Clay outlines the airline industry's progressive approach to accessibility over the years. Source: Aircraft Interiors International magazine, September 2019.

Podcast—Accessibility

Jennifer Coutts Clay, consultant and author of *Jetliner Cabins* and Christopher Wood, founder of Flying Disabled discuss aircraft accessibility. (35 minutes)
Source: PAX Week Views podcast.

Jennifer's Presentation on Accessibility

Jennifer's presentation (slides and text) on ACCESSIBILITY: SPECIAL NEEDS. Source: As presented at Aircraft Interiors EXPO 2019, CabinSpace Live Seminar Theatre, Los Angeles, CA, USA



Jennifer Coutts Clay is the author of [Jetliner Cabins: Evolution & Innovation](#), described as: *“The only comprehensive survey of the aircraft cabin environment from the 1970s to the present day,”* Airliner World, and *“A source reference for aviation industry professionals and enthusiasts alike,”* Airports International.

At British Airways, Jennifer held senior positions including head of western USA (responsible for operations and sales) — she was the first woman in British Airways to be appointed to a line management position. Jennifer also served as head of Scotland; and as controller of corporate identity she was responsible for the US\$75m program during the privatization of the airline and fleet refurbishment, including Concorde.

At Pan American World Airways, as general manager of product design & development, Jennifer led a US\$25m passenger-experience upgrade.

As Principal of J. Clay Consulting, based in New York City, Jennifer has worked for short-and long-haul airlines including United Express and South African Airways. And she was a licensed consultant to the Port Authority of New York & New Jersey.

Jennifer is a member of the Concorde Advisory Committee at the Intrepid Museum in New York; writes for Aircraft Interiors International magazine; and is a founding sponsor of the Crystal Cabin Awards.



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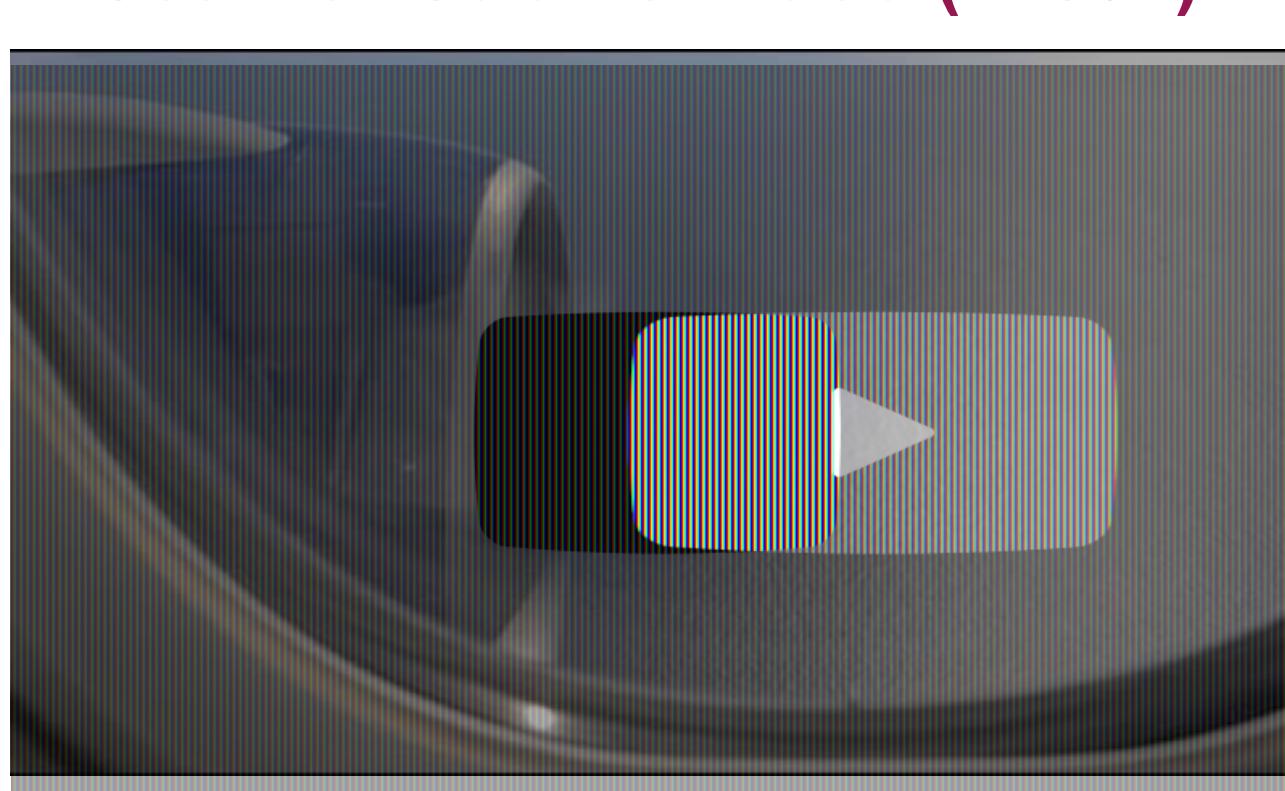


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In Chapter 8 “Accessibility: Special Needs” Jennifer covers the subject: “How can air travel be made more comfortable for a growing class of passengers with special needs?”

Jetliner Cabins Video (2' 09'')



View Other Videos On [Jetliner Cabins](#) and Read More of Jennifer's published articles in the [News](#) section of [JetlinerCabins.com](#)

Selected Articles

Braniff Style: A Look Back At A TX Icon

With its bold use of colour and radical approach to cabin design, Texas aviation icon Braniff Airways blazed a trail unlike any other. Source: Aircraft Interiors International magazine, June 2007.

Concorde Unique: Supersonic Salon

A look back at the supersonic salon in the skies. Concorde clients still rhapsodise over their memories of the amazing “Time Machine”, which “arrived before it had taken off”. Jennifer examines the passenger experience design that made high-speed flight such a memorable pleasure. Source: Inflight magazine March/April 2016. Find more of Jennifer's [Concorde](#) articles on [jetlinercabins.com](#).

The Queen Of The Skies At 50

The remarkable and beautiful Boeing 747-100 didn't just introduce a little more glamor into air travel; it also helped make air travel more affordable for the masses. Source: Aircraft Interiors International Annual Showcase 2019.

[More information available on jetlinercabins.com](#)