

Accessible Transportation for Persons with Disabilities Regulations

Section	Sub-section(s)	Requirements: Applicable to Transportation Service Providers	Effective Date
ATPDR Part 1	<p>4. (1) Communication of Information to Persons with Disabilities - alternative formats (2) Must provide the information in the requested format as soon as feasible</p>	<p><u>Must ensure that:</u></p> <ul style="list-style-type: none"> a) if the information is made available in an electronic format, the format is compatible with adaptive technology that is intended to assist persons with disabilities; b) if the information is made available only in a paper format, it is made available, on request, in large print, in Braille or in an electronic format; c) if the information is made available in an audio format, it is made available, on request, in a visual format; and d) if the information is made available in a visual format, it is made available, on request, in an audio format. 	<p>June 25, 2020</p>
	<p>5. Information to be published</p>	<p><u>Must publish</u>, including on its website, the following information:</p> <ul style="list-style-type: none"> a) a notice that it is subject to these Regulation and the provisions of these Regulations that apply to it; b) the services that it offers to persons with disabilities and any conditions that apply to those services; and c) the complaint resolution services that it offers and how a passenger may access those services. 	<p>June 25, 2020</p>
	<p>6. Communication</p>	<p><u>Must ensure</u> that members of personnel who interact with passengers in the course of carrying out their functions take in account the following when communicating with a person with a disability:</p> <ul style="list-style-type: none"> a) the nature of the person’s disability, particularly if the person is blind or deaf or has any other visual or hearing impairment or if the person has a communication impairment; b) whether the person uses an assistive device to assist them to hear, see or communicate; and c) whether there are methods of communication that may be used by the person or that may facilitate communication with the person, such as an augmentative or alternative communication system, sign language or clear, concise and plain language. 	<p>June 25, 2020</p>
	<p>7. Telephone system</p>	<p>If a telephone number is made available to the public it <u>must</u>:</p> <ul style="list-style-type: none"> a) offer to persons who are deaf or have any other hearing impairment, or who have a communication impairment, the option of doing those things by <u>means of an email or a third party’s telephone relay or video relay service</u>; and b) <u>publish, in every instance that it publishes a telephone number</u> that may be used to do those things, along with that telephone number, a description of how a person may access the services referred to in paragraph (a), including the transportation service provider’s email address and the third party’s telephone number for telephone relay or video relay service. 	<p>June 25, 2020</p>
	<p>8. Website</p>	<p>If a transportation service provider makes a website available to the public that may be used to access a client account, travel itinerary, travel schedule or <u>trip status</u>, to obtain contact information for the transportation service provider, to make or modify a reservation or to check in, it must:</p> <ul style="list-style-type: none"> a) offer to persons with disabilities the option of doing those things by means of a communication system that does not require the use of a website, such as by means of a telephone, an email or a third party’s telephone relay or video relay service; and b) publish, in every instance that it publishes the address of the website that may be used to do those things, along with that website address, a description of how a person may access the services referred to in paragraph (a), including the transportation service provider’s telephone number and email address and the third party’s telephone number for telephone relay or video relay service. 	<p>June 25, 2020</p>

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ATPDR Part 1	9. Website requirements	A transportation service provider <u>must ensure</u> that every website that it owns, operates or controls and that is made available to the public — including any mobile site that contains other platforms, such as applications — meets the requirements for a <u>Level AA conformance</u> that are set out in the Web Content Accessibility Guidelines.	December 31, 2020
	10. Public announcements inside terminals	A carrier <u>must ensure</u> that any public announcement relating to a departure or a gate or track assignment that is made for passengers waiting at a boarding area inside a terminal is made in an audio format and in a visual format. If a transportation service provider makes any public announcement relating to safety or security inside a terminal, they <u>must</u> make that announcement in an audio and visual format.	December 31, 2020
	Training		
	15. Application	A transportation service provider must ensure that members of personnel receive the training that is required under sections 16 to 19.	December 31, 2020
	16. (1)	If a member of personnel may be required to interact with the public or to participate in making decisions or in developing policies or procedures in relation to the requirements of these Regulations, they must receive training that provides an adequate level of knowledge and skills to carry out those functions, including training with respect to the requirements of these Regulations and the policies and procedures of the transportation service provider with respect to persons with disabilities.	December 31, 2020
	16. (2) Contents of training	<p>The training referred to in subsection (1) must provide an adequate level of knowledge in respect of</p> <ul style="list-style-type: none"> a) the following principles: <ul style="list-style-type: none"> i. the principle that all persons must be treated with dignity regardless of their disabilities, ii. the principle that all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities or of how their disabilities interact with their personal and social characteristics, iii. the principle that all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities, and iv. the principle that all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities; b) the different types of barriers that may hinder equal access to transportation services for persons with disabilities; c) the various types of assistance that may be needed by persons with disabilities and the duties of the transportation service provider in relation to those needs, including <ul style="list-style-type: none"> i. the type of assistance that they must provide to persons with disabilities, and ii. the assistive devices that are commonly used by persons with disabilities and the methods of communication that may be used by, or may facilitate communication with, persons with disabilities, such as an augmentative or alternative communication system, sign language or clear, concise and plain language; d) communication with persons with disabilities in accordance with section 6 and how to interact with them in a manner that respects their autonomy and dignity; e) the role of a support person; and f) the role and needs of a service dog. 	December 31, 2020

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ATPDR Part 1	17. Physical assistance	<p>If a member of personnel may be required to provide physical assistance to a person with a disability in the course of carrying out their functions, they must receive training that provides an adequate level of knowledge and skills to carry out those functions, including training on how to:</p> <ul style="list-style-type: none"> a) seek information from the person with respect to their preferred method of assistance and any other measures they may require to ensure their safety and their comfort; b) manoeuvre mobility aids through doors and on irregular and multi-level surfaces, steps, curbs and elevators; c) transfer the person between their own mobility aid and a mobility aid provided by the transportation service provider and between a mobility aid and the person's passenger seat, including performing appropriate lifting techniques to perform various types of transfers of the person with maximum consideration for their dignity, safety and comfort; d) guide and orient a person whose impairment affects their mobility; and e) assist a person who has limitations in balance, agility or coordination that affect their mobility. 	December 31, 2020
	18. Handling mobility aids	<p>If a member of personnel may be required to handle mobility aids in the course of carrying out their functions, they must receive training that provides an adequate level of knowledge and skills to carry out those functions, including training with respect to</p> <ul style="list-style-type: none"> a) the different types of mobility aids; and b) the requirements and appropriate methods for transporting and storing mobility aids, including the disassembling, packaging, unpackaging and reassembling of mobility aids. 	December 31, 2020
	19. (1) Using or assisting with special equipment	<p>If a member of personnel may be required to use, or to assist a person with a disability in using, any special equipment in the course of carrying out their functions, they must receive training that provides an adequate level of knowledge and skills to carry out those functions.</p>	December 31, 2020
	19. (2) Definition of special equipment	<p>In this section, special equipment includes:</p> <ul style="list-style-type: none"> a) a telecommunication device for persons who are deaf or who have any other hearing impairment; b) a lift, a ramp and any other level-change device; c) an on-board electrical power supply; d) a device for the connection of on-board auxiliary respirator systems; e) an on-board entertainment system that is accessible to persons with disabilities; and f) an automated self-service kiosk that is accessible to persons with disabilities. 	December 31, 2020
	20. (1) Initial training - timeline	<p>A transportation service provider must ensure that a member of personnel has completed training suitable to the requirements of their functions within 60 days after the day on which that member assumes those functions.</p>	December 31, 2020
	20. (2) Supervision of untrained personnel	<p>Until a member of personnel has completed the training that is suitable to the requirements of their functions, the transportation service provider must ensure that they carry out their functions under the direct supervision of a person who has completed that training.</p>	December 31, 2020
	21. Refresher training	<p>A transportation service provider must ensure that members of personnel who have received training that is required by this Part also receive, at least once every three years, refresher training that is suitable to the requirements of their functions.</p>	December 31, 2020
	22. Duty to inform personnel	<p>If a transportation service provider introduces any new policy, procedure or technology with respect to persons with disabilities or offers any new transportation-related service or facility to assist persons with disabilities, the transportation service provider must, as soon as feasible, inform members of personnel of that new information, unless it is not relevant to the requirements of their functions.</p>	December 31, 2020
	23. (1) Preparation of training programs	<p>A transportation service provider must implement and maintain each training program for members of personnel in accordance with the following requirements:</p> <ul style="list-style-type: none"> a) the training program must include the information set out in Schedule 1; b) the training program must be available for inspection by the Agency; and c) any new information that is referred to in section 22 must be incorporated in the training program as soon as feasible. 	December 31, 2020

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ATPDR Part 4	23. (2) Consultation	A transportation service provider must consult persons with disabilities in the development of each training program and the principal teaching methods.	December 31, 2020
	23. (3) Information about training program	A transportation service provider must, as soon as feasible, make available any information about a training program that is set out in Schedule 1, except any personal information or confidential business information, to any person who requests that information.	December 31, 2020
	Requirements Applicable to Terminal Operators	This Division applies to every terminal operator who is the owner, operator or lessee of an airport that is located in the national capital or a provincial capital or where at least 200,000 passengers enplaned and deplaned during each of the two proceeding calendar years:	
	215. Communication of information	A terminal operator must publish, including on its <u>website</u> , information about the services or facilities available at the terminal for persons with disabilities, including information about <ul style="list-style-type: none"> a) the curbside zone, including where the curbside zone is located and how to request assistance to or from the curbside zone; b) ground transportation from the terminal that is accessible to persons with disabilities, including whether a vehicle that is capable of carrying a non-folding or non-collapsible mobility aid is available; c) the location of designated areas for service dogs to relieve themselves; d) transportation between facilities within a terminal that is accessible to persons with disabilities; and e) wheelchair and electric cart services. 	June 25, 2020
	216. (1) Assistance for persons with disabilities	A terminal operator must, on the request of a person with a disability, provide the following services to the person without delay: (a) assisting the person with their baggage or assisting with a wheelchair, including by providing a wheelchair if needed by the person; (b) assisting the person to proceed between the general public area and the curbside zone; and (c) assisting the person to proceed between the curbside zone and the check-in area or, if there is no check-in area, between the curbside zone and a representative of a carrier.	December 31, 2020
	216. (2) Exception	However, a terminal operator is not required to provide a person with any assistance referred to in subsection (1) if a carrier is already providing that person with that assistance.	June 25, 2020
	217. (1) Service provider for ground transportation	If a terminal operator enters into an agreement or arrangement with any service provider for the provision of ground transportation from the terminal, including by taxi, limousine, bus or rental vehicle, the terminal operator must ensure that the service provider provides transportation that is accessible to persons who are travelling with a mobility aid or any other assistive device or with a service dog, including transportation with vehicles that are capable of carrying non-folding or non-collapsible mobility aids.	June 25, 2020
	217. (2) Rental vehicles	If a terminal operator enters into an agreement or arrangement with any service provider for the provision of rental vehicles from the terminal, the terminal operator must ensure that the service provider provides rental vehicles that are equipped with hand-control systems.	June 25, 2020
	226. Seats	Terminal must have: <ul style="list-style-type: none"> a) seats that are located along paths of travel at regular intervals of approximately 30 m; and b) in every boarding area, <u>designated priority seats</u> for persons with disabilities that <ul style="list-style-type: none"> i. are located so as to be close to members of personnel who are stationed at the boarding gate, ii. are located so as to permit them to view screens or other boards that display information relating to departures or gate or track assignments, and iii. are <u>marked with signage</u> that specifies that persons with disabilities have priority access. 	June 25, 2020
	227. (1) Designated relief area	A designated area for service dogs to relieve themselves must: <ul style="list-style-type: none"> a) be identified by tactile and Braille signage; and b) be cleaned and maintained on a regular basis. 	December 31, 2020

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ATPDR Part 4	227. (2) Signage	The terminal must have signage that indicates the direction to follow in order to access a designated relief area for service dogs.	December 31, 2020	
	227. (3) Designated relief area outside terminal	A terminal must have a designated area for service dogs to relieve themselves that is located outside of the terminal and that a person with a disability may reach from the terminal by means of a path of travel that is accessible to persons with disabilities.	December 31, 2020	
	231. (1) Maintenance	A terminal or any related facility that is subject to any requirement under this Division — including a shuttle bus or a light-rail train that operates between any facilities of a terminal — must be in good working order and properly maintained.	June 25, 2020	
	231. (2) Repairs	If any facilities that are referred to in subsection (1), including any amenities or equipment used in those facilities, are not in good working order, they must be repaired as soon as possible and, until they are repaired, measures must be taken that will result in a substantially equivalent or greater level of accessibility for persons with disabilities.	June 25, 2020	
	Requirements Applicable to Terminal Operators			
	225. (1) Wheelchairs	A terminal must have wheelchairs available for use by passengers in a number that is sufficient to accommodate the number of persons with disabilities who are likely to use them at any one time.	June 25, 2021	
	225. (2) Requirement	A wheelchair that is available for use by passengers at a terminal must have: a) footrests and wheel locks; and b) in the case of a wheelchair used for boarding, i. movable armrests and an occupant restraint device, and ii. a backrest of a height that permits the person using the wheelchair to be safely and easily transferred to and from a seat.	June 25, 2021	
	227. (4) Designated relief area, Direct access from restricted area	A terminal must have a designated area for service dogs to relieve themselves that a person with a disability may reach, from the area of the terminal into which access is strictly controlled, by means of a path of travel that is accessible to persons with disabilities and that does not require the person to exit and re-enter that area.	June 25, 2021	
Automated self-service kiosks				
ATPDR Part 1	11. Automated self-service kiosks	If a transportation service provider owns, operates or controls the hardware components of an automated self-service kiosk that is available for public use in a terminal, or owns, operates or controls the software components of such a kiosk, the transportation service provider must ensure that the hardware components or the software components, as the case may be, meet the requirements set out in clauses 1.4 and 3 to 7 and Annexes B and C, excluding the notes accompanying those clauses, of the National Standard of Canada CAN/CSAB651.2-07 (R2017), entitled Accessible design for self-service interactive devices, published in January 2007 by the Canadian Standards Association, as amended from time to time.	June 25, 2022	
	Requirements	If a transportation service provider owns, operates or controls the hardware components of an automated self-service kiosk referred to in subsection (1), the transportation service provider must ensure that the kiosk is visually and tactilely discernible by an International Symbol of Access that is affixed to the front of it.	June 25, 2022	
	12. Temporary application	For a period of two years beginning on the day on which this section comes into force, if a transportation service provider owns, operates or controls the hardware components of an automated self-service kiosk that is available for public use in a terminal and meets the requirements of section 11, that kiosk must be marked with signage that specifies that persons with disabilities have priority access.	June 25, 2022	
	13. Assistance with use	transportation service provider must, on the request of a person with a disability, assist the person, without delay, to use any automated self-service kiosk referred to in section 11.	June 25, 2022	
	14. Self serve kiosks	A transportation service provider must ensure that any automated self-service kiosk referred to in section 11 is in good working order and is properly maintained.	June 25, 2022	

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<p style="writing-mode: vertical-rl; transform: rotate(180deg);">ATPDR Part 1</p>	<p>Repairs</p>	<p>If the automated self-service kiosk is not in good working order, the transportation service provider must ensure that it is repaired as soon as possible and, until it is repaired, the transportation service provider must provide the following services to a person with a disability:</p> <ul style="list-style-type: none"> a) directing the person to the nearest working automated self-service kiosk that offers the same service as that provided by the kiosk that is not in good working order and, on the request of the person, assisting the person in using that kiosk; or b) permitting the person to advance to the front of the line at a counter where they will be provided the same service as that provided by the automated self-service kiosk that is not in good working order. 	<p style="text-align: center;">June 25, 2022</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">ATPDR Part 4</p>	<p>Requirements Applicable to Terminal Operators</p>		
	<p>223. Lift, ramp or stairs - requirements</p>	<p>A lift, ramp or stairs that are used at a terminal for the boarding or disembarkation of persons with disabilities must meet the requirements for a lift, ramp or stairs, as the case may be, that are set out in section 69, section 70 or subsection 71(1).</p>	<p style="text-align: center;">June 25, 2022</p>
	<p>224. No level boarding - airports</p>	<p>In the case of an airport, if the terminal does not permit level boarding of an aircraft, the terminal must be equipped with a lift, a ramp or portable stairs.</p>	<p style="text-align: center;">June 25, 2022</p>