



**VIA EMAIL**

October 23, 2023

Canadian Transportation Agency  
Ottawa ON K1A 0N9

**To:** Canadian Transportation Agency

**RE:** Letter Of Support for Canadian Air Transport Security Authority's request for exemption under subsection 170(4) of the Canada Transportation Act from subsection 235(1) of the Accessible Transportation for Persons with Disabilities Regulations (ATPDR)

The Canada Border Services Agency (CBSA) places high importance on ensuring accessibility and equal service for all individuals and believes that if a passenger wishes to attain more independence, they should be afforded that choice.

The CBSA is also developing an alternative approach to conveying regulatory signage information to passengers with vision impairment in a tactile format that resembles the Canadian Air Transport Security Authority's (CATSA) approach and believe that if CATSA and CBSA share this approach, it would make it more effective since the passengers would not feel the need to readjust or rediscover the alternative signage. This would make it so that it takes less time and would be less stressful on the passenger, ultimately making it even more accessible.

The CBSA have viewed the prototype and consider it to be a positive advancement in quickly and easily providing regulatory information to those with vision loss. The prototype includes large print, raised print and braille versions of each regulatory sign. It also uses a high contrast colour scheme for improved readability. The CBSA supports this approach by CATSA.

**JOHNSTON**  
**JAGDEEP**

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Jag Johnston  
Director General, Travellers Policy and Programs  
Canada Border Services Agency



Date Signed: