



Canadian Air Transport
Security Authority

Administration canadienne
de la sûreté du transport aérien

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To whom it may concern:

The Canadian Air Transport Security Authority (CATSA) fully supports the use of its prototype communications solution by other organizations in the transportation industry, including the Canada Border Services Agency (CBSA). The prototype was developed to provide all regulatory information that would traditionally be conveyed to the public through signage into one easy-to-use accessible alternative format for those with vision loss.

Both CATSA and CBSA are required to follow the Canadian Transportation Agency's Accessible Transportation for Persons with Disabilities Regulations, which include certain requirements of the Canadian Standards Organization's CAN/CSA-B651 standard. A recent update to the accessible signage provisions of this standard states that "Alternative forms of communication can be considered, specifically for extensive information and guidance that might be issued by an individual enterprise or authority".

The prototype developed by CATSA meets this provision by allowing a better experience for individuals with vision loss to receive extensive information from our organization. As such, we support its use by others, like the CBSA, to achieve the same objective and hope that – in doing so – we may offer the additional benefit of a more consistent experience for these individuals in their travels to, from and through Canada.

Sincerely,

Lisa Hamilton

Vice President, Corporate Services, General Counsel and Corporate Secretary