

## **Submitted by email to the Canadian Transportation Agency**

**Subject:** Response to Consultation on Phase II of the ATPDR

Please find below CAC's response to the CTA's consultation on Phase II of the ATPDR. The CAC's airport members support the initiatives by the CTA to ensure transportation is accessible for persons with disabilities and we look forward to additional opportunities to consult on these proposed regulations. Responses to the CTA's Objectives #1, #3 and #4 are as follows:

### **Objective #1 – apply ATPDR provisions to small transportation service providers as much as possible – with adjustments, as necessary, to reflect their unique operating realities.**

- We recommend that a third level of transportation provider and terminal operator be considered. Airlines with less than 100,000 passengers during either of the preceding two years and terminal operators with less than 50,000 enplane and deplane passengers during either of the preceding two years, should be considered in a third phase of the regulation on a future date. This would allow for a better understanding of the implementation requirements for small operators in advance of the regulations applying to the very small airlines and terminal operators.
- Small airlines will not have the resources to facilitate curbside assistance. This responsibility will fall on the terminal operator, which will increase operating costs. The CTA should clearly delineate curbside assistance responsibilities. At this time the regulations state that if the airline does not provide this service, that the terminal operator is obligated to provide this service. This needs to be clarified and curbside assistance should fall within the responsibility of the airline operator.
- Some small airlines operate aircraft that are not equipped with washrooms. How will this regulation affect these operators and will there be a requirement to have a washroom available onboard?

This will add capital costs to the operator and may be physically impossible depending on aircraft type.

- Implementation schedules for small airlines and terminal operators needs to be 3 years or more to allow for capital planning requirements. Funding should be made available from the Federal Government to assist in the implementation requirements for small airlines and small terminal operators.

**Objective #3 – determine what, if anything, to require of transportation service providers with respect to Emotional Support Animals (ESAs) and service animals other than dogs.**

- Many of CAC's members are strong advocates for persons with disabilities and the support required from emotional support animals in general. However, some animals are not meant to fly in the cabin of an aircraft. Clear guidelines are required to list animals that can travel under the ESA guidelines. These guidelines require a listing of approved animals as well as the process required to have the animals certified, similar to the requirements of a service dog. Terminal operators will be affected by this regulation as ESAs will be required to move through the terminal building, preboard screening and will have to be facilitated on the secure side of the facility for hours in advance of boarding and during connecting itineraries. Without a comprehensive list and certification process, the terminal operator will have to make "day of" decisions to allow these animals into the facility leading to more stress and anxiety for the passenger that requires the ESA. The lack of a comprehensive list and certification process will also lead to an inconsistent passenger experience at airports in Canada, depending on local terminal operators policy.
- Foreign government policies for transborder and international travel will need to be clearly communicated to ensure outbound travellers with ESAs are not faced with customs and immigration issues at their destination outside of Canada.

**Objective #4 – establish planning and reporting obligations for transportation service providers, pursuant to the ACA.**

- The frequency for updating the accessibility plans should be five (5) years. The current draft regulation states three (3) years. As in previous comments by terminal operators and transportation service providers, three (3) years cannot be realistically supported.
- Progress reports should not be required. The regulation will be clear on the implementation schedule and a progress report on the status will create additional and unnecessary resource allocations.
- An Accessibility Plan template should be provided by the CTA to allow transportation providers and terminal operators an opportunity to “fill in the blanks” as a base document to ensure consistency across the network.

As previously mentioned, we welcome the opportunity for additional consultation on these proposed regulations and are available, at your convenience, to discuss our response.

Best Regards,  
Wayne



116 Lisgar Street, Suite 600  
Ottawa, ON K2P 0C2

CAC is a Division of ACI-NA

**Wayne Harvey**  
Vice President, Operational,  
Technical and Regulatory Affairs

[wayne.harvey@cacairports.ca](mailto:wayne.harvey@cacairports.ca)

Tel: (613) 560-9302 ext.13

Mobile: (613) 355-9624

Fax: (613) 560-6599

---

"The information contained in this electronic mail transmission is intended by the Canadian Airports Council, a division of Airports Council International-North America, for the use of the named individual or entity to which it is directed and may contain information that is privileged or otherwise confidential. If you have received this electronic mail transmission in error, please delete it from your system without copying or forwarding it, and notify the sender of the error by reply email or by telephone (collect), so that the sender's address records can be corrected."

\*\*\*\*\*  
\*\*\*\*\*

Under the terms of Canadian law, this email may be considered a commercial electronic message. If you do not wish to receive any further emails from the CAC or ACI-NA, please hit Control and click on the following link: [holly.christian@cacairports.ca](mailto:holly.christian@cacairports.ca) and put the words "OPT-OUT" in the subject line with the original email in the body. You may notify us with your decision to opt-out within 60 days of receiving this email. If you choose to opt out of receiving email from ACI-NA, you will no longer receive ACI-NA e-newsletters, notices of upcoming meetings, sponsorship opportunities, etc. If you prefer to unsubscribe from certain electronic publications rather than opt-out from email communications entirely, please email such request to [holly.christian@cacairports.ca](mailto:holly.christian@cacairports.ca). It may take up to 10 days to process your request.