



8 December 2020

Mr. Scott Streiner  
Chair and CEO  
Canadian Transportation Agency  
15 Eddy Street  
Gatineau, QC, K1A 0N9

BY EMAIL: [Scott.Streiner@otc-cta.gc.ca](mailto:Scott.Streiner@otc-cta.gc.ca)

## Request for an Extension of the Exemption of Certain Provisions of the Accessible Transportation for Persons with Disabilities Regulations ("ATPDR")

Dear Mr. Streiner,

On behalf of our member airlines that operate scheduled passenger services to, from, and within Canada, IATA respectfully requests an extension of the exemption to certain provisions of the Accessible Transportation for Persons with Disabilities Regulations (hereinafter "ATPDR").

As we explained in our initial request, IATA and its member airlines are committed to providing inclusive, safe, reliable and dignified travel to passengers with disabilities and are working diligently towards meeting the requirements of the ATPDR Phase I. However, the COVID-19 government-imposed travel restrictions, the resulting \$118 billion industry loss and consequent staff downsizing has impacted our members' ability to meet the ATPDR technical requirements in a timely manner. While the news on potential vaccines suggests that there is some light at the end of the COVID-19 tunnel, we do not expect a recovery to 2019 levels until 2024. Over the coming months, the little cash airlines have will be dedicated to making the investments necessary to restart the industry.

In light of this crisis, we respectfully ask the Canadian Transportation Agency (CTA) to



consider an extension of the exemption of the implementation of the following provisions of ATPDR:

## Section Comments – Part I - Section 9: Website accessibility

In order to meet this requirement, carriers must rely on specialized contractors, many of whom have suspended their services during this pandemic. Airlines cannot meet these requirements without this support.

## Sections 15 – 23: Training requirements

An essential precursor to delivering training material is to review policies, procedures, and processes that need to be coordinated and integrated amongst many departments. Unfortunately, airlines have been forced to furlough personnel that would otherwise be responsible for these training activities. Airlines simply do not have the personnel available to complete these tasks at this time.

## Section Comments – Part II

### Section 58: Written confirmation of services

In order to meet this mandate, carriers need to make modifications to their legacy customer-facing booking systems, each with their own databases, and many of which have been outsourced to Global Distribution Systems (GDS) providers who have also been downsized. Airlines have little ability to direct GDSs to change their development schedules to meet this requirement.

### Section 59: Retention of electronic copies

Retention of information from passengers related to a request for a service requires substantial changes to operational procedures and systems. In order to support the permanent storage of passenger accommodations, airlines need to make significant and costly changes to multiple passenger and non-passenger facing systems and platforms, including systems of other airlines (e.g. codeshare partners). Besides, privacy laws pose



a significant difficulty because airlines need to establish dozens of complex privacy policies and administer those policies for different passengers based upon an endless number of combinations.

## Conclusion

We appreciate the CTA's consideration of these requests and are hopeful that the Agency can provide this relief for a period of 12 months after an official determination that COVID-19 is no longer a pandemic. To the extent that this is not possible, we urge the CTA to consider airlines' efforts and the industry-wide circumstances in exercising enforcement discretion in any compliance action related to above-mentioned sections.

We remain available for consultation and look forward to your collaboration in order to find a way forward in the interest of all parties.

Thank you for your consideration.

Sincerely,

Douglas Lavin

Vice President, Member & External Relations, North America

[lavind@iata.org](mailto:lavind@iata.org)

CC: Marcia Jones, Chief Strategy Officer, (CTA)  
Sonia Gangopadhyay, Director, Centre of Expertise for Accessible Transportation (CTA)