



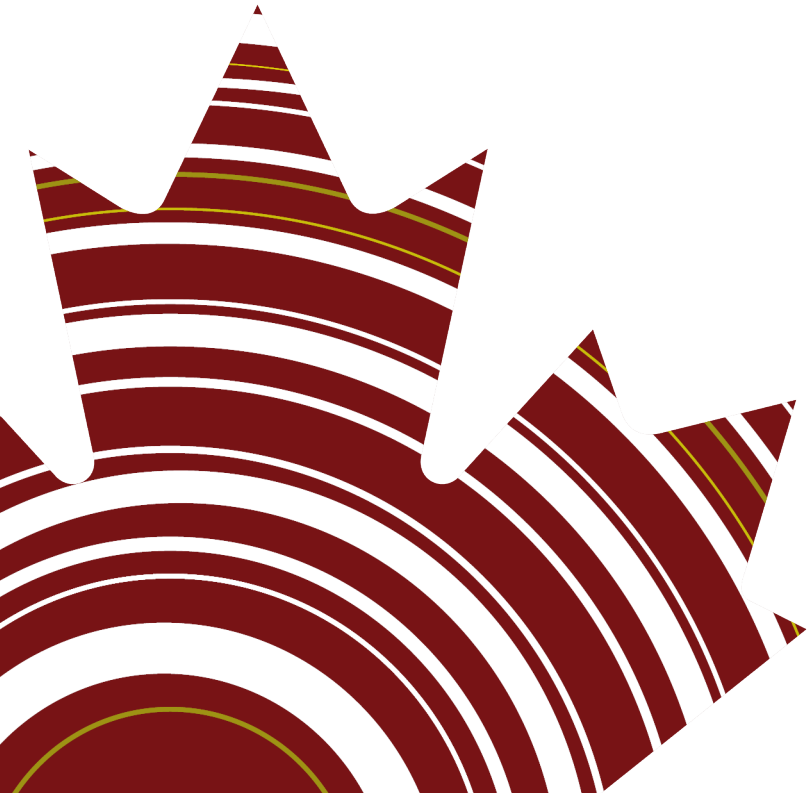
Canadian
Transportation
Agency

Office
des transports
du Canada

Plain language summary:

Assistance for Locating Passenger Seats and Tactile Row Markers: A Guide

Canadian Transportation Agency



Canada 

1. Purpose

This is a summary of the [Assistance for Locating Passenger Seats and Tactile Row Markers Guide](#), which explains the requirements of the [Accessible Transportation for Persons with Disabilities Regulations \(ATPDR\)](#) for air, rail, marine (ferry) and bus carriers regarding assistance for locating passenger seats and tactile row markers. More detailed information can be found in the original guide.

2. What are tactile row markers

A tactile row marker is a wayfinding measure for persons who are blind or who have a visual impairment. It is used to identify the row for a bank of seats and is located either on the passenger seat closest to the aisle or on the overhead storage bin. Through touch, a tactile row marker permits a person who is blind or partially sighted to independently locate their passenger seat.

3. Obligations for carriers

Aircraft, trains, ferries, and buses must be equipped with tactile row markers, in raised characters and Braille, that are installed, either permanently or temporarily, on the sides of passenger seats and above the armrests or adjacent to the mechanisms for opening overhead bins.

The ATPDR also require air, rail, marine (ferry) and bus carriers to assist a person with a disability with locating their passenger seat. Carriers must also permit the person, on request, to board in advance of other passengers to receive the assistance.

Recommendations:

Carriers should be consistent in the type of tactile row markers and where they are located within their fleet.

Carriers should not make assumptions about whether a person who is blind or who has a visual impairment wants assistance with locating their seat, or the type of assistance they may require. Carrier personnel should open a dialogue with the passenger prior to boarding to inquire about their specific accommodation needs.

If the person prefers to use tactile row markers instead of relying on carrier personnel to guide them to their seat, the person should be briefed by carrier personnel on the characteristics of the tactile row markers (raised characters and Braille) and their location, as well as the location of the person's seat.

4. Responsibilities of persons with disabilities who need assistance locating their passenger seat

The ATPDR recognize that, to ensure that they can respond to requests for services in an effective and timely manner, carriers may need to establish conditions that persons with disabilities have to meet.

Advance notice

A carrier may require a person with a disability to provide it with advance notice if the person makes a request pertaining to seating, including a request to board before other passengers because they need assistance locating their passenger seat.

Boarding requirements

A carrier may specify the time of boarding if it is necessary in order for its personnel to provide assistance locating a passenger seat. A carrier may require a person with a disability to board before the other passengers; or to board after the other passengers, if they arrive late for boarding.