



# Moving Ahead



Making Transportation Efficient and Accessible for All

November 2010

## Moving ahead to e-communications

To get information to you quickly and more often, we're shifting from an annual print newsletter to a quarterly e-mail format. You'll now see more articles about what we're doing at the Agency to work towards a more accessible transportation network. We also want to draw your attention to useful sites and tips online.

Enjoy the first new edition, and don't forget to [sign up to keep receiving \*Moving Ahead!\*](#)

## Helping Canada's transportation industry make travel more accessible

Canada's transportation terminals are making travel information more accessible to persons with disabilities, according to a recent [compliance report](#) released by the Agency. The report measured compliance with provisions of the *Code of Practice: Passenger Terminal Accessibility*.

A [second report](#) also shows that Canada's major airlines have installed tactile row markers and implemented policies to ensure sufficient space is provided for service dogs on their large aircraft, two requirements of the *Code of Practice: Aircraft Accessibility for Persons with Disabilities*.

The Agency periodically monitors how the transportation industry is following its [voluntary codes of practice](#) and works with it to achieve full compliance.

## Next up for monitoring: Web site accessibility

More travellers than ever are using the internet to plan their trips – and this raises certain challenges for accessibility. Transportation service providers should have Web sites that comply with the World Wide Web Consortium's [Web Content Accessibility Guidelines](#).

When the Agency first released the *Code of Practice: Removing Communication Barriers for Travellers with Disabilities* in 2004, Web sites of transportation service providers subject to the Communications Code were surveyed to establish some [benchmark data](#). Now, the Agency will be monitoring how transportation Web sites are doing compared to the 2004 results. We hope to see improvements, and will be publishing the results in the new year.

## Meet Nina Frid, the new Director General of Dispute Resolution Branch



This past July, the Agency was happy to welcome back Nina Frid, who rejoined the Agency to take on a new role as Director General of the Dispute Resolution Branch.

Ms. Frid has held a variety of progressively more responsible positions with the federal government, her last position being that of Director in the Government Operations Sector at Treasury Board Secretariat. Prior to this, she worked as Director of Surface Security Policy at Transport Canada and as Director of Planning, Reporting and Performance Management at Health Canada. Her background is in Economics with specializations in Transportation, Business and Public Administration.

"I am truly pleased to return to the Agency," says Ms. Frid. "It is a great place to work thanks to its people. It also plays an important role in the Canadian transportation system. The Agency has a proud history of over 100 years and it is an honour to be a part of it and contribute to the extent I can."