



Canadian  
Transportation  
Agency

Office  
des transports  
du Canada

# Terminal Code Compliance Report

## *Executive Summary*



Making Transportation Efficient and Accessible for All

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## **I. Background**

- In June 2007, the Canadian Transportation Agency (Agency) released its *Code of Practice: Passenger Terminal Accessibility* (Terminal Code), which came into effect in June 2009.
- The Terminal Code is applicable to operators of air terminals within the National Airports System, certain rail terminal operators and certain ferry terminal operators.

## **II. Scope of the Agency's compliance initiative**

- Agency staff assessed terminal operators' compliance of the Terminal Code with respect to those sections of the Terminal Code which pertain to information to be provided to the public in advance of travel.
- This includes information regarding accessible ground transportation and customer service, as well as information related to facilities and services, such as the availability of designated parking areas and wheelchair service.

## **III. Process of the Agency's compliance initiative**

- Agency staff assessed the compliance of 25 airport operators, as well as compliance by VIA Rail, Marine Atlantic, and Northumberland and Bay Ferries (Northumberland).
- Terminal operators were first contacted by Agency staff in May 2008 to advise them:
  - i. Of the implementation of the Terminal Code in June 2009; and
  - ii. That Agency staff would be reviewing their Web sites to assist them in targeting deficient areas.
- A second review of airport Web sites was carried out in early 2009 and, in June 2009, airport operators were once again contacted to

inform them of any continued deficiencies and also to offer assistance in complying with the relevant sections of the Terminal Code. Airport operators were further advised that Agency staff would carry out one further and final review of these Web sites, prior to publishing survey results in a forthcoming monitoring report. This final review took place in December 2009.

- Similarly, a second review of the Web sites of passenger rail stations and ferry terminals was also carried out. Operators of these terminals were contacted in October 2009 and a final review took place in December 2009.
- Finally, a review of Web sites that were less than fully compliant as of December 2009 was carried out just prior to the release of this report to ensure that the results being reflected in the report were as current as possible. In cases where air, rail and ferry terminal operators did not have the required information on their Web sites, Agency staff verified whether an equivalent level of information was available by telephone, TTY or an alternative communications system. The results of the final review are reflected in Appendices A, B, and C.

Given the importance of Web site communication in matters related to transportation, the Agency has given special consideration to terminal operators' use of their Web site to provide the information required in the Terminal Code.

## **IV. Findings**

- **Air terminals**

While only three of 25 air terminal operators appeared to be fully compliant with the relevant provisions<sup>1</sup> of the Terminal Code in May 2009, all air terminal operators were able to achieve full compliance

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<sup>1</sup> Subsection 2.7.3 – “Ground Transportation,” subsection 3.3 – “Customer Service,” and subsection 3.5 – “Facility and Service Awareness.”

by September 2010, as a result of discussions between Agency staff and air terminal employees to provide updates to their Web sites.

Although the Terminal Code does not require terminal operators to provide the information via Web site and therefore allows for alternative means of communication, in cases where the Web sites did not provide the public information required by the Terminal Code, Agency staff verified whether the information was provided via an alternative means, such as by telephone, TTY, e-mail or online queries. As of September 2010, 25 out of 25 of air terminal operators demonstrated full compliance.

Although all air terminals have been found to be in full compliance with the Terminal Code provisions, the Agency has noted that three of the 25 air terminal operators had not yet updated their Web sites to include the relevant Terminal Code provisions. They are:

1. Calgary International Airport
2. Toronto-Lester B. Pearson International Airport
3. Vancouver International Airport

- **Rail terminals**

Eight terminals account for approximately 75 per cent of VIA Rail's (VIA) traffic. They are Toronto, Montréal, Ottawa, London, Kingston, Windsor, Québec City and Oshawa.<sup>2</sup> The Web sites for these stations, as well as VIA's general Web site, were examined by Agency staff in order to assess VIA's compliance with the relevant provisions<sup>3</sup> of the Terminal Code.

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<sup>2</sup> VIA Rail is not the terminal operator for the Montréal, Oshawa and Toronto stations. VIA Rail is, therefore, not subject to the *Terminal Code* at either of these three locations or at any other station where VIA Rail is not the terminal operator. This includes the Aldershot station in Burlington, Ontario, the Guildwood station in Scarborough, Ontario, as well as the station in Jasper, Alberta.

<sup>3</sup> Subsection 2.7.3 – “Ground Transportation”, subsection 3.3 – “Customer Service”, and subsection 3.5 – “Facility and Service Awareness Program.”

Where the information required by the relevant provisions in the Terminal Code was not indicated on VIA's Web site, Agency staff verified whether an alternate method of providing the information (e.g. by telephone, TTY or alternate communications systems) was available.

In December 2009, overall compliance ratings ranged from 50 per cent to 63 per cent, depending on the individual station. At that time, VIA was considered "somewhat compliant" with the relevant provisions of the Terminal Code.

Nevertheless, certain sections of VIA's Web site were found to be quite good with respect to the provision of information regarding accessibility matters. In particular, there is a dedicated "Special Needs" section with extensive information.

Where the VIA Web site is lacking, however, is with respect to information provided for individual stations. For example, there appeared to be no indication of whether accessible taxis are available at any rail station. Similarly, no information was found on VIA's Web site regarding the availability of accessible rental cars, designated parking areas, designated drop-off and pick-up areas, or designated relieving areas for service animals. In June 2010, Agency staff confirmed with each station that the above-noted information which does not appear on VIA's Web site can be obtained by contacting VIA's general information and booking line by telephone, TTY, or by submitting an online request form. VIA has a dedicated TTY number for people who are deaf or hard of hearing, which can be found on its main Web site in the "Contact Us" section.

VIA Rail is considered to be fully compliant with the relevant provisions of the Terminal Code. A detailed summary of results is provided in Appendix B – "Terminal Code: Compliance by VIA Rail with Public Information Requirements."

- **Ferry terminals**

Agency staff examined the Web sites of Canada's two principal ferry terminal operators: Northumberland and Marine Atlantic. Similar to the approach taken in monitoring the compliance by air and rail terminals with the Terminal Code provisions, where Agency staff were not able to obtain the information on Northumberland's or Marine Atlantic's Web sites, staff verified whether an alternative method of providing the information (e.g., by telephone, TTY or alternative communications systems) was available.

### **Marine Atlantic**

In December 2009, with an overall compliance rating of 86 per cent, Marine Atlantic was considered to be highly compliant with the relevant provisions of the Terminal Code. The only element not found on the Marine Atlantic Web site was the location of designated relieving areas for service animals at each terminal.

Agency staff contacted Marine Atlantic's three terminals to verify whether they could provide this information via an alternate means and determined that passengers can obtain this information by contacting Marine Atlantic via telephone, TTY or by submitting an email request. In July 2010, Agency staff confirmed that information concerning service animal relief areas was included on Marine Atlantic's Web site. Marine Atlantic is considered to be fully compliant with the relevant provisions of the Terminal Code.

As well as the specific information requirements of the Terminal Code, Marine Atlantic provides a considerable amount of additional information regarding accessibility matters in the "Persons with Disabilities" section of its Web site, such as information on the Agency's *Communications Code* and on Marine Atlantic's Advisory Committee on Accessibility.

### **Northumberland and Bay Ferries**

In December 2009, the overall compliance rating for Northumberland's Web site was 29 per cent. A follow-up review in

June 2010 revealed that Northumberland's compliance rating had not changed. Although its Web site does not contain the necessary information to meet the minimum requirements of the Terminal Code, Agency staff contacted each of the four Northumberland terminals and determined that the information could be obtained by contacting the terminals directly by telephone, TTY, or by submitting a query online. Northumberland has a TTY number, which can be found on its main Web site.

As the relevant information in the Terminal Code can be provided by either telephone, TTY or by submitting a query online, Northumberland is considered to be fully compliant with the relevant provisions of the Terminal Code.

## **V. Best practices**

A number of terminal operators have included features on their Web sites which go beyond meeting the minimum requirements of the Terminal Code. Such features are particularly helpful in assisting the travel of persons with disabilities. Some examples of these "Best Practices" are provided below.

### **i. Separate accessibility section**

Many terminal operators have set up a separate "Accessibility," "Special Needs" or "Persons with Disabilities" section within their Web sites. Not only does this facilitate the search for information on accessibility, but the establishment of such a section encourages the terminal to provide a greater breadth of information than simply that which is required by the Terminal Code. Terminals with a dedicated "Accessibility" Web site section include:

#### **o Air terminals**

- Calgary International Airport
- Charlottetown Airport
- Edmonton International Airport
- Halifax Robert L. Stanfield International Airport

- Kelowna International Airport
- London International Airport
- Greater Moncton International Airport
- Montréal Pierre Elliott Trudeau International Airport
- Ottawa International Airport
- Québec City Jean Lesage International Airport
- Regina International Airport
- Saint John Airport
- Saskatoon John G. Diefenbaker International Airport
- St. John's International Airport
- Thunder Bay International Airport
- Toronto-Lester B. Pearson International Airport
- Victoria International Airport
- Erik Nielsen Whitehorse International Airport
- Winnipeg James Armstrong Richardson International Airport
- Yellowknife Airport
- **Rail terminal** – VIA Rail (main corporate Web site)
- **Ferry terminal** – Marine Atlantic (main corporate Web site)

**ii. Web site links**

Useful links to external Web sites that deal with accessible transportation issues are provided by a number of terminal operators:

- [Beyond Ability International](http://www.independentliving.org/donet/13_beyond_ability_international)<sup>4</sup> – Toronto-Lester B. Pearson International Airport

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<sup>4</sup> [http://www.independentliving.org/donet/13\\_beyond\\_ability\\_international](http://www.independentliving.org/donet/13_beyond_ability_international)

- [Agency Home Page](#)<sup>5</sup> – Charlottetown Airport, Kelowna International Airport, St. John’s International Airport, Victoria International Airport
- [Agency Air Travel Accessibility Regulations](#)<sup>6</sup> – London International Airport, Montréal Pierre Elliott Trudeau International Airport, Regina International Airport, Toronto-Lester B. Pearson International Airport
- [Agency Web site “Persons with Disabilities” section](#)<sup>7</sup> – Erik Nielsen Whitehorse International Airport
- [Agency Publication \*Take Charge of Your Travel: A Guide for Persons with Disabilities\*](#)<sup>8</sup> – Edmonton International Airport, London International Airport, Regina International Airport, Toronto-Lester B. Pearson International Airport, Victoria International Airport
- [Transport Canada’s “Access to Travel” Web site](#)<sup>9</sup> – Charlottetown Airport, Halifax Robert L. Stanfield International Airport, Kelowna International Airport, VIA Rail

### iii. Terminal guides

The Web sites of Edmonton International Airport, Thunder Bay International Airport and Winnipeg James Armstrong Richardson International Airport provide links to printable brochures with comprehensive information regarding the accessibility features and services at those terminals.

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<sup>5</sup> <http://www.otc-cta.gc.ca/index.php?lang=eng>

<sup>6</sup> <http://www.otc-cta.gc.ca/doc.php?sid=1161&lang=eng>

<sup>7</sup> <http://www.otc-cta.gc.ca/themes.php?aid=2&lang=eng>

<sup>8</sup> <http://www.otc-cta.gc.ca/doc.php?sid=1021&lang=eng>

<sup>9</sup> <http://www.accesstotravel.gc.ca/main-e.asp>

**iv. Airport Customer Assistance Program – Toronto Pearson International Airport**

Toronto-Lester B. Pearson International Airport initiated its Airport Customer Assistance Program (ACAP) to ensure that all passengers can travel throughout the airport without difficulty. Assistance can be pre-arranged by calling a toll-free number or by completing an ACAP request form online. In the online form, travellers are asked to specify the type of assistance they require, along with flight details and other relevant information. In addition, provision is made to allow travellers to make special requests.

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