

Guide

for Passenger Terminal
Accessibility



Available in multiple formats



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Agency

Office des
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Canada

Canada

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Introduction

The Canadian Transportation Agency (Agency) created this guide to help air, rail and ferry terminal operators implement the provisions of the *Code of Practice: Passenger Terminal Accessibility* (Terminal Code) to make their operations more accessible for persons with disabilities.

The guide provides references to resources that can be used to help terminal operators find ways to become more accessible. “Best Practices” are also included to highlight examples of various organizations or businesses that provide excellent accessibility features or services for persons with disabilities, or effective practices. In addition, tips are also provided to assist terminal operators in implementing the provisions of the Terminal Code.

While the guide provides resources and best practices, this list is not comprehensive. Inclusion of products or services in this guide is for information purposes only and is not meant to suggest that the Agency endorses the use of any particular product or service.

Web site addresses or other references in this document are subject to change without notice and were accurate at the time of publication. This guide should be considered a living document. We welcome your feedback about Web site addresses or other references in the document that you find are no longer current. You are also encouraged to provide examples of “Best Practices” from your own operations of which we may not be aware. Your examples may be highlighted in future editions of the guide.

This guide is intended to be a tool to assist terminal operators in implementing the provisions of the Terminal Code. As such, it includes only the provisions of the Code for which terminal operators may require some additional information or guidance for implementation. In addition, some Code provisions have been paraphrased. For these reasons, this guide should not be used as a substitute for the Code. Rather, it should be used in conjunction with the Code.

To ensure that this resource remains relevant and helpful, we ask you to provide information about your level of satisfaction with this guide. The Agency has developed a short survey which is included at Appendix 5. We will use your responses to determine what material should be added or removed in the future. As noted above, we also encourage your suggestions for best practices, resources, technical information, manufacturers, guidelines, tips or contact information that you think may be useful in future editions of this guide. Your feedback will help us create a terminal accessibility guide that will help make your operations more accessible to all members of the travelling public.

You can provide your comments using the following contact information:

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Communication Code

Effective communication is vital to many aspects of terminal accessibility. Without effective communication, including accessible information, passengers may not be aware of what facilities and services are available to them.

Communication plays a particularly important role in many of the provisions contained within sections 2 and 3 relating to facility and service considerations, such as wayfinding, ground transportation, and provision of information about terminal facilities and services.

Terminal operators are reminded that the *Agency's Code of Practice: Removing Communication Barriers for Travellers with Disabilities* (Communication Code) includes general provisions for improving access to print, telephone, and Web-based information, as well as provisions related to improving communications in terminals including signage, public announcements, public telephones and TTY machines, dispensing machines, automated information kiosks and arrival and departure monitors.

In addition, the accompanying guide, namely the *Guide to Removing Communication Barriers for Travellers with Disabilities* (Communication Guide) provides references and best practices that can be used to assist terminal operators to communicate more effectively with persons with disabilities. Effective communication is key to a successful trip.

Section 1: Technical Specifications for Accessibility

Code provision

Terminal operators are to specify in their requests for proposals, contracts and other governing documents for the design and construction of new buildings; the alteration, reconstruction and renovation of existing buildings; and the replacement of equipment, that work will comply with the applicable provisions of the Canadian Standards Association's (CSA) B651, *Accessible Design for the Built Environment*.

How to obtain a copy of B651

B651 can be purchased from the CSA's Web site at www.shopcsa.ca (by doing a product search, or else choosing the "health and safety" category, followed by "community safety and well-being", and finally, "accessibility") or by contacting the CSA via the reference information contained in Appendix 2.

Resources

- *International Best Practices in Universal Design: A Global Review* (March, 2006) is a comparative study of accessibility criteria in codes and standards from around the world. It compares provisions of the CSA's B651, the National Building Code of Canada, the Americans With Disabilities Act Access Guidelines, and standards from a variety of other countries. In addition, it describes and provides photos of best practices from around the world. Copies are available on CD or in print, on request. For more information, go to the Canadian Human Rights Commission Web site: www.chrc-ccdp.gc.ca and select publications.

- *ACCESS: A Guide to Accessible Design for Designers, Builders, Facility Owners and Managers* (3rd edition, 2000) provides best practices and useful commentary on how to fulfill the requirements of the accessibility provisions of the National Building Code of Canada. While the guide was based on the 1995 edition of the National Building Code, the majority of commentaries are still relevant. Copies of this Guide can be obtained through the Fort Garry bookstore at the University of Manitoba. The bookstore Web site can be found at <http://umanitoba.ca/bookstore>.
- The Assistive Devices Industry Office of Industry Canada has a database called “Canadian Company Capabilities” on which companies providing assistive devices and accessibility related products and services can self-register and provide information about their offerings. The following link provides users with the ability to search through the database of products and services, by region, type of disability, and type of product or service. Refer to http://strategis.ic.gc.ca/epic/internet/inict-tic.nsf/en/h_it06119e.html for more information.

Tips

- Architects, designers, engineers and relevant terminal staff should familiarize themselves with the contents of B651 to avoid having to make changes later on in the process of building or renovations.
- Consider getting an audit of your facility to see which areas could use improvement in terms of accessibility. A number of organizations provide this service on a fee for service basis, including consultants and organizations of and for persons with disabilities. For more information, refer to the list of national and provincial organizations representing the interests of persons with disabilities contained in Appendix 4.

Section 2: Facility Considerations

2.1 General Considerations

Code provision

2.1.1 The needs of persons with disabilities are to be included at the planning and design stage of projects. The Agency is of the view that it is important to consult with persons knowledgeable in disability issues. This is especially important when addressing issues that are not already considered in other relevant accessibility standards such as the CSA's design standard.

In addition, during the planning stage of projects, terminal operators are to apply the Principles of Universal Design¹.

Note: Consultation could include, for example, consultants and representatives of groups of and for persons with disabilities (refer to subsection 3.2 of the Guide for more information on consultation).

THE PRINCIPLES OF UNIVERSAL DESIGN¹

“Universal design” is the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

¹ The Center for Universal Design (1997). The Principles of Universal Design¹, Version 2.0. Raleigh, NC: North Carolina State University. For more information, refer to www.design.ncsu.edu/cud/.

The authors, a working group of architects, product designers, engineers and environmental design researchers, collaborated to establish the Principles of Universal Design® to guide a wide range of design disciplines including those respecting environments, products, and communications. These seven principles may be applied to evaluate existing designs, guide the design process and educate both designers and consumers about the characteristics of more usable products and environments.

The Principles of Universal Design® address only universally usable design, while the practice of design involves more than usability. Designers must also consider economic, engineering, cultural, gender, and environmental concerns in their design processes. These principles offer designers guidance to better integrate features that meet the needs of as many users as possible.

Appendix 1 contains a list of the Principles of Universal Design® and their guidelines along with some examples of applications of the principles.

Tip

- Terminal operators should consider using a universal design consultant or else referring architects to resources on universal design when planning any new construction or renovation.

Best Practices

- Vancouver International Airport has a consultant who reviews drawings during the early stages of planning new construction. The review includes a technical review of drawings as well as an assessment of wayfinding implications. In addition, the airport includes accessibility criteria in the design criteria specified for tenants in the facility to ensure that public retail spaces such as shops and restaurants will be accessible. For more information, contact the Vancouver International Airport at www.yvr.ca.

- Edmonton International Airport has a barrier-free committee made up of representatives of a variety of groups of and for persons with disabilities, and seniors, which meets semi-annually. In addition to its other tasks, the committee is consulted on all renovations and new capital projects. The committee works closely with project managers including reviewing project drawings. In addition, the committee conducts site visits to the airport to provide input on projects. For more information, contact **www.edmontonairports.com**.
- Winnipeg International Airport has incorporated the Principles of Universal Design© into the planning for its new terminal which is scheduled to open in 2009. The airport involves its Universal Design Advisory Committee, which consists of members from the airport authority, carriers, the community and a universal design consultant, in planning for any new development. For more information, contact the Winnipeg International Airport at **www.waa.ca**.
- Ottawa International Airport has a built-in tape barrier system to indicate when washrooms are out of service. This system includes both high and low tapes which ensure that it is cane detectable by persons who have a visual disability. For more information, contact the Ottawa International Airport at **www.ottawa-airport.ca**.
- Phoenix Sky Harbor International airport has installed adult changing stations, within the family restrooms, in all of its terminals. These areas are designed to provide people with disabilities and their personal care attendants, a comfortable and private location to perform a variety of tasks including changing clothing. The changing stations have a table covered in a removable, cleanable vinyl top. The table is the same height as the toilet and has an accessible grab bar. For more information, refer to **http://phoenix.gov/skyharborairport/food_shops_services/specialneeds.html**.

Resources

- The article, *The Concept of Universal Design*© by Edward Steinfeld at the Center for Inclusive Design and Environmental Access (IDEA Center) in Buffalo, provides an overview of Universal Design and how it differs from barrier-free, or accessible design. The article can be found at www.ap.buffalo.edu/idea/Publications.
- The Principles of Universal Design© are embraced in the *Maximizing Abilities in the Workplace* guide which was prepared by PARA – Progressive Accessibility Re-Form Associates. While the guide is geared towards the workplace, terminal operators may find the ten-point checklist for evaluating a building to be useful. The guide may be obtained free of charge from the Workers Compensation Board of Manitoba. For more information, contact www.wcb.mb.ca.
- The City of Edmonton’s Advisory Board on Services for Persons with Disabilities has created a *Checklist for Accessibility and Universal Design in Architecture* which is available free of charge on its Web site. The purpose of the checklist is to facilitate the application of accessibility and universal design principles and should assist in creating spaces accessible by all. The checklist is not a substitute for the National Building Code or the CSA’s B651 standard. It is an additional tool that can be used during planning of new construction or renovations, or to perform building audits. More information can be found on the City’s Web site at www.edmonton.ca.
- The City of Winnipeg has a universal design policy which includes the incorporation of universal design planning into all new construction and renovations to buildings and exterior environments, as well as new developments in services, products or systems. Among other things, the policy includes a checklist that can be used as an assessment tool to evaluate how well the design of a building, product or service meets the criteria of universal design. More information can be found in the “Planning, Property and Development” section of the City’s Web site at www.winnipeg.ca.

- The Universal Design Education Online Web site provides information and resources such as universal design bibliographies, readings, the *Americans With Disabilities Act* and universal design, and a variety of other topics. For more information, refer to **www.udeducation.org/index.asp**.
- The Universal Design Network provides on-line news about universal design and links to other universal design sites. For more information, refer to **www.universaldesign.net**.
- Access Exchange International (AEI) is a nongovernmental organization which promotes accessible public transport for persons with disabilities and seniors internationally including the Americas. AEI assists stakeholders internationally as they promote, plan, and implement accessible bus, rail, and other transport for seniors and passengers with disabilities. They do this through their publications and list of Web links, with workshops and with consultation services. For example, the resource section on access to public transit has a focus on design and implementation of accessible transport vehicles, stops, terminals and facilities. For more information, refer to **www.globalride-sf.org**.

Code provision

2.1.2 During the design phase of new construction and renovations, terminal operators are to incorporate wayfinding methods that allow a person to find his or her way to a given destination.

Buildings should be designed to minimize reliance on directional signage. Wayfinding considerations include, among other things, the positioning of entrances and exits, the use of colour contrasting, pattern direction on floors or walls, tactile markings, the arrangement of architectural features such as walls or columns, acoustics, and lighting. These features can help direct people to their intended destination.

Reminders

- Tactile surfaces as a method of wayfinding are covered in B651, subsection 4.1.2, Detectable floor and ground surfaces.
- Sections 2.2 of the Communication Code and the Communication Guide provide information on signage including standards, technical information, accessible signage and manufacturers.

Best Practices

- Vancouver International Airport has tactile wayfinding markings to assist persons who are blind. At the design stage of projects, a consultant reviews the plans and, among other things, incorporates wayfinding methods into its design. The airport also has blinds which adjust automatically to compensate for light levels and speakers in the departures area that adjust automatically to compensate for changing sound levels because of crowds. Tactile maps of its international terminal building are available at the customer service counters. For more information, contact the Vancouver International Airport at: www.yvr.ca.
- The Ottawa International Airport uses tile patterns and textured flooring for wayfinding, including indicating the location of escalators. For more information, contact the airport at www.ottawa-airport.ca.
- The Canadian National Institute for the Blind (CNIB) Centre in Toronto has a variety of wayfinding techniques incorporated into its design including talking elevators and signs, natural and diffused lighting, varying floor textures, tactile maps and tactile signs. Refer to www.cnib.ca/centre/about-facilities.htm for more information.

- The City of Toronto uses accessible pedestrian signals at a number of locations around the city. The system uses a programmed voice message that provides information on road obstacles such as medians. The unit also has a locator tone to help users find the activation button. The unit can automatically adjust the volume of the signals and messages to compensate for street noise. The unit also has a tactile push button with a raised directional arrow. This Polara Engineering product received the 2005 CNIB Winston Gordon Award which recognizes advances in technology that improves the quality of life for Canadians living with vision loss. Refer to the Web site at www.cnib.ca/eng/awards-scholarships/wga/wga_winners.htm for more information.
- Hong Kong International Airport has tactile guide paths which lead from the departures curb to the help phones installed at the main entrance of the passenger terminal; from both levels of the airport train station to the customer services centre; and from the station platform to the information counter on the departures level. For more information, refer to its Web site at www.hongkongairport.com/eng/tbu/needs_pass.htm.
- Narita International Airport in Japan has tactile flooring which directs passengers to the departure lobby information counter from the railway stations and from the pick-up and drop-off areas in front of terminals when arriving by train or car. In addition, audio instructions alert travellers at the end of moving walkways. Refer to www.narita-airport.jp/en/bf/index.html for more information.

Resources

- *Going Places: Access Needs of Visually Impaired Travellers in Transportation Terminals: Design Guidelines* prepared for Transport Canada's Transportation Development Centre by the Canadian National Institute for the Blind contains useful tips to consider when designing a transportation terminal that will meet the needs of travellers who have a visual disability. Among other things, the manual describes features that

are particularly important to passengers who are blind or have low vision such as lighting, acoustics, textural information, cane detectability, etc. In addition, this document contains an insert which contains a colour differential chart from 3M. The chart helps users compare colours to determine whether they meet the appropriate contrast level. This document can be obtained through the Transportation Development Centre at www.tc.gc.ca/tdc/menu.htm.

- *Clearing our Path: Recommendations on how to make public places accessible to people who are blind, visually impaired, and deafblind* from The Canadian National Institute for the Blind, Ontario Division, provides guidance on wayfinding methods and design basics such as lighting, colour and contrast, acoustics, detectable warning surfaces, signage and a variety of other topics. Copies can be obtained from the CNIB at www.cnib.ca.
- *Effective Color Contrast: Designing for People with Partial Sight and Color Deficiencies* is a useful reference about colour contrasting. It can be found on the Web site of Lighthouse International, a non-profit group that helps people who have visual disabilities, at www.lighthouse.org/color_contrast.htm.
- The Society of Light and Lighting, part of the Chartered Institution of Building Services Engineers, has published “Factfile No. 8: Lighting for People who are Visually Impaired”. This document provides guidance on effective lighting for people who have a visual disability. For more information, refer to www.cibse.org and select Society of Light and Lighting.
- The CNIB Centre in Toronto has an accessible design service which provides expertise in universal design, accessibility and adaptive technology. For more information, refer to www.cnib.ca/accessibility/accessible-design.htm.

- The CNIB Centre in Toronto uses infrared communications technology. This technology may be used wherever landmark identification and wayfinding assistance are needed. To use this system, the user scans the environment with a hand-held receiver. As individual signals are encountered, the user hears the messages. For example, upon entering a lobby, one might detect “information and security desk” when pointing the receiver directly ahead,” to elevators and public telephones” when pointing to the right and “stairs up to second floor” when pointing to the left. This technology is also used in a variety of American transit stations and public buildings. In addition, a number of other countries including Japan are using this technology. For more information, contact the CNIB Centre in Toronto.
- *Improving Transportation Information: Design Guidelines for Making Travel more Accessible* contains information on such subjects as talking signs, auditory maps which guide a person through an environment with an oral description that has been pre-recorded, colour, contrast, lighting, assistive techniques for a variety of disabilities, verbal landmarks, auditory pathways, tactile information, tactile maps, detectable warning surfaces, where information should be located, and some best practices on the part of transportation providers. This document also includes an information checklist for ensuring a terminal facility is accessible both inside and out. It can be obtained free of charge from Transport Canada’s Transportation Development Centre. For more information, refer to **www.tc.gc.ca/tdc/summary/12700/12705e.htm**.
- A relatively new technology in wayfinding is the use of fluorescent lights to transmit data. The fluorescent lights have been modified to transmit data that is picked up by a receiver or a personal digital assistant, in addition to beaming light. Either text or auditory messages can be received. The technology can be used for directional information, or other types of information. Refer to **www.wayfinding.net/iibnNECtexttalkinglights.htm** for more information.

Tips

The following are a number of tips to keep in mind when planning wayfinding in your facility:

- Wayfinding references should be available at decision points.
- Colour is an extremely useful wayfinding tool as most persons who are blind still have a certain amount of residual vision and will be able to detect colour contrasting.
- Colour can be used to identify routes and provide assistance in locating doors, walls and hazards. Proper colour contrast between different elements greatly improves visibility for all users and is critical for persons with low vision or colour-blindness. For example, colour contrasting of door frames can assist in locating doors and floors should be contrasted with walls. In addition, furniture should contrast with walls and floors so as not to create an obstacle.
- Structural elements such as columns should be colour contrasted or brightly marked so as to be visible to those who may have a visual disability.
- Generally, patterns on flooring should be avoided or else should be minimal and small to avoid visual confusion.
- Walls should be finished with a matte finish in light colours to maximise available light.
- Where large glass walls or windows are in use, glass should be marked with contrasted graphics or lettering at eye level so that people will not accidentally walk into the glass.
- In addition to identifying hazards or warnings, tactile floor surfaces can also be used to inform that there is a change in area (e.g. leaving a corridor and entering a boarding area).

- Tactile systems should be consistent throughout the building. For example, terminals should not have carpeting in some boarding areas and tile in others as this may create confusion for those who rely on tactile surfaces to guide them to their destination. This is especially important with tactile warning systems which should always appear sufficiently in advance of the hazard.
- A surface does not have to have a raised pattern to be tactile. For example, a change in floor surface from tile to carpeting or to mats, will feel different and sound different to a person who has a visual disability. Different types of tiles or flooring may produce very distinctive sounds and thus be of use in wayfinding.
- Tactile surfaces on walls can be designed to aid orientation.
- Sound can be a very useful aid in wayfinding. For example, sound can be used in elevators to both differentiate direction and announce when passing or arriving at floors. If a bell rings twice when an elevator arrives, the elevator is going down and if a bell rings once, it means it is going up.
- Sound emanating from a water feature such as a fountain or waterfall may be used to assist passengers in orienting themselves. However, sound which may help passengers with a visual disability, may cause problems for passengers with a hearing disability. As such, consultation is critical when designing wayfinding systems in a facility.
- Carpeting and acoustic ceiling tiles can assist in reducing external sound pollution.
- Good lighting assists those with a visual disability to see better and allows people who have a hearing disability to lip read easier. However, care should be taken to properly direct lighting and to use matte finishes on floors, walls and signage, so as not to create glare which may create difficulties for all travellers.

- Blinds can be used to adjust lighting levels in areas where the natural lighting changes significantly throughout the day.
- Floor to ceiling mirrors should be avoided as they can distort space perception.
- Design elements should be consistent throughout the facility so as not to confuse passengers who are relying on visual cues to orient themselves.

Remember to consult with persons or organizations knowledgeable in disability issues when planning wayfinding systems.

Code provision

2.1.4 Uneven surfaces should be repaired and anything that encroaches on corridors or paths of travel should be removed to avoid creating new barriers. Any obstructions or areas requiring maintenance should be cane detectable.

Tips

- Uneven surfaces, gravel, holes and gaps between paving stones on exterior routes may cause problems to people who use wheelchairs or people who have a visual disability.
- Temporary hazards, such as a spill, leak, or minor repairs, should be clearly identifiable. Whatever method is used to identify the hazard should be colour contrasted and cane detectable.
- When repairs are made in the path of travel, the path of travel should remain wide enough for wheelchair users.

- Obstructions such as garbage cans or vending machines should be placed out of the flow of traffic. If they must remain in the path of travel, they should be clearly colour contrasted and cane detectable so that they can be more easily avoided by a person with a visual disability.

2.2 Outdoor Considerations

Code provision

- 2.2.1 Passenger drop-off and pick-up areas for passengers with disabilities are to be available at the curb, as close as possible to entrance and exit areas.

Best Practice

- Designated drop-off and pick-up spaces, identified with the international symbol for disability, are located directly in front of the terminal at Halifax Airport. For more information, contact the airport at www.flyhalifax.com.

Tips

- At airports with more than one level, shuttle buses sometimes drop off passengers at the arrivals level and not the departures level. This may make it difficult for passengers with visual disabilities to find their way to the check-in area on a different level. Where this is the case, terminal operators should ensure that assistance is available for passengers who need to make their way to the check-in area.

- Designated drop-off points for persons with disabilities should be clearly marked and should provide safe access for passengers with wheelchairs to the terminal door. If these areas are not immediately outside the terminal, or if it is necessary to cross a road, a pedestrian crossing should be provided. The location of these areas should be provided on terminal operators' Web sites (refer to section 3.5.2 of the Terminal Code for more information).

2.3 Rest Areas

Code provision

2.3.1 Terminal operators are to provide seating along the circulation path at regular intervals. If seating is not possible, some other means is to be available to assist passengers in getting to their destination.

Note: Other means could include, for example, wheelchair service and electric cart service.

Reminder

- Subsection 2.6 of the Communication Code states that where seating is provided, designated seating for passengers with disabilities is to be provided at boarding gates and departure areas within viewing distance of communication boards and/or personnel and identified by the universal symbol of access.

Best Practices

- The Greater Toronto Airport Authority has instituted the Airport Customer Assistance Program (ACAP). ACAP provides point-to-point transportation and assistance for persons with disabilities and those in need of mobility assistance. It is designed to provide service from the moment of arrival to the seat of the aircraft. Departing passengers meet an attendant in the parking garage, on the curb or in the terminal. Arriving passengers are met by an attendant at the aircraft and are escorted to the party they are meeting, to ground transportation or to another airline or terminal for a connecting flight. There is no charge to the passenger for this service. ACAP staff speak 60 languages including sign language. The service includes wheelchair service, electric cart service, and porter service. For further information, contact **ACAP@gtaa.com** or (416) 776-2227.
- Terminal 3 of Toronto Pearson International Airport has a designated priority area for persons with disabilities to collect their checked baggage from the carousel. This area is clearly marked with the international symbol of access. In addition, many airports including Edmonton International Airport, provide seating in the baggage carousel area so that passengers may be seated while awaiting arrival of their baggage.
- Many airports, including the Calgary International Airport and Vancouver International Airport, have electric cart service to take passengers with disabilities from the security screening area to boarding gates.
- Dubai International Airport provides a dedicated lounge in the arrivals hall for unaccompanied minors and passengers with disabilities. Airline or ground handling staff will bring passengers to this lounge where they can meet the parties who are awaiting them. Refer to **www.dubaiairport.com/DIA/English/MainMenu/Airport+Guide/Arriving** for more information.

Tips

- Terminal operators should consider the distance between rest areas, the size of terminal and whether other means such as wheelchair or electric cart services are available when considering the distance between seating areas.
- *Improving Transport Accessibility for All: Guide to Good Practice* published by the European Conference of Ministers of Transport, suggests that as a general guide, there should be seating so that passengers do not need to walk more than 50 to 60 metres before being able to sit and rest. While this guideline may be of interest to terminal operators, the Agency notes that terminal operators may wish to do their own research when finding a solution that best fits their facilities and the needs of their passengers. Refer to **www.cemt.org** for more information.
- A range of seating will meet a variety of needs. For example, seats without armrests may more easily meet the needs of larger passengers while armrests may better serve the needs of persons who need to push themselves up from the seat.
- More than one size of wheelchair may be useful to have on hand for terminal operators who provide wheelchair service. Some larger wheelchairs will be useful for persons who are of larger stature and also, to accommodate passengers wearing heavy winter outerwear. In addition, terminal operators may want to consider providing wheelchairs with other features such as swing-away footrests and liftable armrests. Providing a variety of styles of wheelchairs will allow terminal operators to meet a wider range of needs.

Code provision

2.3.2 In some areas there may be long waiting periods and inherent problems in providing fixed seating due to queueing systems, such as those for ticket sale counters, check-in counters, and secured screening and customs areas.

In cases such as this, rail and ferry terminal operators are to have an alternative means available to address the needs of people who may have difficulty standing in lines.

Air terminal operators are to discuss with the authorities who operate and maintain those areas, providing alternative means for persons with disabilities to avoid having to stand for long periods of time.

Note: Alternate means could include, for example, an expedited line for persons who have difficulty standing for long periods and the pre-purchasing of tickets.

Reminder

- Subsection 2.6 of the Communication Code deals with designated seating at boarding gates and departure areas.

Best Practices

- VIA Rail offers its passengers the opportunity to pre-purchase tickets over the internet or by telephone and print them at a self-service ticketing kiosk or receive them by mail. This avoids passengers having to stand in line at the station as there is no need to “check in” when travelling by train. Refer to www.viarail.ca for more information.

- Some airlines, such as WestJet and Air Canada, offer their passengers the opportunity to check-in and print their boarding passes up to 24 hours before flying. Passengers travelling without checked baggage can go directly to the security screening area upon arrival at the airport.

2.4 Boarding and Deboarding

Code provision

- 2.4.1 Boarding bridges, platforms, or gangways are to be accessible during the boarding and deboarding process.

Best Practices

- GO Transit, Ontario's inter-regional transit system, has some accessible train stations equipped with ramped mini-platforms on the main platform. When trains pull into the station, a crew member places a portable bridge between the accessible rail car of the train and the mini-platform which allows step-free access to the train. For more information, refer to www.gotransit.com/PUBLIC/accessible/accessibletrain.htm.
- Amtrak in the United States has high platforms and low platforms available throughout its system, depending on the route and terminal in question. On high platforms, Amtrak assists passengers with disabilities across the gap between the platform and train using a bridge plate. On low platforms, Amtrak provides a lift. For bi-level trains, Amtrak provides wheelchair ramps to assist passengers in boarding the lower level of the train. Refer to www.amtrak.com for more information.

Code provision

2.4.2 Where the usual route of travel for boarding or deboarding is not accessible because of the use of stairs for example, an alternate accessible route is to be available and adequately maintained.

Note: Alternate routes could include, for example, the use of ramps, elevators and staircase lifts.

Best Practice

- VIA Rail has hydraulic stair lifts in some heritage buildings to access the boarding platform level (for example, in Montreal). For more information, refer to www.viarail.ca.

Code provision

2.4.3 For the passenger who will not have access to his/her mobility aid during travel, such aid must be stored. A means is to be available to securely transfer the aid to or from the boarding level in preparation for carriage, without hand carrying it, to minimize the risk of damage.

Tips

- Hand carrying a large mobility aid such as a power wheelchair up or down stairs may result in staff being injured or the mobility aid being damaged. As such, mobility aids should be transferred up or down levels by way of elevator or other method which will not involve the aid being hand carried.

- When designing or renovating a terminal or section of a terminal, consideration should be given to locating the elevators as close as possible to boarding gates.
- Terminal operators should assist carriers in maximizing efficiency and timeliness by ensuring that elevators which are located near boarding gates are available for use by carrier staff for the secure and efficient transfer of mobility aids between levels. By providing an efficient route, carrier staff will not unnecessarily prolong the return of mobility aids to passengers arriving at their destination.

Code provision

2.4.4 Where terminal operators own and operate boarding devices or equipment, they are to be maintained and available for use.

Best Practices

- Yellowknife Airport owns and maintains common use boarding chairs which are shared by the carriers operating out of its terminal. For more information, refer to www.dot.gov.nt.ca/_live/pages/wpPages/home.aspx.
- Edmonton International Airport has a lift for boarding passengers using wheelchairs onto a groundloaded aircraft. For more information, refer to www.edmontonairports.com.
- Los Angeles International Airport has a special assistance vehicle to transport passengers with disabilities between terminals and aircraft that are not served with boarding bridges. The vehicle seats up to 21 passengers or can accommodate seven wheelchairs. Included in its safety features is a front platform that pivots and self-adjusts to eliminate gaps between the aircraft and the vehicle. For more information, refer to www.lawa.org/lax/elderly.cfm.

- At John F. Kennedy International Airport in New York City, mobile lounges are used to transport passengers between arriving/departing aircraft and some gates. These mobile lounges have reserved spaces for passengers using wheelchairs, designated by the international symbol of access. Refer to the Web site at www.panynj.gov/aviation/jadaoverframe.html for more information.

Tip

- Although terminal operators may not own and operate boarding devices, they can help to facilitate formal sharing arrangements between carriers. Terminal operators could also facilitate arrangements whereby one carrier uses the lift of another if its own lift is out of service. These types of arrangements benefit terminals, carriers and, most of all, passengers.

Code provision

- 2.4.5 Where terminals are owned or operated by transportation service providers, for example, as is often the case for rail or ferry terminals, and boarding equipment is available for use at that terminal, it is to be used in a manner to provide safe and dignified boarding and deboarding of persons with disabilities.

Best Practices

- Some of VIA's staffed rail stations have hydraulic lifts for boarding and deboarding. For more information, refer to www.viarail.ca/planner/en_plan_beso_mobi.html.
- Marine Atlantic shuttle buses, which board people who are travelling without their own car, have automatic lifts for passengers who use wheelchairs. For more information, refer to www.marine-atlantic.ca.

- Northumberland Ferries has wheelchairs and golf carts for persons requiring boarding assistance. For more information, contact Northumberland Ferries at www.peiferry.com.

2.5 Relieving Areas for Service Animals

Code provision

- 2.5.1 Terminal operators are to ensure that there is an area available for animals to relieve themselves, whether designated or not. There is to be a safe path of travel between the terminal and suitable relieving areas.

Where possible, persons travelling with service animals should have access to a relieving area within secured areas for use between connections. If this is not possible, one should be easily accessed from secured areas to minimize the time required to relieve a service animal.

Best Practices

- A number of Canadian airports including Calgary International Airport and Edmonton International Airport have designated relieving areas for animals including service animals. For more information, refer to www.calgaryairport.com and www.edmontonairports.com.
- Sky Harbour International Airport in Phoenix has relieving areas for service animals (the “paw pad” and the “bone yard”). These areas provide water and bowls for drinking, are lit at night and have bags for cleaning up after animals. These areas are used by both travelling animals and also the working dogs of the airport. For more information, refer to www.phoenix.gov/skyharborairport/food_shops_services/specialneeds.html.

Tips

- Service animals may have different preferences for surfaces for relieving themselves. Generally, gravel or grass works well in a relieving area as not all animals will relieve themselves on hard surfaces such as concrete. Ideally, relieving areas should provide more than one surface.
- Other considerations for relieving areas include providing a fenced in area, locating the area away from high traffic areas, providing a garbage can or other container for the hygienic disposal of waste, and providing a water source to facilitate the cleaning of the area by staff. In addition, terminal operators may wish to consider providing plastic bags for cleanup. Signage should be provided which reminds users to clean up after their animals.

Code provision

2.5.2 Terminal operators are to ensure that terminal staff or volunteers who may interact with the public, as well as carriers operating from that terminal, are made aware of the location of relieving areas, whether designated or not, so that they may make known to the public, upon request, where service animals may relieve themselves.

Tip

- If there are no designated relieving areas, terminal staff and volunteers should be able to direct persons to the most convenient and secure location to relieve their animal. This is helpful for passengers who are not familiar with the layout of a terminal and will help to minimize the time required to relieve an animal. This is especially important if passengers have connections to make.

2.6 Transportation Within and Between Passenger Terminals

Code provision

All modes of transportation (for example, shuttle buses and light rail) within and between passenger terminals are to be accessible and public announcements within these modes are to be made in both audio and visual format.

Best Practices

- The Greater Toronto Airport Authority has an accessible light rail link between Terminal 1, Terminal 3 and the reduced-rate parking area. It is accessible to persons who use wheelchairs and provides all announcements in both audio and video format. In addition, there is an on-board button that calls directly to the customer service office and a speaker that allows the parties to communicate. For more information, refer to www.gtaa.com.
- Los Angeles International Airport has a lift-equipped shuttle that operates continuously in a loop between its terminals. For more information refer to www.lawa.org/lax/elderly.cfm.

2.7 Ground Transportation

Code provision

2.7.2 Ground transportation service providers should have adapted vehicles to accommodate the transportation of people with disabilities using large mobility aids.

In very limited circumstances, ground transportation service providers may not, themselves, own or operate adapted vehicles. Where they do not have the means to transport a person using a large mobility aid, they are to have an agreement with an alternative provider to provide an equivalent level of service.

If an equivalent level of service is not available but another means of accessible transportation is available in the community, whether through another commercial service provider or a community organization, terminal operators are to advise the public of the means to access these other service providers. Upon request, terminal operators are also to make their best efforts to assist passengers with disabilities who have difficulty making suitable ground transportation arrangements.

Reminders

Appendix 3 of the Code contains key elements that are to be included in contracts with ground transportation service providers such as rental cars, buses, shuttles or taxis, for accessible ground transportation.

Subsections 2.5 of the Communication Code and the Communication Guide contain information on ground transportation including guidelines from other countries.

Code provision

2.7.3 Terminal operators are to have means to inform the public of the types of ground transportation available and how to access it in advance of travel. If there is no accessible ground transportation for persons using larger mobility aids such as power wheelchairs or scooters, this information should be included in any publication or Web sites about ground transportation.

Best Practices

- Because the contracted ground transportation service provider does not have adapted vehicles, Charlottetown Airport Authority provides information regarding local accessible ground transportation on its Web site. This information includes the advance notice requirements for rental vehicles with hand controls. It also provides information as to how to access wheelchair accessible transportation through a local transportation company and also through a local non-profit organization. For more information refer to **www.flypei.com**.
- Seattle-Tacoma International Airport provides information on its Web site about accessible ground transportation at its facility including information on accessible public transit, rental vehicles equipped with hand controls, and accessible hotel shuttles. Refer to its Web site at **www.portseattle.org/seatac/services/specialaccess.shtml** for more information.

- Los Angeles International Airport provides information on its Web site about the FlyAway Bus Service which has wheelchair lifts on its vehicles. It provides additional information such as advising that passengers with disabilities need to allow additional time to board the bus when scheduling a departure time and that drivers will provide assistance to clients getting on and off the bus and with their luggage. Refer to www.lawa.org/lax/elderly.cfm for more information.

Tip

- For some travellers, the availability of accessible transportation, especially adapted vehicles to accommodate persons using larger mobility aids, is crucial information that is needed before making decisions about their trip. As such, the more information about what can be expected when travelling from a specific terminal, the better.

Section 3: Service Considerations

3.1 Passenger Assistance

Code provision

Terminal operators are to provide a means for passengers to get information or assistance once they have arrived at the terminal. The means to get information or assistance is to be available as close as possible to all major terminal entrances.

Note: Means may include, for example, a help point consisting of a direct line telephone or staffed booth, information kiosks, and/or roving staff or volunteers who can answer questions and provide other assistance to passengers.

Reminder

- Subsection 1.3 of the Communication Code provides information on the use of computerized information kiosks for the provision of transportation-related information.

Best Practices

- The Ottawa International Airport has direct line help phones at the entrances to the building which are staffed during hours of operation. These telephones have been marked with both Braille and a visual pictogram. Passengers can request assistance to get to their destination within the terminal. For more information, contact the Ottawa International Airport at www.ottawa-airport.ca.

- Halifax International Airport has a program for some staff members to learn sign language to assist passengers who are deaf. For more information, contact the Halifax International Airport at **www.flyhalifax.com**.
- A number of Canadian airports have volunteers that roam the airport and provide assistance to travellers. These volunteers can usually be identified by their distinctive clothing such as a hat or a vest of a specific colour. An example of this program is the White Hat program at the Calgary Airport. For more information, contact **www.calgaryairport.com**.

In addition to its volunteer customer service ambassadors, Vancouver International Airport hires summer students each year to assist the customer service team in helping passengers with a variety of needs. The students are identifiable with their red vests and black pants. For more information, refer to **www.yvr.ca**.

- Albuquerque International Sunport provides direct line telephones for persons with disabilities throughout the airport, including at entrances and exits. In addition, the location of these telephones are shown on the terminal map which is located on-line at **www.cabq.gov/airport/terminalmaps.html**.
- Many American airports have skycaps who are able to assist passengers with disabilities with their bags and also to provide wheelchair or escort assistance. Arrangements can be made at the curb at the departure airport and with the carrier for the destination airport. Palm Springs Airport provides information about this service on its Web site at **www.palmspringsairport.com/services.html**.

Resources

- The Canadian Standards Association has developed *Customer Service Standard for People with Disabilities*, CSA B480. In addition, the CSA has developed additional resource material to accompany the standard such as a DVD and training materials. Refer to www.shopcsa.ca for information on how to purchase these materials.
- The European Conference of Ministers of Transport has published *Improving Access to Public Transport: Guidelines for Transport Personnel*. The guidelines are designed to encourage understanding of some of the problems experienced by persons with disabilities and seniors when using transportation systems. While the guidelines deal mostly with training issues, they could be useful for terminal staff when providing assistance to travellers. Refer to www.cemt.org for more information.

Tips

- Direct line telephones should be strategically located throughout a terminal. Persons taking calls from direct line telephones should be knowledgeable about the layout of the facility and the services offered.
- A valuable service that could be offered over the telephone is audible maps. These maps provide a verbal description of the building, where the person is currently located and where certain key areas are in relation to the person.
- Terminal maps should be placed so that they are readily visible to persons who are standing and persons who use wheelchairs. Ideally, they should also be accessible to persons with a visual disability (i.e. tactile maps). Other alternatives include electronic navigation systems or audio maps.

- Information or help desks should be close to the terminal entrance, and highly visible upon entering the terminal. In addition, they should be clearly identified and accessible to both those who use wheelchairs and those who stand. Ideally, these desks will have a map of the facility that desk attendants can view with passengers, when providing directions.
- There should always be a help point close to the terminal entrance to assist passengers upon arriving at a terminal.
- It is preferable that information desks not be combined with security desks as they have different purposes. If security is the main task, attendants may be too busy to provide assistance to passengers.

3.2 Consultation

Code provision

Terminal operators are to have a means to consult with representatives of a variety of groups of and for persons with disabilities to inform themselves about the concerns of persons with disabilities in terms of the accessibility of their terminal and explore ways of addressing these concerns.

Note: Consultation could include, for example, an accessibility advisory group, a committee that meets on a regular basis or on an ad hoc basis, a group e-mail list of interested and involved members, or some other method of either formal or informal consultation.

Best Practices

- A number of terminal operators have formal accessibility advisory committees that meet regularly. For example, Edmonton International Airport's committee meets semi-annually and, in addition, is consulted on all renovations and new capital projects. For more information, refer to www.edmontonairports.com.
- Yellowknife Airport consults with persons with disabilities by using the Northwest Territories Council of Persons with Disabilities which is already in place. For more information, refer to its Web site at www.dot.gov.nt.ca/_live/pages/wpPages/home.aspx.
- VIA Rail has a cross-functional team on accessibility which meets quarterly to discuss accessibility matters such as implementation of Agency codes. The Committee includes representatives from all branches of VIA with some knowledge and/or experience in disability issues. For more information, refer to www.viarail.ca.
- The Greater Toronto Airport Authority specifically includes disability groups when it invites members of the public to take part in simulations to test new areas in their facility. For more information, refer to www.gtaa.com.

Resources

- Contact local, provincial or national organizations of and for persons with disabilities to identify resources available which may facilitate the implementation of Code provisions, and for consultation on accessibility issues. Refer to Appendix 4 of this Guide for a list of national and provincial organizations representing the interests of persons with disabilities.

- *The Directory of Disability Organizations in Canada* has over 5,000 listings for disability organizations in Canada, with addresses and other information. Contact the Canadian Abilities Foundation at **www.abilities.ca** for information on how to purchase a copy.
- The Accessibility Consultants Association of Ontario is a network of fee for service consultants in Ontario. The purpose of the Association is to provide clients with cross disability expertise. For more information about the Association, send an e-mail to **info@snaconsulting.ca**.

Tips

- An advisory committee should have representatives from a variety of organizations of and for persons with disabilities, in terms of perspective and background.
- An advisory committee can be a working committee tasked with assisting terminal operators in implementing the provisions of the Terminal Code. In addition, it can help terminal operators resolve other operational issues associated with meeting the needs of persons with disabilities.
- Create a working group and navigate through the terminal with members with various disabilities to determine what areas may be problematic when travelling. This proactive approach will help terminal operators remove potential problems in their facility.

3.3 Customer Service

Code provision

- 3.3.1 Terminal operators are to have a process in place to deal with passenger concerns or complaints, including a designated person or group to deal with accessibility related concerns.

Best Practice

- Marine Atlantic has an ombudsman who deals with complaints, including accessibility issues. In addition, the ombudsman brings complaints dealing with accessibility matters before Marine Atlantic's Accessibility Advisory Committee for discussion. Refer to www.marine-atlantic.ca for more information.

Tip

- A designated person or group will be able to monitor trends and recurrent issues and implement systemic changes as required. Systemic issues may be overlooked if accessibility concerns or complaints are handled on a case by case basis by different people.

Code provision

- 3.3.2 Terminal operators are to have a means to inform the public about how to voice a concern or make a complaint. Terminal operators' Web sites are to provide information about this service.

Reminder

- Subsection 1.2 of the Communication Code states that Web sites are to be made accessible to persons with disabilities by following the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines.

Best Practices

- Vancouver International Airport provides a feedback section which requests comments and suggestions on its facilities in its *Barrier Free Access* brochure. It provides the mailing address, telephone and fax numbers of the airport operator for complaints and comments. For more information, refer to www.yvr.ca.
- Seattle-Tacoma International Airport has a prominent box on its Web site that states that if passengers have had difficulty gaining access to airport facilities or services, they should let the airport operator know. It provides an e-mail link and states that passengers should e-mail the airport operator to advise of the obstacles encountered and any suggestions for improvements. Refer to www.portseattle.org/seatac/services/specialaccess.shtml for more information.

3.4 Escort Passes

Code provision

Terminal operators are to work with carriers to provide temporary passes to escorts, so that persons with disabilities can be escorted by someone of their choosing, in addition to carrier, or terminal, staff or volunteers, through the security screening area to boarding areas.

Best Practices

- Portland International Airport provides information on its Web site about accompanying passengers to and from the gate. The Web site provides information about obtaining a gate pass from the carrier, allowing additional time, and providing government-issued photo identification and flight information to get a pass. Refer to www.flypdx.com/SpecialNeeds.aspx for more information.
- San Francisco International Airport states in the 'Frequently Asked Questions' section of its Web site that procedures to obtain gate passes vary by airline and that passengers should ask airlines about their policy before heading to the airport. Refer to www.flysfo.com for more information.
- Los Angeles International Airport states on its Web site that airlines allow persons with disabilities to be accompanied beyond the passenger screening area and that passengers need to obtain permission from the airline to have someone accompany them to or from the boarding gate. Refer to www.lawa.org/lax/elderly.cfm for more information.

- On its Web site, Dubai International Airport states that special visitor passes can be issued to those escorting passengers with disabilities to the departures area. For more information, refer to www.dubaiairport.com/DIA/English/MainMenu/Airport+Guide/Transit/Special+Needs.

3.5 Facility and Service Awareness Program

Code provisions

3.5.1 Terminal operators are to have a means available to make terminal accessibility features and services known to travellers.

Note: Means could include, for example, access icons on terminal Web sites, telephone, brochures, and advance tours.

3.5.2 Certain minimum information on terminal features and services is to be made available to the public (refer to Terminal Code for list).

Reminders

- Subsection 1.1 of the Communication Code states that transportation service providers are to develop and follow their own multiple format policies to ensure that information related to the successful execution of a trip is available to travellers in multiple formats.
- Subsection 1.2 of the Communication Code states that Web sites are to be made accessible to persons with disabilities by following the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines.

Best Practices

- Travellers who will be passing through Montréal-Trudeau airport can use the Airport Wayfinder™ to make a virtual visit to the airport in advance of travel, to know what passenger services are available. This is an internet-based service which offers virtual tours of airport terminals. It provides information on such topics as departure, arrival, security, customs, and immigration procedures, as well as the directions when making connections. Refer to **www.airportwayfinder.com/yul** for more information.
- Thunder Bay International Airports Authority produces a brochure about its accessibility services. The brochure also includes a text map/description of the terminal. The description includes the layout of the terminal, the location of escalators and elevator, airline counters, queuing stanchions, ground transportation, baggage, etc. In addition, the brochure provides an information number for questions related to accessibility. Contact Thunder Bay International Airports Authority at (807) 473-2600 for more information.
- Vancouver International Airport has a barrier-free access section on its Web site that includes information about accessibility in its international and domestic terminals and designated parking areas. In addition, it has a brochure that sets out some of the services offered at the airport along with a map. The brochure includes information on volunteers, the location of internet phones, the information counters, audio and visual paging service, accessible washrooms, meeting points, etc. For more information, contact **www.yvr.ca**.
- Edmonton International Airport publishes a brochure entitled *Access for All*. This brochure provides information to passengers to assist them to prepare for travel through the airport. It includes information on how to arrange for transportation to the airport, how to proceed to check-in, how to contact a volunteer, and identifies the location of various things such as the info booth, washrooms and TTY phones. It also addresses the steps in the pre-board screening process. For more information, refer to **www.edmontonairports.com**.

- VIA Rail’s Web site provides comprehensive information for passengers with disabilities who wish to travel with VIA Rail. Among other things, the Web site includes a list of stations that have wheelchair access, whether by hydraulic lift or platforms; travelling with an escort; occupying more than one seat; travelling with a service animal, and a variety of other subjects. Refer to **www.viarail.ca/planner/en_plan_beso_visu_hedo.html** for more information.
- Halifax International Airport has a program designed to familiarize travellers, including travellers with disabilities, with airport procedures in advance of travel. After being advised of any additional needs a traveller may have, a tour will be tailored to highlight the elements that are relevant to a traveller’s disability. The tours include the security screening areas run by the Canadian Air Transport Security Authority, the Canada Border Services Agency and the Canadian Food Inspection Agency as required. For more information, refer to **www.flyhalifax.com**.
- A number of terminal operators have publicized their accessibility features on Transport Canada’s Web site, “Access to Travel”. For more information, refer to **www.accesstotravel.gc.ca**.
- Marine Atlantic provides audio tours of its vessels. This consists of an audio description of the layout of the vessel and the services available, including accessibility services. For more information refer to **www.marine-atlantic.ca**.
- The Toronto Transit Commission’s (TTC) Web site identifies “accessible bus stops” and wheelchair accessible buses. This site includes a link to the TTC online brochure “Easier Access Information” which discusses the accessibility of terminals and carriers, and provides important telephone and TTY numbers, safety tips, and schedule information. Refer to the TTC’s Web site at **www.city.toronto.on.ca/ttc/accessible.htm**.

- John F. Kennedy International Airport in New York City provides a detailed chart on its Web site which sets out what accessibility services and features are available in each of its terminals. This includes detailed physical accessibility features in the terminals such as the height of controls in elevators, the width of walkways, accessible telephones, etc. Refer to **www.panynj.gov/aviation/jshframe.htm** for more information.
- Los Angeles International Airport publishes the *Guide for Individuals with Disabilities* which is available on its Web site. This 23-page guide provides information on such things as airport security, drop-off and pick-up areas, parking, lift equipped shuttles from the parking areas to the terminal, ground transportation, airport facilities and services, airline services, information services, general tips and contact information for the airport. For more information, refer to **www.lawa.org/lax/disabilities.cfm**.
- The Austin-Bergstrom International Airport in Texas provides information on its Web site about the services for travellers with disabilities that are available in its facility. This includes information on accessible parking, accessible airport shuttles, wheelchair service, escorts, the security screening process, wayfinding in pedestrian walkways, American Sign Language interpreters, jetways and wheelchair lifts for boarding and their dog relieving area. In addition, it provides a text map of the terminal on its Web site which provides a general overview and description of the airport. Refer to **www.ci.austin.tx.us/austinairport/adaservices.htm** for more information.
- Narita International Airport in Japan provides comprehensive information on its Web site about what services and facilities are available to passengers with disabilities. You can find information about tactile flooring, audio guidance on moving walkways, information counters, travelling with guide dogs, baggage services, medical facilities, parking areas for passengers with disabilities, inter-terminal transportation, ground transportation, arrival and

departure procedures, and other barrier-free facilities. The Web site also has a barrier-free facility map in both graphic and text form. In addition, the site provides information on facilities available for passengers with specific disabilities, for example, facilities for customers with visual disabilities, customers with walking disabilities, customers with hearing and speech disabilities, etc. Refer to www.narita-airport.jp/en/bf/service/list02.html for more information.

- Schiphol Airport in Amsterdam provides an on-line map with the approximate walking times between different parts of the airport. This can assist people in determining whether they will have difficulty walking to different areas of the airport because of the distance or time required. For more information, refer to www.schiphol.nl.
- The Disabled People's Protection Policy of First ScotRail in the United Kingdom lists the 336 stations for which it is responsible, and provides a summary of the facilities currently available at each one. Refer to www.firstgroup.com/scotrail/content/specialneeds/index.php for more information.

Resources

Access Guide Canada, run by the Canadian Abilities Foundation, contains listings from across Canada of accessible services including transportation services and passenger terminals. Refer to <http://abilities.ca/agc> for more information.

Tips

- Documents such as brochures, Web information, etc., which are developed can also be used to provide information and training to terminal staff or volunteers who interact with the public.
- Your accessibility advisory committee or working group will be a valuable resource in developing any accessibility brochures or documentation.

Section 4: Considerations for Security Screening of Passengers

Code provision

- 4.1 An alternative means to the queuing system is to be available to people with disabilities.

Best Practice

- The Canadian Air Transport Security Authority (CATSA), responsible for pre-board screening of passengers and their belongings, has expedited lines for passengers with disabilities at many Canadian airports.

Code provision

- 4.4 All information presented in instructional or briefing videos for the public is to be in both audio and visual formats.

Best Practices

- CATSA's instructional videos on the screening process, presented to the public prior to entering security screening areas, are in both audio and visual format.
- Marine Atlantic's on-board safety videos are captioned. In addition, a braille handout is available, upon request, with the same information contained in the safety video.

Code provision

- 4.6 A means is to be available to make accessibility services known to travellers prior to travel.

Note: Means of making these services known include, for example, access icons on terminal Web sites, telephone and brochures.

Best Practices

- CATSA has a section on its Web site which provides information to passengers with disabilities about the screening process. In addition, the Web site provides information for persons who use medical implants, artificial limbs, and mobility aids. Refer to www.catsa-acsta.gc.ca for more information.
- The United States Transportation Security Administration provides a brochure entitled *Screening tips for persons with disabilities*. This brochure provides information for passengers with disabilities such as tips before travel, tips for the screening process, tips specific to different types of disabilities such as mobility disabilities, hidden disabilities, oxygen users, etc. Refer to www.tsa.gov for more information.

Code provision

- 4.8 Public documents are to be available to travellers in multiple formats.

Resource

- Subsection 1.1 of the Communication Guide contains information on providing documents in multiple formats.

Appendix 1 Principles of Universal Design[©] and Guidelines

The following are the Principles of Universal Design and their accompanying Guidelines.

PRINCIPLE ONE: Equitable Use

The design is useful and marketable to people with diverse abilities.

Guidelines:

- 1a.** Provide the same means of use for all users: identical whenever possible; equivalent when not.
- 1b.** Avoid segregating or stigmatizing any users.
- 1c.** Provisions for privacy, security, and safety should be equally available to all users.
- 1d.** Make the design appealing to all users.

PRINCIPLE TWO: Flexibility in Use

The design accommodates a wide range of individual preferences and abilities.

Guidelines:

- 2a.** Provide choice in methods of use.
- 2b.** Accommodate right- or left-handed access and use.
- 2c.** Facilitate the user's accuracy and precision.
- 2d.** Provide adaptability to the user's pace.

PRINCIPLE THREE: Simple and Intuitive Use

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

Guidelines:

- 3a.** Eliminate unnecessary complexity.
- 3b.** Be consistent with user expectations and intuition.
- 3c.** Accommodate a wide range of literacy and language skills.
- 3d.** Arrange information consistent with its importance.
- 3e.** Provide effective prompting and feedback during and after task completion.

PRINCIPLE FOUR: Perceptible Information

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

Guidelines:

- 4a.** Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.
- 4b.** Provide adequate contrast between essential information and its surroundings.
- 4c.** Maximize "legibility" of essential information.
- 4d.** Differentiate elements in ways that can be described (i.e., make it easy to give instructions or directions).
- 4e.** Provide compatibility with a variety of techniques or devices used by people with sensory limitations.

PRINCIPLE FIVE: Tolerance for Error

The design minimizes hazards and the adverse consequences of accidental or unintended actions.

Guidelines:

- 5a.** Arrange elements to minimize hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded.
- 5b.** Provide warnings of hazards and errors.
- 5c.** Provide fail safe features.
- 5d.** Discourage unconscious action in tasks that require vigilance.

PRINCIPLE SIX: Low Physical Effort

The design can be used efficiently and comfortably and with a minimum of fatigue.

Guidelines:

- 6a.** Allow user to maintain a neutral body position.
- 6b.** Use reasonable operating forces.
- 6c.** Minimize repetitive actions.
- 6d.** Minimize sustained physical effort.

PRINCIPLE SEVEN: Size and Space for Approach and Use

Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

Guidelines:

- 7a.** Provide a clear line of sight to important elements for any seated or standing user.
- 7b.** Make reach to all components comfortable for any seated or standing user.
- 7c.** Accommodate variations in hand and grip size.
- 7d.** Provide adequate space for the use of assistive devices or personal assistance.

The following are some examples of applications of the Principles of Universal Design®:

- curb cuts aid many people including people who use wheelchairs, people with strollers, people with luggage on wheels;
- large print pamphlets and documents are easier to read by everyone;
- low buttons and slots on vending machines make them accessible to everyone including people in wheelchairs, children, and people of short stature;
- low floor buses are easier to use by everyone including children, seniors, and people carrying packages; and
- individual washroom facilities accommodate the needs of persons who use wheelchairs and/or attendants and also provide benefits to parents travelling with young children of the opposite sex, offering changing room facilities and amenities for families.

Appendix 2 References

There is a wealth of useful information available online. As a way to keep the guide brief, in many instances we only offer a reference to an Internet address where these resources can be found. However, we realize that this information may not always be sufficient. For instance, Internet addresses often change. We also realize that every reader may not have easy access to the Internet. You will be able to find more complete contact information in this appendix that provides an alternative means to gain access to the material referenced throughout the guide.

Note: Many of the documents that have been established by the Government of Canada can be ordered on the Federal Publications Inc. "Ordering" Web page. Refer to the Web site www.fedpubs.com.

Access Exchange International

112 San Pablo Avenue,
San Francisco, CA USA 94127
Telephone: (415) 661-6355
Fax: (415) 661-1543
E-mail: tom@globalride-sf.org
Web site: www.globalride-sf.org

Accessibility Consultants Association of Ontario

c/o Sinclair, Nicholson and Associates
377 Pickford Drive
Kanata, ON K2L 3P3
Telephone: (613) 599-1284
TTY: (613) 599-1246
E-mail: info@snaconsulting.ca

Accessible Procurement Toolkit

Web site: www.ap-toolkit.info

Airport Wayfinder™

Airports Council International

P.O. Box 16, 1215

Geneva 15 – Airport, Switzerland

Telephone: 41 (0) 22 717 85 85

Fax: 41 (0) 22 717 88 88

Web site: www.airportwayfinder.com

Albuquerque International Sunport

City of Albuquerque,

Aviation Department

P.O. Box 9948

Albuquerque, NM, USA 87119

Telephone: (505) 244-7700

Web site: www.cabq.gov/airport

Amtrak (National Railroad Passenger Corporation)

60 Massachusetts Avenue, NE

Washington, DC, USA 20002

Telephone: (800) 872-7245

TTY (800) 523-6590

Web site: www.amtrak.com

Austin-Bergstrom International Airport

3600 Presidential Boulevard

Austin, TX 78719

Telephone: (512) 530-2242

E-mail: airportinfo@ci.austin.tx.us

Web site: www.ci.austin.tx.us/austinairport

The Calgary Airport Authority

2000 Airport Rd. N.E.

Calgary, A T2E 6W5

Telephone: (403) 735-1200 and 1-877-254-7427 (toll free)

Fax: (403) 735-1281

E-mail: calgaryairport@yyc.com

Web site: www.calgaryairport.com

Canadian Abilities Foundation

340 College Street, Suite 401

Toronto, ON M5T 3A9

Telephone: (416) 923-1885

Fax: (416) 923-9829

E-mail: info@enablelink.org

Web site: www.abilities.ca

Canadian Air Transport Security Authority

99 Bank St., 13th Floor

Ottawa, ON K1P 6B9

Telephone: (888) 294-2202 (toll-free)

Fax: (613) 991-6726

TTY: (613) 949-5534

Web site: www.catsa-acsta.gc.ca

Canadian Codes Centre

National Research Council
1200 Montreal Road
Ottawa, ON K1A 0R6
Telephone: (613) 993-2607
Fax: (613) 952-7673
Email: Irc.Client-Services@nrc-cnrc.gc.ca
Web site: http://irc.nrc-cnrc.gc.ca/codes/index_e.html

Canadian Human Rights Commission

344 Slater Street, 8th Floor
Ottawa, ON K1A 1E1
Telephone: (613) 995-1151 or (888) 214-1090 (toll-free)
Fax: (613) 996-9661
TTY: (888) 643-3304
Web site: www.chrc-ccdp.ca

Canadian National Institute for the Blind

1929 Bayview Avenue
Toronto, ON M4G 3E8
Telephone: (800) 563-2642 (toll free)
Fax: (416) 480-7677
E-mail: info@cnib.ca
Web site: www.cnib.ca

Canadian Standards Association

5060 Spectrum Way, Suite 100
Mississauga, ON L4W 5N6
Telephone: (416) 747-4000 or 1-800-463-6727
Fax: (416) 747-2473
Web site: www.csa.ca

Center for Inclusive Design and Environmental Access

School of Architecture and Planning
University at Buffalo
378 Hayes Hall
3435 Main Street
Buffalo, NY 14214-3087
Telephone: (716) 829-3485, ext. 329
TTY: (716) 829-3758
Fax: (716) 829-3861
E-mail: idea@ap.buffalo.edu
Web site: www.ap.buffalo.edu/idea

Center for Universal Design

College of Design
North Carolina State University
Campus Box 8613
Raleigh, NC 27695-8613
Telephone/TTY: (919) 515-3082
Fax: (919) 515-7330
E-mail: cud@ncsu.edu
Web site: www.design.ncsu.edu/cud

Charlottetown Airport Authority

250 Maple Hills Avenue, Suite 132
Charlottetown, PE C1C 1N2
Telephone: (902) 566-7997
Fax: (902) 566-7929
E-mail: info@flypei.com
Web site: www.flypei.com

**Chartered Institute of Building Services Engineers,
Society of Light and Lighting**

222 Balham High Road
Balham, London, SW12 9BS UK
Telephone: 44 (0) 20 8675 5211
Fax: 44 (0) 20 8675 5449
Web site: www.cibse.org

City of Edmonton

3rd Floor, City Hall, 1 Sir Winston Churchill Square,
Edmonton, AB T5J 2R7
Telephone: (780) 496-8200
TTY (780) 944-5555
Fax: (780) 496-8297
E-mail: cacentre@edmonton.ca
Web site: www.edmonton.ca

City of Toronto

100 Queen Street West
Toronto, ON M5H 2N2
Telephone: (416) 338-0338
TTY (416) 338-0889
Fax: (416) 338-0685
E-mail: accesstoronto@toronto.ca
Web site: www.toronto.ca

City of Winnipeg

510 Main Street
Winnipeg, MB R3B 1B9
Telephone: (204) 986-2171 (English) (204) 986-5600 (French)
TTY (204) 986-6698
Fax: (780) 496-8297
Web site: www.winnipeg.ca

Dubai International Airport

Department of Civil Aviation
P.O. Box 2525, Dubai, UAE
Telephone: 971 (0) 4 216 2525
Fax: 971 (0) 4 224 4067
Web site: www.dubaiairport.com

Edmonton International Airport

P.O. Box 9860
Edmonton, AB T5J 2T2
Telephone: (780) 890-8900
Fax: (780) 890-8329
E-mail: info@edmontonairports.com
Web site: www.edmontonairports.com

European Conference of Ministers of Transport

2, rue André-Pascal
F-75775 PARIS Cedex 16
France
Telephone: (33-1) 45 24 97 10
Fax: (33-1) 45 24 97 42 / 01 45 24 13 22
Email: ecmt.contact@oecd.org
Web site: www.cemt.org

First Scotrail

P.O. Box 7030, Fort William
United Kingdom, PH33 6WX
Telephone: 0845 601 5929
E-mail: scotrail.enquiries@firstgroup.com
Web site: www.firstscotrail.com

Go Transit

20 Bay Street, Suite 600
Toronto, ON M5J 2W3
Telephone: (416) 869-3200
TTY (800) 387-3652
Fax: (416) 869-3525
Web site: www.gotransit.com

Greater Toronto Airports Authority

Corporate Affairs and Communications
P.O. Box 6031, 3111 Convair Drive
Toronto AMF, ON L5P 1B2
Telephone: (416) 776-3000
Web site: www.gtaa.com

Halifax International Airport Authority

1 Bell Boulevard
Enfield, NS B2T 1K2
Telephone: (902) 873-4422
Fax: (902) 873-4750
E-mail: info@hiala.ca
Web site: www.flyhalifax.com

Hong Kong International Airport

1 Cheong Yip Road
Lantau, Hong Kong
Telephone: (852) 2188-3233
Web site: www.hongkongairport.com

John F. Kennedy International Airport

Building 14
Jamaica, NY, USA 11430
Telephone: (718) 244-4444
Web site: www.panynj.gov/aviation/jfkframe.HTM

Los Angeles International Airport

1 World Way West, 9th Floor
Los Angeles, CA, USA 90045
Telephone: (310) 646-5252
TTY (310) 665-0370
E-mail: LAXAirportManager@lawa.org
Web site: www.lawa.org/welcomeLAWA.html

Lighthouse International

111 East 59th Street
New York, NY 10022-1202
Telephone: (212) 821-9200
TTY (212) 821-9713
Fax: (212) 821-9707
E-mail: info@lighthouse.org
Web site: www.lighthouse.org

Marine Atlantic

10 Fort William Place, Suite 802,
Baine Johnston Centre
St. John's, NL A1C 1K4
Telephone: (709) 772-8957
TTY (877) 820-9252
Fax: (709) 772-8956
E-mail: info@marine-atlantic.ca
Web site: www.marine-atlantic.ca

Narita International Airport

NAA Building
Narita City, Chiba, 282-8601 Japan
Telephone: +81 (0) 476-34-5400
Web site: www.narita-airport.jp/en

Northumberland Ferries

94 Water Street, Box 634
Charlottetown, PE C1A 7L3
Telephone: (902) 566-3838
TTY (902) 626-2561
Fax: (902) 566-1550
E-mail: comments@canadaferry.com
Web site: www.peiferry.com

Ottawa International Airport Authority

1000 Airport Parkway Private, Suite 2500
Ottawa, ON K1V 9B4
Telephone: (613) 248-2000
Fax: (613) 248-2068
Web site: www.ottawa-airport.ca

Palm Springs International Airport

3400 East Tahquitz Canyon Way
Palm Springs, CA, USA 92262
Telephone: (760) 318-3800
TTY (760) 864-9527
Fax: (760) 318-3815
E-mail: info@palmsspringsairport.com
Web site: www.palmsspringsairport.com

Phoenix Sky Harbor International Airport

3400 E Sky Harbor Blvd, Suite 3300
Phoenix, AZ USA 85034-4405
Telephone: (602) 273-3300
Web site: <http://phoenix.gov/AVIATION>

Portland International Airport

7000 NE Airport Way
Portland, OR, USA 97218
Telephone: (503) 460-4040
TTY (877) 815-4636
Web site: www.flypdx.com

San Francisco International Airport

P.O. Box 8097
San Francisco, CA USA 94128
Telephone: (650) 821-8211
Web site: www.flysfo.com

Schiphol Airport

Luchthaven Schiphol,
Postbus 75011118 ZG Schiphol, Nederland
Telephone: +31-207940800
Web site: www.schiphol.nl

Seattle-Tacoma International Airport

P.O. Box 68727
Seattle, WA, USA 98168
Telephone: (206) 433-5388
Web site: www.portseattle.org/seatac

Statistics Canada

Participation and Activity Limitation Survey (2001)
Jean Talon Building, 6th Floor
Ottawa, ON K1A 0T6
Telephone: (613) 951-8116 or (800) 263-1136 (toll free)
TTY: (613) 951-0581 or (800) 363-7629 (toll free)
Fax: (877) 287-4369
E-mail: infostats@statcan.ca
Web site: www.statcan.ca

Strategic Rail Authority

Train and Station Services for Disabled Passengers: A Code of Practice 2005 (Great Britain)

55 Victoria Street,
London, England SW1H 0EU
Telephone: (020) 7654 6318
Fax: (020) 7654 6048
E-mail: accesscop@sra.gov.uk
Web site: www.sra.gov.uk

Thunder Bay International Airports Authority Inc.

340-100 Princess St.
Thunder Bay, ON P7E 6S2
Telephone: (807) 473-2600
Web site: www.tbairport.on.ca/toc.htm

Toronto Transit Commission

1900 Yonge Street
Toronto, ON M4S 1Z2
Telephone: (416) 393-4000
TTY/TDD: (416) 481-2523
Web site: www.toronto.ca/ttc

Transport Canada

330 Sparks Street
Ottawa, ON K1A 0N5
Telephone: (613) 990-2309
TTY: (888) 675-6863
Fax: (613) 998-8620
E-mail: webfeedback@tc.gc.ca
Web site: www.tc.gc.ca

Transportation Development Centre

800 René Lévesque Blvd. West
Suite 600
Montreal, Quebec H3B 1X9
Telephone: (514) 283-0000
TTY/TDD: (888) 675-6863
Fax: (514) 283-7158
E-mail: tdccdt@tc.gc.ca
Web site: www.tc.gc.ca/tdc/menu.htm

Transportation Security Administration

601 South 12th Street
Arlington, VA USA 22202
Web site: www.tsa.gov

University of Manitoba

Fort Garry Bookstore
140 University Centre
Winnipeg, MB, Canada R3T 2N2
Telephone: (204) 474-8321
Fax: (204) 474-7555
E-mail: bookstore_webmaster@umanitoba.ca
Web site: <http://umanitoba.ca/bookstore>

Vancouver International Airport

P.O. Box 23750 Airport Postal Outlet
Richmond, BC V7B 1Y7
Telephone: (604) 207-7077
TTY (604) 207-7070
Web site: www.yvr.ca

VIA Rail Canada

3 Place Ville-Marie, Suite 500
Montreal, QC H3B 2C9
Telephone: (514) 871-6000
Web site: www.viarail.ca

Winnipeg Airports Authority

Room 249, Administration Building
2000 Wellington Avenue
Winnipeg, MB R3H 1C2
Telephone: (204) 987-9400
Fax: (204) 987-9401
E-mail: reception@waa.ca
Web site: www.waa.ca

Workers Compensation Board of Manitoba

333 Broadway
Winnipeg, MB E3C 4W3
Telephone: (204) 954-4321 or (800) 362-3340 (toll free)
Fax: (204) 954-4994 or (877) 872-3804
E-mail: wcb@wcb.mb.ca
Web site: www.wcb.mb.ca

Workplace Accommodation Toolkit

Web site: www.wa-toolkit.info

World Wide Web Consortium

c/o MIT
32 Vassar Street, Room 32-G515
Cambridge, MA, USA 02139
Telephone: (617) 253-2613
Fax: (617) 258-5999
E-mail: site-comments@w3.org
Web site: www.w3.org

Yellowknife Airport

Government of the Northwest Territories
P.O. Box 1320
Yellowknife, NT X1A 2L9
Telephone: (867) 873-4680

Appendix 3 List of Canadian Standards Association Accessibility Standards

The following is a list of standards pertaining to accessibility that have been developed by the Canadian Standards Association. As these standards are revised periodically, the latest edition of these standards should always be used. Information on how to obtain copies of these standards can be found at www.shopcsa.ca.

CAN/CSA-B651
Accessible Design for the Built Environment

CAN/CSA-B651.2
Accessible Design for Self-Service Interactive Devices
(as of fall 2005, currently being drafted)

D436
Accessible Over-the-Road Buses

CAN/CSA-D435
Accessible Transit Buses

CAN/CSA-Z323.1.2
Automotive Adaptive Driver Controls (AADC) for Persons With Physical Disabilities

CAN/CSA-B651.1
Barrier-Free Design for Automated Banking Machines

B480

Customer Service Standard for People with Disabilities

B659

Design for Aging

Z323.3.1

Electrical Aids for Physically Disabled Persons

CAN/CSA-Z10535

Hoists for the Transfer of Disabled Persons – Requirements and Test Methods

CAN/CSA-B355

Lifts for Persons with Physical Disabilities

CAN/CSA-Z605

Mobility Aid Securement and Occupant Restraint (MASOR) Systems for Motor Vehicles

CAN/CSA-D409

Motor Vehicles for the Transportation of Persons with Physical Disabilities

CAN/CSA-Z604

Transportable Mobility Aids

Appendix 4 List of National and Provincial Organizations Representing the Interests of Persons with Disabilities

The following national and provincial organizations may be able to provide you with the name of a local organization representing the interests of persons with disabilities in your area. In addition, some of these organizations may provide consulting services on a fee-for-service basis or refer you to other organizations that could do so.

At the national level:

Alliance for Equality of Blind Canadians
Kelowna, British Columbia
Tel.: 1-800-561-4774
Web site: www.nfbae.ca

Canadian Association for Community Living
Toronto, Ontario
Tel.: (416) 661-9611
Web site: www.cacl.ca
TTY: (416) 661-2023

Canadian Association of the Deaf
Ottawa, Ontario
Tel.: (613) 565-2882
Web site: www.cad.ca
TTY: (613) 565-8882

Canadian Association of Independent Living Centres
Ottawa, Ontario
Tel.: (613) 563-2581
Web site: **www.cailc.ca**
TTY: (613) 563-4215

Canadian Council of the Blind
Ottawa, Ontario
Tel.: (613) 567-0311
Web site: **www.ccbnational.net**

Canadian Hard of Hearing Association
Ottawa, Ontario
Tel.: (613) 526-1584
Web site: **www.chha.ca**
TTY: (613) 526-2692

Canadian Hearing Society
Toronto, Ontario
Tel.: (416) 928-2500
Web site: **www.chs.ca**
TTY: 1-877-347-3429

Canadian National Institute for the Blind
Toronto, Ontario
Tel.: (416) 486-2500
Web site: **www.cnib.ca**

Canadian National Society of the Deaf/Blind
cnsdb@canada.com
North York, Ontario
Web site: **www.cnsdb.ca**

Canadian Paraplegic Association
Ottawa, Ontario
Tel.: (613) 723-1033
Web site: **www.canparaplegic.org**

Council of Canadians with Disabilities
Winnipeg, Manitoba
Tel./TTY: (204) 947-0303
Web site: **www.ccdonline.ca**

Guide Dog Users of Canada
guidedogs@gduc.ca
Ottawa, Ontario
Web site: **www.gduc.ca**

March of Dimes Canada
Toronto, Ontario
Tel.: (416) 425-3463 or (800) 263-3463 (toll free)
Web site: **www.marchofdimescanada.ca**

At the provincial level:

British Columbia Coalition of People with Disabilities
Vancouver, British Columbia
Tel.: (604) 875-0188
Web site: **www.bccpd.bc.ca**
TTY: (604) 875-8835

Alberta Committee of Citizens with Disabilities
Edmonton, Alberta
Tel.: (780) 488-9088
Web site: **www.accd.net**
TTY: (780) 488-9090
Toll Free: 1-800-387-2514

Saskatchewan Voice of People with Disabilities
Regina, Saskatchewan
Tel.: (306) 569-3111
Web site: **www.saskvoice.com**

Manitoba League of People with Disabilities
Winnipeg, Manitoba
Tel.: (204) 943-6099
Web site: **www.mlpd.mb.ca**

Ontarians with Disabilities Act Committee
Toronto, Ontario
Tel.: (416) 480-7686
Web site: **www.odacommittee.net**
TTY: (416) 964-0023, ext. 343

Confédération des organismes provinciaux des personnes
handicapées du Québec (COPHAN)
Montréal, Quebec
Tel.: (514) 284-0155
Web site: **www.cophan.org** (French only)

Kéroul
Montréal, Quebec
Tel.: (514) 525-3104
Web site: **www.keroul.qc.ca**

New Brunswick Premier's Council on the Status of Disabled Persons
Fredericton, New Brunswick
Tel.: (506) 444-3000
Web site: **www.gnb.ca/0048/english**

Nova Scotia League for Equal Opportunities
Halifax, Nova Scotia
Tel./TTY: (902) 455-6942
Web site: www.nsnet.org/leo/
Toll Free: 1-866-696-7536

Prince Edward Island Council of the Disabled
Charlottetown, Prince Edward Island
Tel.: (902) 892-9149
Web site: www.peicod.pe.ca

Coalition of Persons with Disabilities – Newfoundland and Labrador
St John's, Newfoundland
Tel.: (709) 722-7011
Web Site: www.codnl.ca

Yukon Council on Disability
Whitehorse, Yukon Territory
Tel.: (867) 668-6703
Web site: www.ycod.yk.ca

Northwest Territories Council of Persons with Disabilities
Yellowknife, NT
Tel.: (867) 873-8230
Web site: www.nwtability.ca

Appendix 5 Satisfaction Survey on the Guide for Passenger Terminal Accessibility

Dear Reader,

We hope that you have found this document to be a useful resource. To ensure that we have selected the most practical information, we ask you to complete this Satisfaction Survey. We will use the feedback to make changes to future editions of the guide. After completing this survey, you can send your response using the following contact information:

By Mail Accessible Transportation Directorate
 Canadian Transportation Agency
 Ottawa ON Canada
 K1A 0N9

By Phone (819) 997-6828 or 1-888-222-2592 (Canada ONLY)

By TTY (819) 953-9705 or 1-800-669-5575 (Canada ONLY)

By Fax (819) 953-6019

By E-mail cta.comment@cta-otc.gc.ca

By Web site www.cta.gc.ca

Satisfaction Survey on the Guide for Passenger Terminal Accessibility

1. The guide is organized in a way that made it easy to find the information I needed:

Never Rarely Sometimes Often Always

2. The Web site addresses in the guide are in working order:

Never Rarely Sometimes Often Always

3. If a Web site address was no longer current, the other information about the resource (i.e. title, organization name) still allowed me to easily access the material:

Never Rarely Sometimes Often Always

4. The contact information given for the printed documents in the guide provides easy access to the information:

Never Rarely Sometimes Often Always

5. The resources, organization contacts, best practices and tips in the guide were useful and practical:

Never Rarely Sometimes Often Always

6. The guide highlights effective ways to increase accessibility for a terminal:

Never Rarely Sometimes Often Always



7. My overall satisfaction with this users' guide is:

- Very Low Low Moderate High Very High

8. Please indicate which type of organization you represent:

Airport Operator

Rail Terminal Operator

Ferry Terminal Operator

Association of/for persons with disabilities

Media

Government

Other (please specify:) _____

Additional Comments: Do you have any other comments about the Guide or suggestions for information that could be included in future editions?

(Attach additional sheets as needed):

Thank you for your participation.

