

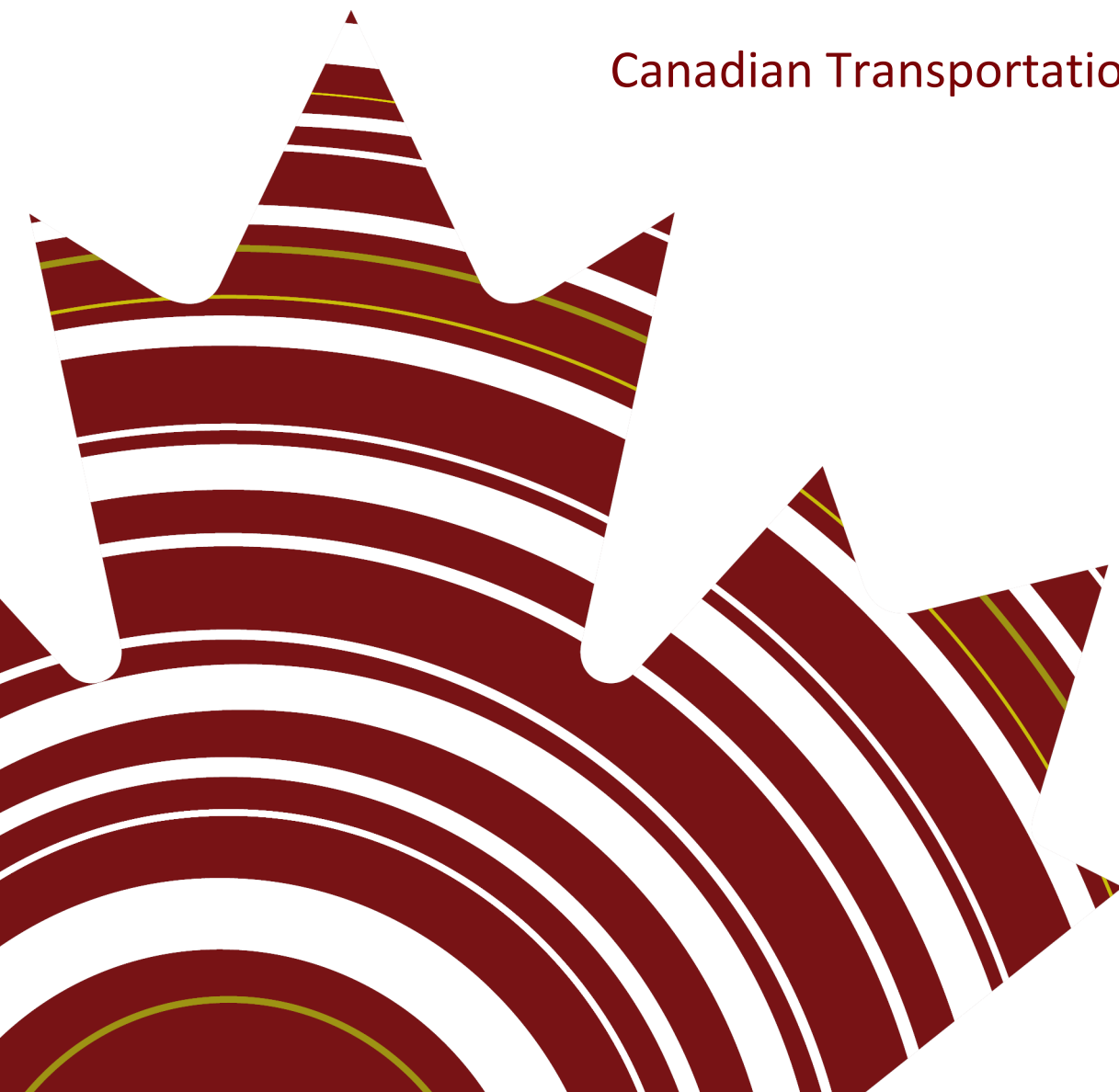


Canadian
Transportation
Agency

Office
des transports
du Canada

Accessible Transportation — Transportation Service Providers Covered by the *Accessible Transportation for Persons with Disabilities Regulations*: A Guide

Canadian Transportation Agency



Canada 

Table of contents

1. Introduction.....	4
Part 1: Communication and personnel training.....	4
Part 2: Service requirements for carriers	5
Part 3: Technical requirements for carriers.....	5
Part 4: Requirements (service and technical) for terminal operators.....	5
Part 5: Requirements for CATSA and CBSA.....	6
2. Requirements for large Canadian air carriers.....	7
Part 1 – Requirements applicable to transportation service providers.....	7
Part 2 – Service requirements applicable to carriers.....	7
Part 3 – Technical requirements applicable to carriers, Division 1	9
3. Requirements for large foreign air carriers	11
Part 1 – Requirements applicable to transportation service providers.....	11
Part 2 – Service requirements applicable to carriers.....	11
4. Requirements for domestic rail carriers.....	13
Part 1 – Requirements applicable to transportation service providers.....	13
Part 2 – Service requirements applicable to carriers.....	13
Part 3 – Technical requirements applicable to carriers, Division 2	14
5. Requirements for foreign rail carriers	16
Part 1 – Requirements applicable to transportation service providers.....	16
Part 2 – Service requirements applicable to carriers.....	16
6. Requirements for domestic ferry operators.....	18
Part 1 – Requirements applicable to transportation service providers.....	18
Part 2 – Service requirements applicable to carriers.....	18
Part 3 – Technical requirements applicable to carriers, Division 3	19
7. Requirements for foreign ferry operators.....	22
Part 1 – Requirements applicable to transportation service providers.....	22
Part 2 – Service requirements applicable to carriers.....	22
8. Requirements for domestic bus carriers	24
Part 1 – Requirements applicable to transportation service providers.....	24
Part 2 – Service requirements applicable to carriers.....	24
Part 3 – Technical requirements applicable to carriers, Division 4	25

9. Requirements for air terminals (airports)	27
Part 1 – Requirements applicable to transportation service providers.....	27
Part 4 – Requirements applicable to terminal operators.....	27
10. Requirements for rail terminals	31
Part 1 – Requirements applicable to transportation service providers.....	31
Part 4 – Requirements applicable to terminal operators.....	31
11. Requirements for ferry terminals.....	34
Part 1 – Requirements applicable to transportation service providers.....	34
Part 4 – Requirements applicable to terminal operators.....	34
12. Requirements for bus terminals.....	38
Part 1 – Requirements applicable to transportation service providers.....	38
Part 4 – Requirements applicable to terminal operators.....	38
13. Requirements for cruise ship terminals	42
Part 4 – Requirements applicable to terminal operators.....	42
14. Requirements for CATSA.....	45
Part 1 – Requirements applicable to transportation service providers.....	45
Part 5 – Requirements applicable to CATSA and CBSA	45
15. Requirements for CBSA.....	45
Part 1 – Requirements applicable to transportation service providers.....	45
Part 5 – Requirements applicable to CATSA and CBSA	45

This document and other Canadian Transportation Agency publications are available on our website at otc-cta.gc.ca.

© Her Majesty the Queen in Right of Canada, as represented by the Canadian Transportation Agency, 2020

Catalogue No. TT4-50/9-2020E-PDF
ISBN 978-0-660-35012-7

[Alternate formats](#) are available. Une [version française](#) est disponible.

1. Introduction

The [Accessible Transportation for Persons with Disabilities Regulations](#) (ATPDR) provide a set of clear, consistent and specific accessibility requirements for transportation service providers. The regulations cover many parts of the travel experience, including services, equipment, facilities, communications, training, and security and border screening.

The ATPDR apply to large carriers and terminals in modes of transport under federal jurisdiction — all air services, as well as most rail, bus, and ferry services that transport passengers across provincial or international borders — as well as the Canada Border Services Agency and the Canadian Air Transport Security Authority. Many ATPDR requirements apply only to Canadian transportation service providers, while some apply to both Canadian and foreign transportation service providers.

The requirements are broken into 5 parts:

Part 1: Communication and personnel training

- This part sets out requirements for communicating with persons with disabilities, including information that has to be published, the obligation to provide alternative formats, and specific requirements for telephone communication, websites, public announcements and automated self-service kiosks.
- This part also sets out requirements for training personnel who interact with persons with disabilities, including what the training must cover, depending on the type of disability-related assistance provided.

Part 2: Service requirements for carriers

- This part sets out the services that carriers must provide to persons with disabilities; when advance notice, documents and information from persons with disabilities may be required; and other conditions applicable to the services.

Part 3: Technical requirements for carriers

- This part sets out technical requirements that carriers must follow to make sure aircraft, trains, ferries and busses are accessible to persons with disabilities.
- The requirements cover a wide range of equipment and facilities, such as lifts, ramps, aisles, seats, washrooms, tactile row markers, display boards, on-board entertainment systems and relief areas for service dogs.
- The requirements are divided into four Divisions: Division 1 applies to air carriers; Division 2 applies to rail carriers; Division 3 applies to marine carriers; and Division 4 applies to bus carriers.

Part 4: Requirements (service and technical) for terminal operators

- This part sets out requirements for terminal operators, divided into two Divisions.
- Division 1 sets out the services that terminal operators must provide to persons with disabilities, including communication and assistance.
- Division 2 sets out technical requirements that terminal operators must follow to make sure their facilities are accessible to persons with disabilities. This includes lifts, ramps, stairs, seats, and relief areas for service dogs.

Part 5: Requirements for CATSA and CBSA

- This part sets out the services that CATSA and CBSA must provide to persons with disabilities, including services during screening and assistance during the border clearance process. It also sets out specific signage requirements.

This guide highlights which parts of the ATPDR apply to various types of transportation service providers and when there are exceptions.

For more information and guidance about accessible travel and the CTA's dispute resolution services, please contact us at info@otc-cta.gc.ca.

This is not a legal document. The explanations and definitions it provides are for general guidance purposes only. Obligations related to the Application of the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR) can be found in the [ATPDR](#). In case of differences between this guide and legislation or regulations, the legislation and regulations prevail.

2. Requirements for large Canadian air carriers

Large Canadian air carriers are those that meet the definition of "Canadian" in the [Canada Transportation Act \(section 55\)](#), have transported at least 1 million passengers each year for the two preceding calendar years, and operate within Canada and/or between Canada and another country. This includes, for example, airlines like Air Canada and WestJet. Large Canadian air carriers must follow certain requirements in Part 1, 2 and 3 of the ATPDR.

Part 1 – Requirements applicable to transportation service providers

Large Canadian air carriers must follow all sections in Part 1 of the ATPDR.

Part 2 – Service requirements applicable to carriers

Large Canadian air carriers must provide the services set out in Part 2 of the ATPDR, with certain exceptions outlined below. They must provide these services for all flights that depart from or arrive at a point in Canada, including those that are within Canada and those that are part of an itinerary with flights outside Canada.

When more than one air carrier is involved in the transportation on an itinerary, the carrier that issued the ticket to the passenger is the one primarily responsible for ensuring that the service requirements in Part 2 are met.

These requirements also apply to certain charter flights – specifically, flights for which at least one seat is available for resale to the public and at least one of the passengers began their itinerary in Canada.

Requirements	Exceptions
<p>Section 35 Services to be provided on request</p>	<p>A carrier does not violate Part 2 when a requested service cannot be provided after departure, or before arrival at a terminal, due to the absence of on-board personnel.</p>
<p>Section 35(k) Assistance accessing on-board entertainment</p>	<p>This section does not apply to aircraft with fewer than 30 seats.</p>
<p>Section 35(m) Providing a person with a disability with an on-board wheelchair</p>	<p>This section does not apply to aircraft with fewer than 30 seats if the aisle width between passenger seats cannot accommodate the on-board wheelchair.</p>
<p>Section 40(1) Duty to transport a mobility device</p>	<p>A carrier may refuse to transport a mobility device if:</p> <ul style="list-style-type: none"> • the size of the door to the aircraft’s baggage compartment or the size of the aircraft’s baggage compartment is not large enough to accommodate the mobility aid; • it would jeopardize aircraft airworthiness; or • the weight or size of the mobility aid exceeds the capacity of the lift or ramp.
<p>Sections 50(2), 51(4), 52 Duty to provide additional seating space free of charge</p>	<p>Carriers are allowed to charge for additional seating for support persons, service dogs, or because of the nature of a disability for travel between Canada and a foreign country.</p>

Part 3 – Technical requirements applicable to carriers, Division 1

Large Canadian air carriers providing domestic or international service must make sure that all of the aircraft and related facilities that they own, operate or lease meet the technical requirements set out in Part 3, Division 1. Exceptions to the requirements are noted below.

All requirements apply to aircraft the carrier purchased or leased on or after June 25, 2020, or for which the carrier submitted a call for tenders on that date or later. The following are the Part 3 requirements that apply to pre-existing aircraft (those purchased or leased before June 25, 2020):

Requirements	Application
Sections 69-71 Lift, ramp and stairs requirements	A carrier must follow the lift, ramp and stairs requirements for pre-existing aircraft, when the equipment is portable and not built into the aircraft.
Sections 72, 73 On-board mandatory wheelchair specifications	For pre-existing aircraft, a carrier must meet on-board wheelchair requirements, and there must be at least one on-board wheelchair on an aircraft that has a wheelchair-accessible washroom.
Section 76 Passenger safety feature cards	A carrier must meet the passenger safety feature card requirements for pre-existing aircraft.
Section 81 Personal electronic devices	Where an on-board entertainment system on a pre-existing aircraft does not offer closed captioning and audio description, the carrier must make personal electronic devices available that meet the specified requirements.

Carriers must also follow Part 3 requirements when making modifications to a pre-existing aircraft that are not:

- related to a mechanical, electrical or plumbing system;
- made for aesthetic purposes; or
- made for maintenance or repair.

Requirements	Exceptions
General	Part 3, Division 1 does not apply for aircraft: <ul style="list-style-type: none"> • that can seat no more than 29 passengers; • that were manufactured before May 13, 2009; or • leased on a short term basis to respond to an emergency or an unforeseen mechanical failure.
Modifications to pre-existing aircraft	A carrier does not have to follow the Part 3 requirements for modifications to a pre-existing aircraft if: <ul style="list-style-type: none"> • the dimensions of the aircraft, amenity or equipment cannot be altered; • following the requirements would materially affect the structural integrity or safe operation of the aircraft, amenity or equipment; or • the main purpose of the amenity or equipment would be fundamentally altered.
Section 67 Unavailability of amenity or equipment	A carrier does not have to follow a Part 3 requirement if an amenity or equipment is not reasonably available for purchase, or the amenity or equipment could not be certified for installation on the aircraft.
Sections 77, 78 Washroom specifications	A carrier does not have to follow Part 3 standard and wheelchair-accessible washroom requirements for aircraft with only one aisle.

3. Requirements for large foreign air carriers

Large foreign air carriers are those that do not meet the definition of "Canadian" in the [Canada Transportation Act \(section 55\)](#), have transported at least 1 million passengers each year for the two preceding calendar years, and operate between Canada and another country. This includes, for example, United Airlines, British Airways and Air France. These carriers must provide the services set out in Part 2 of the ATPDR, with certain exceptions, for all flights that depart from or arrive at a point in Canada, including those that are part of an itinerary with flights outside Canada. These carriers must also follow certain requirements in Part 1 of the ATPDR.

Part 1 – Requirements applicable to transportation service providers

Foreign air carriers must follow section 5(a) concerning information to be published. Specifically, foreign air carriers must publish a notice that they are subject to the ATPDR and stating the provisions that apply to them.

Part 2 – Service requirements applicable to carriers

Foreign air carriers must provide the services set out in Part 2 of the ATPDR, with certain exceptions, for all flights that depart from or arrive at a point in Canada. When more than one air carrier is involved in the transportation on an itinerary, the carrier that issued the ticket to the passenger is the one primarily responsible for ensuring that the service requirements in Part 2 are met.

Requirements	Exceptions
<p>Section 35 Services to be provided on request</p>	<p>A carrier does not violate this Part when a requested service cannot be provided after departure or before arrival at a terminal due to the absence of on-board personnel.</p>
<p>Section 35(k) Assistance accessing on-board entertainment</p>	<p>This section does not apply to aircraft with fewer than 30 seats.</p>
<p>Section 35(m) Providing a person with a disability with an on-board wheelchair</p>	<p>This section does not apply to aircraft with fewer than 30 seats if the aisle width between passenger seats is not sufficient to accommodate the on-board wheelchair.</p>
<p>Section 40(1) Duty to transport a mobility device</p>	<p>A carrier may refuse to transport a mobility device if:</p> <ul style="list-style-type: none"> • the size of the door to the aircraft’s baggage compartment or the size of the aircraft’s baggage compartment is not large enough to accommodate the mobility aid; • it would jeopardize aircraft airworthiness; or • the weight or size of the mobility aid exceeds the capacity of the lift or ramp.
<p>Sections 50(2), 51(4), 52 Duty to provide additional seating space free of charge</p>	<p>Carriers are allowed to charge for additional seating for support persons, service dogs, or because of the nature of a disability for travel between Canada and a foreign country.</p>

4. Requirements for domestic rail carriers

Domestic rail carriers operate between three or more provinces/territories, and include rail carriers that also offer service from Canada to another country. VIA Rail Inc. (VIA) is currently the only rail carrier in this category.

Part 1 – Requirements applicable to transportation service providers

VIA must follow all sections in Part 1 of the ATPDR.

Part 2 – Service requirements applicable to carriers

VIA must provide the services set out in Part 2 of the ATPDR, with certain exceptions.

Requirements	Exceptions
Section 35 Services to be provided on request	A carrier does not violate this Part when a requested service cannot be provided after departure or before arrival at a terminal due to the absence of on-board personnel.
Section 40(1) Duty to transport a mobility device	A carrier may refuse to transport a mobility device if: <ul style="list-style-type: none">• the doorways and turning radii of every passenger rail car and the doors of every baggage car are not large enough to accommodate the mobility aid;• the weight or size of the mobility aid exceeds the capacity of the lift or ramp; or• the person must remain in the mobility aid in order to board the train and the combined weight of the person and the mobility aid exceeds the capacity of the lift or ramp.

Requirements	Exceptions
Sections 50(2), 51(4), 52 Duty to provide additional seating space free of charge	Carriers are allowed to charge for additional seating for support persons, service dogs, or because of the nature of a disability for travel between Canada and a foreign country.

Part 3 – Technical requirements applicable to carriers, Division 2

VIA must make sure that all of the trains and related facilities that they own, operate or lease meet the technical requirements set out in Part 3, Division 2. Exceptions to the requirements are noted below.

All requirements apply to trains the carrier purchased or leased on or after June 25, 2020, or for which the carrier submitted a call for tenders on that date or later.

The following are requirements that apply to pre-existing trains (those purchased or leased before June 25, 2020):

Requirements	Application
Sections 90-93, 96 Step-box, lift, ramp and stairs requirements	A carrier must follow the step box, mandatory step box, lift, ramp requirements for pre-existing trains, when the equipment is portable and not built into the trains.
Sections 97, 98 On-board mandatory wheelchair specifications	For pre-existing trains, a carrier must meet on-board wheelchair requirements. They must be available in a number that is equal to at least half of the sum of the number of mobility aid spaces and the number of wheelchair-accessible cabins on the trains.
Section 108 Passenger safety feature cards	A carrier must meet the requirements for passenger safety feature cards on pre-existing trains.

Requirements	Application
Section 117 Personal electronic devices	Where an on-board entertainment system on a pre-existing train does not offer closed captioning and audio description, the carrier must make personal electronic devices available that meet the specified requirements.

Carriers must also follow Part 3 requirements when making modifications to a pre-existing train that are not:

- related to a mechanical, electrical or plumbing system;
- made for aesthetic purposes; or
- made for maintenance or repair.

Requirements	Exceptions
General	Part 3 does not apply to trains leased on a short term basis to respond to an emergency or an unforeseen mechanical failure.
Modifications to pre-existing train	A rail carrier does not have to follow the Part 3 requirements for modifications to a pre-existing train if: <ul style="list-style-type: none"> • the dimensions of the train, amenity or equipment cannot be altered; • following the requirements would materially affect the structural integrity or safe operation of the train, amenity or equipment; or • the main purpose of the amenity or equipment would be fundamentally altered.

5. Requirements for foreign rail carriers

Foreign rail carriers provide a passenger service from another country to three or more provinces/territories in Canada. Amtrak is currently the only rail carrier in this category. This carrier must follow certain requirements in Part 1 and 2 of the ATPDR.

Part 1 – Requirements applicable to transportation service providers

Amtrak must follow section 5(a) concerning information to be published. Specifically, they must publish a notice that they are subject to the ATPDR and stating the provisions that apply to them.

Part 2 – Service requirements applicable to carriers

Amtrak must provide the services set out in Part 2 of the ATPDR, with certain exceptions.

Requirements	Exceptions
Section 35 Services to be provided on request	A carrier does not violate this Part when a requested service cannot be provided after departure or before arrival at a terminal due to the absence of on-board personnel.

Requirements	Exceptions
<p>Section 40(1) Duty to transport a mobility device</p>	<p>A carrier may refuse to transport a mobility device if the:</p> <ul style="list-style-type: none"> • doorways and turning radii of every passenger rail car and the doors of every baggage car are not large enough to accommodate the mobility aid; • weight or size of the mobility aid exceeds the capacity of the lift or ramp; or • person must remain in the mobility aid in order to board the train and the combined weight of the person and the mobility aid exceeds the capacity of the lift or ramp.
<p>Sections 50(2), 51(4), 52 Duty to provide additional seating space free of charge</p>	<p>Carriers are allowed to charge for additional seating for support persons, service dogs, or because of the nature of a disability for travel between Canada and a foreign country.</p>

6. Requirements for domestic ferry operators

Domestic ferry operators transport passengers and offer on-board services between two or more provinces/territories or between Canada and another country on vessels of at least 1,000 gross tonnes. This includes, for example, Marine Atlantic and CTMA Traversier.

Part 1 – Requirements applicable to transportation service providers

Domestic ferry operators must follow all sections in Part 1 of the ATPDR.

Part 2 – Service requirements applicable to carriers

Domestic ferry operators must provide the services set out in Part 2 of the ATPDR, with certain exceptions.

Requirements	Exceptions
Section 35 Services to be provided on request	A carrier does not violate this Part when a requested service cannot be provided after departure or before arrival at a terminal due to the absence of on-board personnel.
Sections 50(2), 51(4), 52 Duty to provide additional seating space free of charge	Ferry operators are allowed to charge for additional seating for support persons, service dogs, or because of the nature of a disability for travel between Canada and a foreign country.

Requirements	Exceptions
<p>Section 40(1) Duty to transport a mobility device</p>	<p>Ferry operators may refuse to transport a person’s mobility aid if the:</p> <ul style="list-style-type: none"> • weight or size of the mobility aid exceeds the capacity of the gangway or ramp; or • person must remain in the mobility aid in order to board the ferry and the combined weight of the person and the mobility aid exceeds the capacity of the gangway or ramp.
<p>Section 50(2), 51(4), 52 Duty to provide additional seating space free of charge</p>	<p>If an operator does not offer assigned seating on a ferry and a person with a disability needs an adjacent seat for a support persons, service dog, or because of the nature of their disability, it is the responsibility of the person with a disability to find that seat.</p>
<p>Section 53 Duty to provide an allergy buffer zone</p>	<p>If an operator does not offer assigned seating on a ferry, the operator is not required to establish an allergy buffer zone.</p>

Part 3 – Technical requirements applicable to carriers, Division 3

Domestic ferry operators must make sure that all of the vessels and related facilities that they own, operate or lease meet the technical requirements set out in Part 3, Division 3. Exceptions to the requirements are noted below.

All requirements apply to ferries the operator purchased or leased on or after June 25, 2020, or for which the operator submitted a call for tenders on that date or later. The following are the Part 3 requirements that apply to pre-existing ferries (those purchased or leased before June 25, 2020):

Requirements	Application
Sections 138, 140, 142 Step-box, ramp, gangway and stairs requirements	A ferry operator must follow the step box, ramp, gangway and stairs requirements for pre-existing ferries, when the equipment is portable and not built into the ferries.
Sections 143, 144 On-board mandatory wheelchair specifications	For pre-existing ferries, a ferry operator must meet on-board wheelchair requirements, and at least one must be available on every deck of a ferry that is accessible to a person using a wheelchair.
Section 153 Passenger safety feature cards	A ferry operator must meet the requirements for passenger safety feature cards on pre-existing ferries.
Section 164 Personal electronic devices	Where an onboard entertainment system on a pre-existing ferry does not offer closed captioning and audio description, the ferry operator must make personal electronic devices available that meet the specified requirements.
Section 178 Designated relief area	A ferry on which passengers are travelling for four or more consecutive hours must have a designated relief area. The relief area must be accessible to a person with a disability by a path that is identified by tactile and Braille signage, and cleaned and maintained on a regular basis.

Ferry operators must also follow Part 3 requirements when making modifications to a pre-existing ferry that are not:

- related to a mechanical, electrical or plumbing system;
- made for aesthetic purposes; or
- made for maintenance or repair.

Requirements	Exceptions
General	Part 3, Division 3 does not apply for a ferry leased on a short term basis to respond to an emergency or an unforeseen mechanical failure.
Modifications to pre-existing ferries	<p>A ferry operator does not have to follow the Part 3 requirements for modifications to a pre-existing ferry if:</p> <ul style="list-style-type: none"> • the dimensions of the ferry, amenity or equipment cannot be altered; • following the requirements would materially affect the structural integrity or safe operation of the ferry, amenity or equipment; or • the main purpose of the amenity or equipment would be fundamentally altered.

7. Requirements for foreign ferry operators

Foreign ferry operators transport passengers and offer on-board services for passengers from another country to Canada on vessels of at least 1,000 gross tonnage. These ferry operators must follow certain requirements in Part 1 and 2 of the ATPDR.

Part 1 – Requirements applicable to transportation service providers

Foreign ferry operators must follow section 5(a) concerning information to be published. Specifically, foreign ferry operators must publish a notice that they are subject to the ATPDR and the provisions that apply to them.

Part 2 – Service requirements applicable to carriers

Foreign ferry must provide the services set out in Part 2 of the ATPDR, with certain operators exceptions.

Requirements	Exceptions
<p>Section 35 Services to be provided on request</p>	<p>A carrier does not violate this Part when a requested service cannot be provided after departure or before arrival at a terminal due to the absence of on-board personnel.</p>
<p>Section 40(1) Duty to transport a mobility device</p>	<p>Ferry operators may refuse to transport a person’s mobility aid if the:</p> <ul style="list-style-type: none"> • weight or size of the mobility aid exceeds the capacity of the gangway or ramp; or • person must remain in the mobility aid in order to board the ferry and the combined weight of the person and the mobility aid exceeds the capacity of the gangway or ramp.
<p>Sections 50(2), 51(4), 52 Duty to provide additional seating space free of charge</p>	<p>Ferry operators are allowed to charge for additional seating for support persons, service dogs, or because of the nature of a disability for travel between Canada and a foreign country.</p>
<p>Section 50(2), 51(4), 52 Duty to provide additional seating space free of charge</p>	<p>If an operator does not offer assigned seating on a ferry and a person with a disability needs an adjacent seat for a support persons, service dog, or because of the nature of their disability, it is the responsibility of the person with a disability to find that seat.</p>
<p>Section 53 Duty to provide an allergy buffer zone</p>	<p>If an operator does not offer assigned seats on a ferry, the operator is not required to establish an allergy buffer zone.</p>

8. Requirements for domestic bus carriers

Domestic bus carriers provide service between two or more provinces/territories and also from Canada to another country. This includes, for example, for Greyhound and Megabus.

Part 1 – Requirements applicable to transportation service providers

Domestic bus carriers must follow all sections in Part 1 of the ATPDR.

Part 2 – Service requirements applicable to carriers

Domestic bus carriers must provide the services set out in Part 2 of the ATPDR, with certain exceptions.

Requirements	Exceptions
General	Part 2 does not apply to a bus that has fewer than 40 passenger seats.
Section 35 Services to be provided on request	A carrier does not violate this Part when a requested service cannot be provided after departure or before arrival at a terminal due to the absence of on-board personnel.

Requirements	Exceptions
<p>Section 40(1) Duty to transport a mobility device</p>	<p>Carriers may refuse to transport a person’s mobility aid if the:</p> <ul style="list-style-type: none"> • size of the door to the bus’s baggage compartment or the size of the bus’s baggage compartment is not large enough to accommodate the mobility aid; • weight or size of the mobility aid exceeds the capacity of the baggage compartment or of the lift, ramp or bridge plate; or • person must remain in the mobility aid in order to board the bus and the combined weight of the person and the mobility aid exceeds the capacity of the lift, ramp or bridge plate.
<p>Sections 50(2), 51(4), 52 Duty to provide additional seating space free of charge</p>	<p>Carriers are allowed to charge for additional seating for support persons, service dogs, or because of the nature of a disability for travel between Canada and a foreign country.</p>

Part 3 – Technical requirements applicable to carriers, Division 4

Domestic bus carriers must make sure that all of the buses and related facilities that they own, operate or lease meet the technical requirements set out in Part 3, Division 4. Exceptions to the requirements are noted below.

All requirements apply to buses the carrier purchased or leased on or after June 25, 2020, or for which the carrier submitted a call for tenders on that date or later (exceptions below). The following are the Part 3 requirements that apply to pre-existing buses (those purchased or leased before June 25, 2020):

Requirements	Exceptions
Sections 188, 189 Lift, ramp and bridge plate requirements	A carrier must follow the lift, ramp and bridge plate requirements for pre-existing buses, when the equipment is portable and not built into the bus.
Section 199 Passenger safety feature cards	A carrier must meet the requirements for passenger safety feature cards on pre-existing buses.
Section 205 Personal electronic devices	Where an onboard entertainment system on a pre-existing bus does not offer closed captioning and audio description, the carrier must make personal electronic devices available.

Carriers must follow all Part 3 requirements when making modifications to a pre-existing bus that are not:

- related to a mechanical, electrical or plumbing system;
- made for aesthetic purposes; or
- made for maintenance or repair.

Requirements	Exceptions
General	Part 3, Division 4 does not apply to a bus that: <ul style="list-style-type: none"> • has fewer than 40 passenger seats; or • is leased on a short term basis to respond to an emergency or an unforeseen mechanical failure.
Modifications to pre-existing buses	A carrier does not have to follow the Part 3 requirements for modifications to a pre-existing bus if: <ul style="list-style-type: none"> • the dimensions of the bus, amenity or equipment cannot be altered; • following the requirements would materially affect the structural integrity or safe operation of the bus, amenity or equipment; or • the main purpose of the amenity or equipment would be fundamentally altered.

9. Requirements for air terminals (airports)

Airports covered by the ATPDR are those that are located in Ottawa, or a provincial capital, or where at least 200,000 passengers arrived or departed during each of the two preceding calendar years. Operators of these airports (air terminal operators) must follow certain requirements in Parts 1 and 4 of the ATPDR.

Part 1 – Requirements applicable to transportation service providers

Air terminal operators must follow all sections in Part 1 of the ATPDR.

Part 4 – Requirements applicable to terminal operators

Division 1, Service requirements

Air terminal operators must follow Part 4, Division 1 of the ATPDR if the terminal has, on an average, 10 personnel who work at the terminal, calculated based on the daily average during each of the two preceding calendar years. Exceptions to the requirements are noted below.

Requirements	Exceptions
<p>Sections 216(1) Assistance for persons with disabilities</p>	<p>A terminal operator is not required to provide a person with a disability the following services if a carrier is already providing them to the person:</p> <ul style="list-style-type: none"> • assisting the person with their baggage or assisting with a wheelchair, including by providing a wheelchair if needed by the person; • assisting the person to proceed between the general public area and the curbside zone; and • assisting the person to proceed between the curbside zone and the check-in area or, if there is no check-in area, between the curbside zone and a representative of a carrier. <p>In these cases, terminal operators are encouraged to make sure the carrier is meeting the curbside assistance requirements.</p>

Division 2, Technical requirements

Air terminal operators must make sure that any airport that they own, operate or lease and any related facilities, including any amenities and equipment used in them, meet the requirements of Part 4, Division 2.

Certain requirements also apply when an operator modifies equipment or amenities used in pre-existing terminals (those terminals purchased or leased before June 25, 2020, or for which the operator submitted a call for tenders before that date). Modifications have to meet the following requirements:

Requirements	Application
Section 222 CSA Requirements	Accessible design for the built environment standards in CSA B651-18
Section 226 Seats	Terminal seating requirements
Section 228 Light rail trains and shuttle buses	Technical requirements for light-rail trains and shuttle buses that operate between any facilities at a terminal
Section 230 Non-accessible path of travel	Requirement to ensure that if there is a non-accessible path of travel inside or outside the airport, an accessible alternative is available

Requirements	Exceptions
General	Part 4, Division 2 does not apply to an area or facility of an airport that is: <ul style="list-style-type: none"> • not intended for public use; • not under control of the terminal operator; or • a commercial establishment.
Pre-existing terminals Sections 222, 226, 228, 230	The following requirements do not apply to pre-existing airport: <ul style="list-style-type: none"> • Accessible design for the built environment standards in CSA B651-18 (section 222); • Terminal seating requirements (section 226); • Technical requirements on light-rail trains and shuttle buses that operate between any facilities at an airport (section 228); and • Requirement to ensure that if there is a non-accessible path of travel inside or outside the airport, an accessible alternative is available (section 230).

Requirements	Exceptions
Modifications to a pre-existing terminal	<p>Part 4 requirements do not apply for modifications to a pre-existing terminal if:</p> <ul style="list-style-type: none"> • the modification is related to a mechanical, electrical or plumbing system or made for aesthetic purposes, maintenance or repair; • the dimensions of the airport or of the amenity or equipment cannot be altered; • the structural integrity or safe operation of the terminal or of the amenity or equipment would be materially affected; • the principal purpose of the amenity or equipment would be fundamentally altered; or • any Act of Parliament related to heritage protection would be contravened.

10. Requirements for rail terminals

The ATPDR cover rail terminals in Canada that serve VIA Rail Inc. Operators of these terminals must follow certain requirements in Part 1 and 4 of the ATPDR.

Part 1 – Requirements applicable to transportation service providers

Rail terminal operators must follow all sections in Part 1 of the ATPDR.

Part 4 – Requirements applicable to terminal operators

Division 1, Service requirements

Rail terminal operators must follow Part 4, Division 1 of the ATPDR if the terminal has, on an average, 10 personnel who work at the terminal, calculated based on the daily average during each of the two preceding calendar years. Exceptions to the requirements are noted below.

Requirements	Exceptions
<p>Sections 216(1) Assistance for persons with disabilities</p>	<p>A terminal operator is not required to provide a person with a disability the following services if a carrier is already providing them to the person:</p> <ul style="list-style-type: none"> • Assisting the person with their baggage or assisting with a wheelchair, including by providing a wheelchair if needed by the person; • Assisting the person to proceed between the general public area and the curbside zone; and • Assisting the person to proceed between the curbside zone and the check-in area or, if there is no check-in area, between the curbside zone and a representative of a carrier. <p>In these cases, terminal operators are encouraged to make sure the carrier is meeting the curbside assistance requirements.</p>

Division 2, Technical requirements

Rail terminal operators must make sure that any terminal that they own, operate or lease and any related facilities, including any amenities and equipment used in them, meet the requirements of Part 4, Division 2.

Certain requirements also apply when an operator modifies equipment or amenities used in pre-existing terminals (those terminals purchased or leased before June 25, 2020, or for which the operator submitted a call for tenders before that date). Modifications have to meet the following requirements:

Requirements	Application
Section 222 CSA Requirements	Accessible design for the built environment standards in CSA B651-18
Section 226 Seats	Terminal seating requirements
Section 228 Light rail trains and shuttle buses	Technical requirements for light-rail trains and shuttle buses that operate between any facilities at a terminal
Section 230 Non-accessible path of travel	Requirement to ensure that if there is a non-accessible path of travel inside or outside the terminal, an accessible alternative is available

Requirements	Exceptions
General	Part 4, Division 2 does not apply to an area or facility of a rail terminal that is: <ul style="list-style-type: none">• not intended for public use;• not under control of the terminal operator; or• a commercial establishment.

Requirements	Exceptions
<p>Pre-existing terminals Sections 222, 226, 228, 230</p>	<p>The following requirements do not apply to pre-existing terminals:</p> <ul style="list-style-type: none"> • Accessible design for the built environment standards in CSA B651-18 (section 222); • Terminal seating requirements (section 226); • Technical requirements on light-rail trains and shuttle buses that operate between any facilities at a terminal (section 228); and • Requirement to ensure that if there is a non-accessible path of travel inside or outside the terminal, an accessible alternative is available (section 230).
<p>Modifications to a pre-existing terminal</p>	<p>Part 4 requirements do not apply for modifications to a pre-existing terminal if:</p> <ul style="list-style-type: none"> • the modification is related to a mechanical, electrical or plumbing system or made for aesthetic purposes, maintenance or repair; • the dimensions of the terminal or of the amenity or equipment cannot be altered; • the structural integrity or safe operation of the terminal or of the amenity or equipment would be materially affected; • the principal purpose of the amenity or equipment would be fundamentally altered; or • any Act of Parliament related to heritage protection would be contravened.

11. Requirements for ferry terminals

The ATPDR cover ferry terminals in Canada that serve a ferry operator that transports passengers and offers on-board services between two or more provinces/territories or between Canada and another country on vessels of at least 1,000 gross tonnes. Operators of these terminals must follow certain requirements in Part 1 and 4 of the ATPDR.

Part 1 – Requirements applicable to transportation service providers

Ferry terminal operators must follow all sections in Part 1 of the ATPDR.

Part 4 – Requirements applicable to terminal operators

Division 1, Service requirements

Ferry terminal operators must follow Part 4, Division 1 of the ATPDR if the terminal has, on an average, 10 personnel who work at the terminal, calculated based on the daily average during each of the two preceding calendar years. Exceptions to the requirements are noted below.

Requirements	Exceptions
<p>Sections 216(1) Assistance for persons with disabilities</p>	<p>A terminal operator is not required to provide a person with a disability the following services if a carrier is already providing them to the person:</p> <ul style="list-style-type: none"> • Assisting the person with their baggage or assisting with a wheelchair, including by providing a wheelchair if needed by the person; • Assisting the person to proceed between the general public area and the curbside zone; and • Assisting the person to proceed between the curbside zone and the check-in area or, if there is no check-in area, between the curbside zone and a representative of a carrier. <p>In these cases, terminal operators are encouraged to make sure the carrier is meeting the curbside assistance requirements.</p>

Division 2, Technical requirements

Ferry terminal operators must make sure that any terminal that they own, operate or lease and any related facilities, including any amenities and equipment used in them, meet the requirements of Part 4, Division 2.

Certain requirements also apply when an operator modifies equipment or amenities used in pre-existing terminals – those purchased or leased before June 25, 2020, or for which the operator submitted a call for tenders before that date. Modifications have to meet the following requirements:

Requirements	Application
Section 222	Accessible design for the built environment standards in CSA B651-18
Section 226 Seats	Terminal seating requirements
Section 228 Light rail trains and shuttle buses	Technical requirements for light-rail trains and shuttle buses that operate between any facilities at a terminal
Section 230 Non-accessible path of travel	Requirement to ensure that if there is a non-accessible path of travel inside or outside the terminal, an accessible alternative is available

Requirements	Exceptions
General	Part 4, Division 2 does not apply to an area or facility of a terminal that is: <ul style="list-style-type: none"> • not intended for public use; • not under control of the terminal operator; or • a commercial establishment.
Pre-existing terminals Sections 222, 226, 228, 230	The following requirements do not apply to pre-existing terminals: <ul style="list-style-type: none"> • Accessible design for the built environment standards in CSA B651-18 (section 222); • Terminal seating requirements (section 226); • Technical requirements on light-rail trains and shuttle buses that operate between any facilities at a terminal (section 228); and • Requirement to ensure that if there is a non-accessible path of travel inside or outside the terminal, an accessible alternative is available (section 230).

Requirements	Exceptions
<p>Modifications to a pre-existing terminal</p>	<p>Part 4 requirements do not apply to modifications to a pre-existing terminal if:</p> <ul style="list-style-type: none"> • the modification is related to a mechanical, electrical or plumbing system or made for aesthetic purposes, maintenance or repair; • the dimensions of the terminal or of the amenity or equipment cannot be altered; • the structural integrity or safe operation of the terminal or of the amenity or equipment would be materially affected; • the principal purpose of the amenity or equipment would be fundamentally altered; or • any Act of Parliament related to heritage protection would be contravened.

12. Requirements for bus terminals

The ATPDR cover bus terminals in Canada that serve a bus carrier that provides a passenger service between two or more provinces/territories and from a point of origin in Canada to a point of destination in a foreign country (for example, Greyhound and Megabus). Operators of these terminals must follow certain requirements in Part 1 and 4 of the ATPDR.

Part 1 – Requirements applicable to transportation service providers

Ferry terminal operators must follow all sections in Part 1 of the ATPDR.

Part 4 – Requirements applicable to terminal operators

Division 1, Service requirements

Bus terminal operators must follow Part 4, Division 1 of the ATPDR if the terminal has, on an average, 10 personnel who work at the terminal, calculated based on the daily average during each of the two preceding calendar years. Exceptions to the requirements are noted below.

Requirements	Exceptions
<p>Sections 216(1) Assistance for persons with disabilities</p>	<p>A bus terminal operator is not required to provide a person with a disability the following services if a carrier is already providing them to the person:</p> <ul style="list-style-type: none"> • Assisting the person with their baggage or assisting with a wheelchair, including by providing a wheelchair if needed by the person; • Assisting the person to proceed between the general public area and the curbside zone; and • Assisting the person to proceed between the curbside zone and the check-in area or, if there is no check-in area, between the curbside zone and a representative of a carrier. <p>In these cases, terminal operators are encouraged to make sure the carrier is meeting the curbside assistance requirements.</p>

Division 2, Technical requirements

Bus terminal operators must make sure that any terminal that they own, operate or lease and any related facilities, including any amenities and equipment used in them, meet the requirements of Part 4, Division 2.

Certain requirements also apply when an operator modifies equipment or amenities used in pre-existing terminals (those purchased or leased before June 25, 2020, or for which the operator submitted a call for tenders before that date).

Requirements	Application
Section 222 CSA Requirements	Accessible design for the built environment standards in CSA B651-18
Section 226 Seats	Terminal seating requirements
Section 228 Light rail trains and shuttle buses	Technical requirements for light-rail trains and shuttle buses that operate between any facilities at a terminal
Section 230 Non-accessible path of travel	Requirement to ensure that if there is a non-accessible path of travel inside or outside the terminal, an accessible alternative is available

Requirements	Exceptions
General	Part 4, Division 2 does not apply to an area or facility of a terminal that is: <ul style="list-style-type: none"> • not intended for public use; • not under control of the terminal operator; or • a commercial establishment.
Pre-existing terminals Sections 222, 226, 228, 230	The following requirements do not apply to pre-existing terminals: <ul style="list-style-type: none"> • Accessible design for the built environment standards in CSA B651-18 (section 222); • Terminal seating requirements (section 226); • Technical requirements on light-rail trains and shuttle buses that operate between any facilities at a terminal (section 228); and • Requirement to ensure that if there is a non-accessible path of travel inside or outside the terminal, an accessible alternative is available (section 230).

Requirements	Exceptions
<p>Modifications to a pre-existing terminal</p>	<p>Part 4 requirements do not apply to modifications to a pre-existing terminal if:</p> <ul style="list-style-type: none"> • the modification is related to a mechanical, electrical or plumbing system or made for aesthetic purposes, maintenance or repair; • the dimensions of the terminal or of the amenity or equipment cannot be altered; • the structural integrity or safe operation of the terminal or of the amenity or equipment would be materially affected; • the principal purpose of the amenity or equipment would be fundamentally altered; or • any Act of Parliament related to heritage protection would be contravened.

13. Requirements for cruise ship terminals

A cruise ship terminal operator is the owner, operator or lessee of a port that permits the mooring of cruise ships. Cruise ship terminal operators must follow the requirements under Part 4, Division 2.

Part 4 – Requirements applicable to terminal operators

Division 2, Technical requirements

Cruise ship terminal operators must make sure that any terminal it owns, operates or leases and any related facilities (including any amenities and equipment used in them), meet the requirements of Part 4, Division 2.

Certain requirements also apply when an operator modifies equipment or amenities used in pre-existing terminals (those purchased or leased before June 25, 2020, or for which the operator submitted a call for tenders before that date). Other than certain exceptions noted below, any modifications have to meet the following requirements:

Requirements	Application
Section 222	Accessible design for the built environment standards in CSA B651-18
Section 226 Seats	Terminal seating requirements
Section 228 Light rail trains and shuttle buses	Technical requirements for light-rail trains and shuttle buses that operate between any facilities at a terminal
Section 230 Non-accessible path of travel	Requirement to ensure that if there is a non-accessible path of travel inside or outside the terminal, an accessible alternative is available

Requirements	Exceptions
General	<p>Part 4, Division 2 does not apply to an area or facility of a terminal that is:</p> <ul style="list-style-type: none"> • not intended for public use; • not under control of the terminal operator; or • a commercial establishment.
<p>Pre-existing terminals Sections 222, 226, 228, 230</p>	<p>The following requirements do not apply to pre-existing terminals:</p> <ul style="list-style-type: none"> • Accessible design for the built environment standards in CSA B651-18 (section 222); • Terminal seating requirements (section 226); • Technical requirements on light-rail trains and shuttle buses that operate between any facilities at a terminal (section 228); and • Requirement to ensure that if there is a non-accessible path of travel inside or outside the terminal, an accessible alternative is available (section 230).

Requirements	Exceptions
<p>Modifications to a pre-existing terminal</p>	<p>Part 4 requirements do not apply to modifications to a pre-existing terminal if:</p> <ul style="list-style-type: none"> • the modification is related to a mechanical, electrical or plumbing system or made for aesthetic purposes, maintenance or repair; • the dimensions of the terminal or of the amenity or equipment cannot be altered; • the structural integrity or safe operation of the terminal or of the amenity or equipment would be materially affected; • the principal purpose of the amenity or equipment would be fundamentally altered; or • any Act of Parliament related to heritage protection would be contravened. <p>In these cases, terminal operators are encouraged to make sure the carrier is meeting the curbside assistance requirements.</p>

14. Requirements for CATSA

Part 1 – Requirements applicable to transportation service providers

The Canadian Air Transport Security Authority (CATSA) must follow all sections in Part 1 of the ATPDR.

Part 5 – Requirements applicable to CATSA and CBSA

CATSA must follow the requirements under Part 5 of the ATPDR for the security screening services to be provided to persons with disabilities and the accessibility of signage in areas of a terminal that are used for security screening of travellers.

15. Requirements for CBSA

Part 1 – Requirements applicable to transportation service providers

Canada Border Services Agency (CBSA) must follow all sections in Part 1 of the ATPDR.

Part 5 – Requirements applicable to CATSA and CBSA

CBSA must follow the requirements under Part 5 of the ATPDR for the border clearance services to be provided to persons with disabilities and the accessibility of signage in areas of a terminal that are used for border clearance of travellers.