

MOVING AHEAD

Spring 2001



CANADIAN TRANSPORTATION AGENCY

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CHAIRMAN'S MESSAGE



Marian Robson

During my tenure as Chairman of the Canadian Transportation Agency, a wide variety of accessibility obstacles have been reviewed. This newsletter has been dedicated to one obstacle: Communication.

Without effective communication, there can be no clear understanding; without clear understanding, there can be no successful action; that is, the removal of mobility barriers to persons with disabilities. Communication among the service providers, service users and the Agency not only identifies the obstacles, but also helps to determine the best method for their removal. One of the Agency's primary missions has always been the removal of undue obstacles. This task is accomplished by the resolution of individual complaints and the development of regulations and codes of practice.

Without feedback from travellers who are disabled, it is difficult to determine how well the Agency's



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codes and regulations are working; therefore, the Accessible Transportation Directorate studies accessibility issues and conducts surveys in the transportation industry. For example, between May and August of 2000, the Agency conducted a survey of air travel at major Canadian airports. This survey allowed travellers with disabilities to voice their opinions and to comment on their travel experience. With this valuable information, the Agency has an additional tool to clearly identify both strengths and weaknesses in Canada's federal transportation network.

A report from the most recent meeting of the Agency Advisory Committee demonstrated that many positive changes have been made. Some significant gaps in compliance were identified, particularly in the provision of information to passengers with unique needs. Where there is room for improvement, it is hoped that the service providers, now more conscious of shortcomings, will implement the suggestions of the

Agency. If they do not, the Agency must consider whether or not to convert these suggestions into regulations.

I am happy to report that the staff of the Accessible Transportation Program have expanded this communication on all fronts and that the exchange of information regarding problems, concerns and solutions has accelerated. Communication and dialogue among the Agency, service providers and service users identifies where improvements can be made and practical solutions found. Accessibility is all about moving forward; the more we accomplish, the more we realize we can do. Communicating successes as best practices is meant to motivate industry to redouble its efforts and to do even more to promote universal access to the transportation system. Communication lights up the road ahead. ♦

AIR TRAVEL ACCESSIBILITY SURVEY

Canadian airports and flights can be confusing and frustrating. Long line-ups, muffled public announcements, luggage dragged to check-in points and delayed flights happen daily in all major airports. Now add the challenges faced by travellers with disabilities. The enjoyment of travelling can quickly become intimidating when there are additional obstacles in the path of a smooth trip.

How accessible is air transportation for people with disabilities? That was the question behind the "Taking Charge of Air Travel" survey conducted during the summer of 2000 at six Canadian airports. Preliminary results show that the respondents surveyed provided a fairly positive and encouraging picture of their experience when they travelled. These results do however vary by subgroup of persons with disabilities. In many ways, these results were surprising given that the survey coincided with a very turbulent time of airline restructuring and peak travel period.

Why Was a Survey Needed?

The Canadian Transportation Agency monitors implementation of its regulations and codes of practice

respecting transportation accessibility by reviewing submissions from the transportation industry and by receiving complaints filed with the Agency. This however can only provide a partial picture of a traveller's experience. Very little statistical information was available on the accessibility of the transportation network in Canada or on the makeup of the population of persons with disabilities who travel.

The goal of the survey was to gather reliable statistical data on the accessibility of air travel in Canada for persons with disabilities, and to learn more about achievements in accessible transportation and remaining obstacles to the mobility of persons with disabilities. This survey was the most comprehensive national survey of accessibility in the air transportation network. The results will be shared with both the travel industry and travellers in an effort to promote better service.

"Many of the survey findings reflected issues raised by travellers who have filed past complaints with the Agency," says Marian Robson, Chairman of the Canadian



Transportation Agency. “The information obtained from the survey is extremely valuable. It will enable the Agency to focus on improving accessibility with concrete feedback.”

The most common disability related complaints filed with the Agency for all modes of transportation in 2000 addressed service issues, carrier- and terminal-related communication issues, and seating arrangements. These issues were also among the most often raised in the survey.

The Issues

The survey asked questions about issues such as booking agents’ awareness of services and facilities for persons with disabilities; ease of access to different areas of the airports; readability of flight schedule monitors; clarity of public address announcements; helpfulness of check-in personnel; facilitation of passenger boarding and baggage handling; seating arrangements; availability of accessible equipment on-board aircraft such as wheelchairs; and accommodations provided for service animals.

Who Responded?

Agency representatives distributed over 4,200 surveys between May and August 2000 in Halifax, Montreal, Ottawa, Toronto, Calgary and Vancouver. Over 1,700 questionnaires were either returned by mail or completed over the phone.

Of the 1,716 respondents, a total of 1,120 indicated that they had a disability (65% of the total). Seniors over the age of 65 made up 81% of respondents with disabilities.

Individuals with all types of disabilities were surveyed, including those with mobility impairments, hearing impairments, respiratory or cardiac conditions, low vision, who are blind, who are deaf, and those with agility impairment and learning disabilities. Individuals with mobility impairments were by far the largest number of travellers with disabilities represented in the study (63%) followed by travellers who are hard of hearing (31%). Over 40% of travellers with disabilities indicated that they had multiple disabilities.

With a response rate of just over 40%, this survey provides a very reliable pool of statistical results which the Agency will use to highlight trouble spots and obstacles that need to be addressed.

The Results

“In the context of accessibility criteria laid out by the Agency,” says Ms. Robson, “the carriers and airports appear to have met the needs of most travellers surveyed, most of the time.”

For all airports combined, at least 85% of respondents with disabilities found each of the main airport facilities surveyed accessible. Information broadcasted via the public address system in airports appears to be the least accessible since almost one third of respondents with disabilities indicated that public address announcements were difficult to understand.

Ninety-two percent of respondents with disabilities indicated that check-in staff were familiar with services the carrier could provide to accommodate their needs. However, the relay of information for special service requests made when booking was not properly passed on to the check-in personnel in 19% of cases. This

breakdown in communication could be the source of problems experienced by many passengers later on during their trip.

Seating requests posed a large obstacle for travellers with disabilities.

In-flight assistance met the needs of passengers with disabilities in 95% of the cases.

Of all boarding services required, assistance to enplane was the service that met the needs of respondents most often (91%). The most problematic type of boarding assistance reported in the survey was the stowing and retrieving of baggage (15%).

While the communication of announcements on-board aircraft is much better than that provided at airports, 15% of respondents with disabilities nonetheless indicated that on-board announcements were not clearly communicated to them.

How the Results Will be Used

The information will be used to help the Agency evaluate the progress that has been made to date and set priorities for further improvement in the air transportation sector in Canada.



It also provides valuable information about existing obstacles to the mobility of persons with disabilities, including seniors, in the federal air transportation system, even where there is full industry compliance with the current regulations and code. The survey also provides a profile of Canadians with disabilities who travel by air, including demographic data such as the frequency, purpose and limitations of their travel, and information about their needs.

Transportation service providers will find the survey data useful because it will help them focus on improvements to accommodations required to respond to the needs of travellers with disabilities. Organizations of and for persons with disabilities will also obtain an overview of the obstacles their members encounter when travelling by air.

“The survey has highlighted areas where the Agency, air carriers and airports in Canada must continue to work together to improve services, equipment and facilities to better respond to the needs of travellers with disabilities when travelling by air.” according to Ms. Robson.

Final Report

A report summarizing the survey findings will be released in the summer of 2001. If you would like to receive a hard copy of this report or be notified when an electronic copy is available on the Canadian Transportation Agency’s web site, please contact us.

Canadian Transportation Agency

The Canadian Transportation Agency is mandated to administer Canadian legislation and regulations to promote a national transportation system that is accessible to persons with disabilities. Under the Canada Transportation Act, the Agency has the power to develop regulations to remove undue obstacles to the mobility of persons with disabilities who travel on federally-regulated modes of transportation. It also works in partnership with both the travel industry and travellers at every opportunity to improve conditions for accessible transportation. ◆

RECIPROCAL RECOGNITION OF PARKING BADGES

European Conference of Ministers of Transport

At the November 2000 meeting, all countries represented agreed to recognize Canadian parking badges. Most of them already accept valid parking badges from other countries as long as they display the international wheelchair logo. With Resolution 97/4 of the European Conference of Ministers of Transport, Canada has the

privilege to avail itself of the benefits of the agreement by having its provincial and territorial parking badges recognized in European Conference of Ministers of Transport member countries. To view a copy of the resolution and the parking policies of all participating countries, visit their website at www.oecd.org/cem/topics/handicaps/parking.htm

ARCHITECTURAL AND TRANSPORTATION BARRIERS COMPLIANCE BOARD

Passenger Vessel Access Advisory Committee

by René Campeau

The Agency participated as an *ex officio* member of an American Committee which developed accessibility guidelines applying to some 10,000 newly constructed and altered passenger vessels. Created in August 1998, the Passenger Vessel Access Advisory Committee (PVAAC) presented its recommendations to the US Access Board on November 17, 2000.

The report details access criteria which takes into account certain

design considerations for ferries, gaming boats, sightseeing boats and cruise ships.

The Board will use the Committee's recommendations to develop accessibility guidelines for passenger vessels.

The report is available at the following website:

www.access-board.gov/pvaac/commrept



AIR ACCESS AND SERVICE COMPLAINTS: THE AGENCY'S RESPONSIBILITY

by Julia Seferovic

Many of you are already familiar with some of the functions of the Agency's Accessible Transportation Directorate. During a recent trip, you may have consulted our air travel guide for persons with disabilities, *Taking Charge of the Air Travel Experience*, or you may have been approached to partake in our survey on accessibility, or maybe you encountered an undue obstacle and filed an accessibility complaint with us.

In any case, the Canadian Transportation Agency keeps abreast of changes in the transportation industry and responds to the needs of Canadians as the sector evolves, to ensure travel can be more effectively regulated. Recently, there has been a need to provide air travellers the opportunity to be heard or voice their concerns regarding unsatisfactory experiences on an airline serving Canada.

In response to this need, a new Air Travel Complaints Commissioner, Mr. Bruce Hood, was appointed. A number of consumer relations



specialists have also been hired. This team has the responsibility of handling those consumer complaints that travellers could not initially resolve with the airline, as well as complaints

for which there is no existing remedy (for example, for customer service quality). Complaints about accessibility continue to be dealt with by the Agency as they have in the past.

What types of complaints can be filed with the Agency?

In addition to complaints on federal transportation, including accessibility (rail, marine, and air), the Agency may now rule on:

- *Fares on "monopoly" routes within Canada* – Complaints may be filed concerning the cost of tickets for routes with limited competition.

- *Terms and conditions of carriage* – A carrier must comply with and make public its policies on issues such as lost or damaged baggage, involuntary denied boarding (bumping) and minors travelling alone.
- *Reduction of service to a community* – The last or second-last carrier that proposes to reduce or discontinue service to a certain community must give notice prior to changing the service.
- *Charter carriers* – These carriers operate differently from scheduled carriers. The Agency has jurisdiction over the air portion of a purchased travel package (i.e. fares, quality of service), but not on the land portion (i.e. tours, hotel, etc.)
- *Quality of customer service* – If you are unable to resolve an issue with an airline, you may bring your complaint to the Agency to continue trying to seek a resolution.
- *International routes* – The Agency can investigate complaints that a carrier has failed to respect the provisions of the international air

transportation agreement applicable to a certain flight as well as complaints regarding fares, rates, charges, and terms and conditions of carriage.

- *Foreign Air Carriers* – The Agency will try to resolve these complaints either directly or with the cooperation of other government bodies. (For other types of complaints, please refer to page 11.)

The Agency has already been ruling on complaints regarding obstacles to accessible air travel for the last ten years. This does not change with the new Air Travel Complaints Commissioner. In fact, travellers with disabilities now have more ways to be served by the Agency.

If, for example, during a flight a traveller's luggage is lost, including his or her mobility aid, the traveller should first try and seek a resolution to the issue with the carrier. If the settlement is unsatisfactory to the traveller, he or she may then contact the Agency to file both a complaint on lost luggage and on a carrier's accessibility services.



How do you register a complaint with the Agency?

Before a complaint may be registered at the Agency, the traveller should try first to approach the carrier who provided the service and bring the complaint to their attention. Often issues such as the quality of service can be settled directly with the carrier.

If you are not satisfied with the airline's response to your complaint, you may then contact the Agency to file a written complaint. Make sure to have ready all the facts and available documentation about your flight. Get out your purchasing receipt, flight confirmation and itinerary, the names of the carrier representatives with whom you spoke and a copy of your ticket.

It is important to provide the complaints officer with as much detail as possible concerning your experience when filing the complaint at the Agency. These things are useful in speeding up the resolution process. If you do not have this documentation, your complaint may take a bit longer to process.

The complaint forms can be obtained by calling our toll free number, by visiting our website for an on-line complaint form, or by mailing or faxing the Agency.

Other types of complaints:

Complaints regarding air travel *safety, security, and carrying dangerous goods* by air (oxygen tanks, for example) are not under the Canadian Transportation Agency's jurisdiction and can only be addressed by Transport Canada.

Problems encountered in an *airport terminal* (as opposed to during the flight or with the air carrier) should be brought to the direct attention of the airport authority to be settled. If the complaint is with regards to accessibility in the terminal and the airport authority has been unable to settle the matter to your satisfaction, the Agency may be contacted to file an accessibility complaint.

Complaints regarding *bilingual customer services* should first be taken to the carrier to be resolved. If you wish to pursue the issue, and it concerns Air Canada or one of its affiliates (the only carriers subject to Canada's *Official Languages Act*), you may pursue the issue with the Official Languages Commissioner.

Any concerns regarding *human rights* concerns, issues, or service complaints should be addressed directly to the Canadian Human Rights Commission.

Finally, complaints concerning the land portion of a *tour package* come under provincial jurisdiction and must be directed to your provincial travel registrar or your provincial government. Only the flight portion of the package, however, may be addressed by the Air Travel Complaints Commissioner.



ACCESSIBLE TRANSPORTATION DIRECTORATE CANADIAN TRANSPORTATION AGENCY

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Their work is no secret. “Our approach is consultation, consultation and more consultation.”

Asked whether the travel industry’s attitude toward people with disabilities has changed over the past ten years, H  l  ne Nadeau answers with an anecdote.

“When we started talking about developing standards for accepting guide dogs on aircraft, the first reaction was ‘Oh no, we can’t have dogs on aircraft. What if they go ballistic, what if they drink too much and can’t contain themselves’.

“Through education, and having industry speak to leaders in the blind community, we were able to help industry realize that these dogs are well trained. Before long, they were accepted everywhere in the transportation system.”

It’s what happened next that really pleases H  l  ne.

“As longer flights became more common, airline employees again expressed concern that the dogs might not be able to behave properly for such extended periods. This time, industry didn’t even approach us – they simply reassured their employees that guide dogs are well trained and would not present a problem.”

That’s what the Directorate of Accessible Transportation is all

about – working with industry and the community of persons with disabilities to remove undue obstacles to mobility. H  l  ne notes with pride the dramatic increase in training programs among air carriers and the fact that people with disabilities are often hired to deliver them.



The Directorate is a facilitator. “Our advisory committee is made up of officials of all national organizations representing people with disabilities and the industry,” explains Hélène. There’s still work to be done – for instance accommodating people with invisible disabilities such as deafness or a cognitive disability. “These people have unique service needs. Too often, we have a

tendency to pigeonhole people” – and make assumptions about their needs.

“Carriers know that no two customers are the same. Now they’re learning that people with disabilities are not all the same either.” Helping them with that valuable lesson is the Directorate of Accessible Transportation. ♦

ACCESSIBLE AIR TRANSPORTATION IN CANADA, PUTTING PRINCIPLES INTO PRACTICE

The Canadian Transportation Agency is working to make it easier for persons with disabilities to travel in Canada. As part of its mandate under the *Canada Transportation Act*, the Agency is responsible for developing, administering and monitoring accessibility regulations covering the transportation network under federal jurisdiction. This network includes air carriers and airports; federal passenger rail carriers and stations; and interprovincial ferry services and their terminals.

After extensive consultations with its Accessibility Advisory Committee, the air industry, the community of

persons with disabilities and other interested parties, the Agency launched the Code of Practice – Aircraft Accessibility for Persons with Disabilities (Air Code) in the fall of 1996. Canadian air carriers had until 1999 to meet most of the requirements of the Air Code. Air carriers agreed to implement the Air Code on a voluntary basis and the Agency is committed to monitor its full implementation.

1999 Results

Since many of the provisions in the Air Code were expected to be in effect in 1999, the Agency conducted its first monitoring survey at



this time. In 1999, 17 carriers operating a total of 461 aircraft filed submissions with the Agency. The air industry has grown since the benchmarking survey in 1997, which surveyed 16 air carriers operating a total of 410 aircraft.

The Agency has completed and interpreted the first survey in the five-year implementation plan to ensure that Canadians with disabilities have all of the aircraft accessibility features included in the Air Code in place by January 1, 2002. The 1999 figures from the carriers provide a snapshot of the situation. This enables the Agency to monitor the air industry's progress, to highlight areas of compliance with provisions of the Air Code, improvement and areas requiring additional attention to ensure that the full fleet of aircraft is in compliance.

The results show that many Canadian carriers have implemented features that were expensive and not required until 2002. Yet they still need to apply many inexpensive initiatives already slated to be in effect by 1999 in the Air Code.



Canadian air carriers' fleets were broken down into three categories: small aircraft (aircraft with 30 to 99 passenger seats), medium (with 100 or more passenger seats with one aisle), and large (with 100 or more passenger seats with more than one aisle).

The results of this phase of monitoring of the Air Code were both surprising and disappointing. Many Canadian carriers have implemented features that were relatively expensive or difficult to install (such as movable aisle armrests and on-board wheelchairs) or that were not required until 2002 (several washroom criteria). However, there have been no improvements

related to features that should have been easy and inexpensive to install (such as colour contrasting strips and appropriate signage).

“Although some enhancements were observed, there were many areas where progress is absent, and where notable decline in compliance has been noted since the benchmarking survey in 1997.” said Marian Robson, Chairman, Canadian Transportation Agency. “The general lack of progress in the implementation of the Air Code is very disappointing, but I am confident that the results of the 1999 survey will be used to ensure full compliance is seen after the 2002 monitoring survey is completed.”

The overall results showed a decrease in compliance with many criteria for the fleet of aircraft as a whole. The largest aircraft had the most accessibility features installed and the smallest aircraft had the least. This finding is consistent with the 1997 benchmark survey.

All categories of aircraft (small, medium and large) showed a decrease in compliance with the various signage criteria. Only 4% of the entire fleet complied with

signage supplemented with braille. This is down from 9% in 1997. As well, less than half of all aircraft provided visual means of communications with passengers, dropping from 57% in 1997 to 40% in 1999. Tactile row marker criteria showed an overall decrease with only 9% of the total fleet meeting compliance.

Improvements were noted in the implementation of the 50% movable aisle armrests provision, increasing significantly from 98 aircraft in 1997 to 181 aircraft in 1999 (or from 23% to 39% of the total fleet). The number of aircraft in the fleet that carried an on-board wheelchair at all times increased, with 271 aircraft (59%) reporting full compliance (up from 194 aircraft, or 47% in 1997).

While the compliance with the washroom criteria was very high for the larger aircraft and fairly high for the medium-sized category, the smaller-sized aircraft showed many declines. Colour-contrasting on washroom accessories and controls were the criteria most often missing in all three categories.

The improvements in the availability of features such as moveable aisle armrests, and several washroom



criteria were encouraging because they are not mandatory until 2002. There was also a significant increase in the percentage of the total fleet that carried on-board wheelchairs at all times. There was close to full compliance with lighting and flooring criteria as well.

Small Aircraft

Overall, the results for this category, which represented 44% of the total fleet, were poor. There were substantial decreases in accessible features in 1999 compared to 1997.

The greatest declines involved the following criteria: signage; colour contrasting on integrating boarding stairs (a significant drop from 69% in 1997 to 47% in 1999); adequate space for service animals (from 58% to 45%); tactile row-markers (from 20% to 8%); visual and verbal means of communicating with passengers; and most on-board washroom criteria.

Handrail and other boarding stair criteria improvements were noted in addition to an increase from 15% to 22% of the aircraft meeting the 50% moveable aisle armrests' criteria. An encouraging improvement was



the provision of safety briefing cards in braille, with over three-quarters of the small aircraft complying.

Medium Aircraft

There has been a significant increase in the number of aircraft in this category in 1999. The aircraft in this category represented 37% of the total fleet in 1999, up from 30% in 1997.

Given the industry's increased reliance on aircraft this size, the Agency and the air carriers will have to work hard to be certain that all accessibility criteria are met to ensure that Canadians with disabilities are provided barrier-free air travel.

Overall, the improvements in equipment such as moveable aisle armrests and on-board wheelchairs were very encouraging in the reports

on this category. However, the lack of improvements and the apparent declines in many of the inexpensive and easy to install features such as signage, colour contrasting and tactile signs were, once again, very disappointing.

The significant decline in compliance with various criteria areas reported by this group was startling. A large number of aircraft did not meet the criteria for signage, dropping from 96% in 1997 to only 58%. The percentage of aircraft that had adequate storage space for service animals dropped from 100% to 73%. In-cabin storage space for wheelchairs also decreased significantly from 50% of the aircraft in 1997 to only 8% in 1999. Signage supplemented with braille remains entirely absent from the fleet of aircraft in this category.

Improvements included: an increase in the number of aircraft carrying supplemental passenger briefing cards in large print and braille; and almost two-thirds of medium-sized aircraft have moveable armrests on 50% of aisle seats. Also, over 85% of the aircraft in this category carried on-board wheelchairs. This was an increase of over 30 percentage points

from the benchmark survey in 1997. Compliance for many washroom criteria was also noted.

Large Aircraft

Representing 19% of the total fleet, this group showed the most improvement. The results of the survey on compliance with the Air Code were quite encouraging. Seventy percent of the 43 accessibility features required by the Air Code were met with either improvement in compliance or full compliance.

However, the criteria of the Air Code which concern the needs of persons with sensory disabilities remain absent on many aircraft in this category. Communication of information with persons with hearing and visual impairments continues to pose challenges for air carriers.

The most significant improvements in accessibility in this category involved the criteria for moveable aisle armrests on 50% of passenger seats (from 16% in 1997 to 42% in 1999) and tactile row-markers on overhead bins (from 0% to 22%). Aircraft providing communication of announcements by visual means also increased to over 50%.



There was an improvement in 18 of the 31 washroom criteria required of aircraft in this category and improvements in the criteria for grab bars, coat hooks and call buttons. Full compliance was reported with washroom criteria for adequate floor space for an on-board wheelchair on large aircraft.



As evident in the other two aircraft groups, there was significant decrease in compliance with the criteria for signage position and characteristics, storage space for passengers' manual folding wheelchairs and a notable decrease in the number of aircraft which kept supplemental passenger briefing cards in large print and braille.

A Look Ahead

"As Chairman of the Agency, I attach great importance to the accessibility of the Canadian transportation network," says Ms. Robson. "I am well aware of the amount of work involved and believe that concrete results can be expected from the air industry with respect to full implementation of the Air Code. The results from the 1999 survey provide a clear picture of what has been done and where more work is still needed to ensure full compliance with the provisions of the Air Code within the Canadian air transportation network."

The need for timely and accurate reporting of results for the 2002 monitoring survey will be of great importance. The Agency will continue to work with air carriers to help ensure that there is full voluntary compliance with the Air Code by the January 1, 2002 deadline.

On completion of the 2002 survey, the Agency and stakeholders in the community of persons with disabilities will closely review the effectiveness of the Air Code in encouraging positive changes in aircraft accessibility.

“We are currently working with the industry to ensure that compliance with all accessibility criteria in the Air Code is realized by January 2002,” said Ms. Robson. “Revised action plans addressing measures that will be taken over the next year, and more directly within the next six months, are currently being implemented. We are confident that ensuring compliance with all accessibility

criteria contained in the Air Code will be a high priority for all carriers since the industry prefers a voluntary regime to ensure air travel accessibility in Canada. However, should the voluntary approach not bring about the expected results, the Agency will consider making regulations to remove undue obstacles to the mobility of persons with disabilities.” ♦

WEB RESOURCES

Air Canada has produced an amended brochure outlining its services for people with disabilities. Ask your local travel agent for a copy or visit its website at

www.aircanada.ca/services/services/special/

Marine Atlantic, North Sydney, Nova Scotia, operates all its ferries in full compliance with the Canadian Transportation Agency’s Code of Practice on Ferry Accessibility for Persons with Disabilities.

www.marine-atlantic.ca/marinee/cuserv/nojava/index.htm

VIA Rail offers special services for persons with disabilities when travelling across Canada.

www.viarail.ca/en.avot.beso.html

Canadian Consumer Information – Canada’s first on-line gateway to consumer information from government and its partners

www.consumerinformation.ca



UPCOMING CONFERENCES AND TRADE SHOWS

Transed 2001 Towards Safety, Independence and Security

This is the 9th International Conference on Mobility and Transport for Elderly and Disabled People and will take place in Warsaw, Poland from July 2-5, 2001.

<http://transed2001.idn.org.pl/>

People in Motion

Canada's premier event for persons with disabilities, seniors with special needs and professionals working in related areas. This year's show will take place in Toronto on June 1-2, 2001.

www.people-in-motion.com/

Inclusion by Design, Planning the Barrier-Free World

The Canadian Council on Rehabilitation and Work will host this unique and progressive international event in Montreal from June 1-5, 2001.

[www.ccrw.org/ccrw/
worldcongress/dates.htm](http://www.ccrw.org/ccrw/worldcongress/dates.htm)

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