

**Directive #2020-D-016**

**Subject:** Provision of Assistance to Persons with Disabilities at Toronto Pearson Airport Due to New Regulations

**From:** Stakeholder Relations and Communications

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**Date of Issue:** December 22, 2020

**Effective:** January 1, 2021

Effective January 1, 2021, certain provisions of the *Accessible Transportation for Persons with Disabilities Regulations* (the "**ATPDR**") administered by the Canadian Transportation Agency ("**CTA**") will come into effect. The ATPDR now requires that assistance services be provided by the terminal operator to persons with disabilities ("**PWD**") who require assistance between the curbside area and check-in counters, and from the general public arrivals area to the curbside area, **with an exception** provided for airports where airlines are presently providing such curbside assistance through either their third-party provider or their own uniformed staff. More information on the regulations can be found [here](#). The obligation of airlines to provide PWD assistance between the check-in counters and aircraft, and the aircraft and the general public arrivals area, remains with the airlines.

Because this service has been historically performed by airlines at Toronto Pearson, the above exception applies at Toronto Pearson. Therefore, at Toronto Pearson PWD curbside assistance can be provided by airlines or the GTAA.

To avoid imposing (to the extent possible) a new operating arrangement upon the airlines and to continue to provide choice and flexibility as to how these requirements can be met while delivering a seamless process to the traveling public and minimizing new airport fees on airlines, the GTAA has provided all airlines with two options to provide PWD curbside assistance services:

<b>Option 1: Airline Managed Service</b>	<b>Option 2: GTAA Managed PWD Curbside Assistance Service</b>
<p>Status quo: airlines continue to provide curbside PWD assistance through their own uniformed staff or third-party licensed provider at their own cost.</p> <p>For airlines providing PWD assistance through their own uniformed staff, this option will also permit airlines to contract directly with one of three licensed PWD providers in lieu of using their own staff, if the airlines so desire.</p>	<p>GTAA will provide curbside PWD assistance through a third-party provider between the curbside area and terminal check-in counters, and between the general public arrivals area and the curbside. This arrangement:</p> <ul style="list-style-type: none"> <li>• Provides an alternative for airlines who do not wish to continue to provide (or future new entrant airlines who do not wish to provide) curbside PWD assistance through their uniformed staff or third-party PWD provider.</li> <li>• Is staffed through a direct contractual arrangement between the GTAA and a third party PWD assistance provider (outside of the Core Services program).</li> <li>• Will be provided through a dedicated staffing model.</li> </ul> <p>All PWD curbside assistance costs, plus a 25% ground rent/administration fee and applicable HST, will be recovered by the GTAA from all airlines selecting this option. The cost allocation and pricing methodology will be established from time to time based on staffing and PWD volumes and administered by the GTAA.</p>

The GTAA confirms that, as of the date of issuance of this Directive, all airlines operating at Toronto Pearson have selected one of the options, and the GTAA is implementing its PWD curbside assistance program accordingly. The airlines who have selected option 2 have committed to receive the GTAA-managed PWD curbside assistance service (subject to the provisions below regarding changing options on written notice) and to pay all associated GTAA-established fees.

Future new entrant airlines commencing passenger service at Toronto Pearson will be required to choose from the two options before starting passenger operations at Toronto Pearson.

Charges for the GTAA-managed PWD curbside assistance services will be payable monthly upon receipt of invoice. Further invoicing and payment instructions can be obtained by contacting GTAA Revenue Billing.

In order to maintain passenger service standards, the GTAA will require not less than 60 calendar days' written notice for airlines wishing to move from an airline-managed service to the GTAA-managed Service, or vice-versa. Airlines using the GTAA-managed PWD curbside assistance service shall continue to receive and pay for the service until the end of the notice period.

The GTAA also confirms that the CTA is considering requests for further delays to the coming into force of various elements of the ATPDR, including curbside requirements. While the CTA has requested that organizations submit their deferral request by December 11, 2020, a date for announcing further extensions has not been provided. In order to ensure that PWD curbside assistance is continuously provided, the GTAA is proceeding with its PWD service implementation on the basis that no deferrals will be provided by the CTA. If the CTA later defers implementation of the curbside service regulations, airlines who have selected option 2 must continue to receive and pay for the GTAA-managed service, subject to the 60 calendar days' written notice requirement.

Airlines wishing to move from an airline-managed service to the GTAA-managed service, or vice-versa, should contact Faiyaz Patel ([Faiyaz.Patel@GTAA.com](mailto:Faiyaz.Patel@GTAA.com)).



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