

ADRIC Responds to Recent Canadian Transportation Agency Consultations

FOR IMMEDIATE RELEASE

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The ADR Institute of Canada (ADRIC) and its seven affiliates have collaborated to make submissions to and participate in the Canadian Transportation Agency's (CTA) public consultations on the new air passenger "bill of rights" in Vancouver, Calgary, Winnipeg, Toronto, Montreal, Halifax, and Ottawa.

Thierry Bériault, President of ADRIC, stated: "We are optimistic that CTA is engaging the various stakeholders directly affected by the recent amendment to the Canada Transportation Act".*

The ADR Institute "federation" led by ADRIC's Government Relations Committee focussed on section 13 of the CTA's [Discussion Paper on Air Passenger Protection Regulations](#) dealing with Complaints and Enforcement, to advocate for use of alternative dispute resolution (ADR) processes, particularly online dispute resolution (ODR), mediation and med-arb, an hybridized mediation/arbitration process.

ADRIC encouraged the CTA to give special consideration for persons with disabilities and their support persons as well as to consider passengers from rural communities and "out of country" passengers when considering means and ways for resolving disputes. ODR would be especially useful in these cases.

ADRIC is developing a full report for submission by the August 28th deadline, to provide the CTA with a detailed document for their consideration and has offered to be an ongoing resource for CTA.

*[Transportation Modernization Act \(2018\)](#)

For further information, or for an interview with Thierry Bériault please contact:

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With over 2000 member practitioners drawn from every corner of the country, ADRIC is Canada's leading professional organization for alternative dispute resolution promoting conflict resolution through arbitration, mediation and other forms of ADR. ADRIC sets a national standard for best practices and quality assurance for industry-leading arbitration and mediation rules, codes of ethics and conduct, and discipline and complaint procedures.

ADRIC's affiliates include ADRBC (BC), ADRIA (AB), ADRSK (SK), ADRIM (MB), ADRIO (ON), IMAQ (QC) and ADRAI (Atlantic provinces).