



# Accessibility feedback process at the Canadian Transportation Agency

The Canadian Transportation Agency (CTA) welcomes feedback from the public, stakeholders and our employees. Your feedback about the [Accessibility Plan](#) or the feedback process will help the CTA identify and break down accessibility barriers.

## How to provide feedback

You can use our simple [feedback form](#), you can also submit your feedback by:

### Mail:

Manager, Centre of Expertise Workplace and Workforce Services Directorate  
Canadian Transportation Agency  
60 Laval Street, Unit 01, Gatineau, QC  
J8X 3G9

**Email:** [accessibilite-accessibility@otc-cta.gc.ca](mailto:accessibilite-accessibility@otc-cta.gc.ca)

**Phone:** 1-844-943-0273

**Fax:** 819-997-6727

**TTY:** 1-800-669-5575

We will acknowledge all accessibility feedback we receive with contact information. You can also submit anonymous feedback.

## Submit anonymous feedback

If you want to provide anonymous feedback:

- do not state your name or provide any other identifying information (for example, your email address or phone number)
- do not include your return address on the envelope if you send feedback by mail

## If you want a response

If you've asked for a response, we will respond in the same way that you communicated with us.

Finding answers to more complex issues might take time. If that's the case for your feedback, we'll still follow up to let you know what we're doing.

## What we do with your feedback

We are committed to reviewing the feedback we receive and taking steps to address barriers that are identified.

We analyze feedback for trends and patterns. We don't identify individuals in our reports.

The only time your feedback will be connected to you is when you request a personal response from our Centre of Expertise Workplace and Workforce Services Directorate.

We publish annual progress reports in the years between accessibility plans. In these progress reports, we report on the feedback we receive and how we are taking it into consideration.

## Alternate formats

You can request alternative formats of this plan, and a description of our feedback process by contacting us at [accessibilite-accessibility@otc-cta.gc.ca](mailto:accessibilite-accessibility@otc-cta.gc.ca)

- Print
- Large print (Increased font size)
- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers)
- Audio (a recording of someone reading the text out loud)
- Electronic formats that are compatible with adaptive technology