



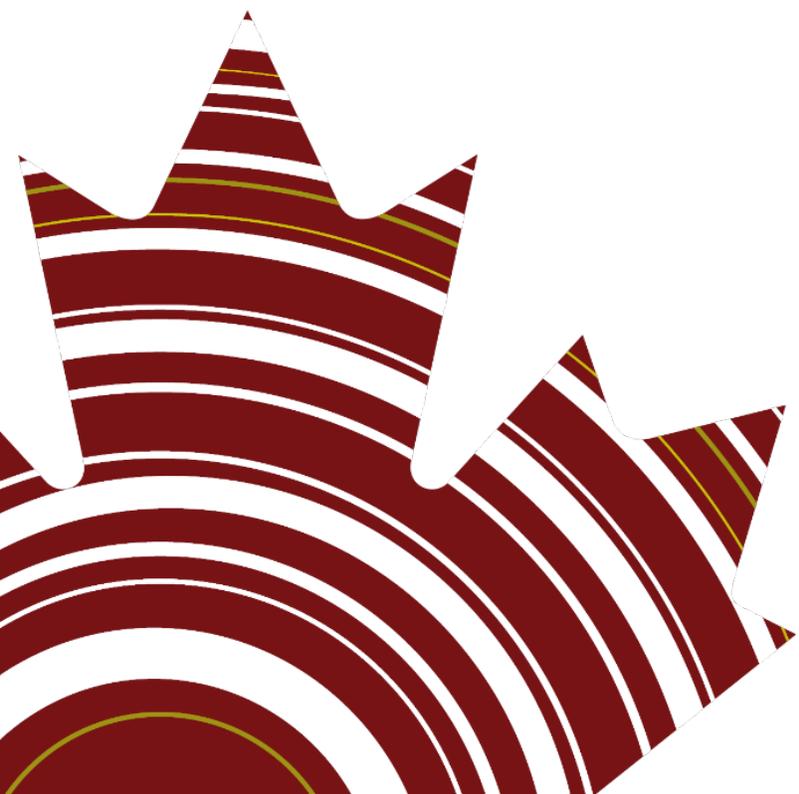
Canadian
Transportation
Agency

Office
des transports
du Canada

Plain language summary:

Accessible Transportation Planning and Reporting Regulations

Canadian Transportation Agency



Canada 

Introduction

The *Accessible Canada Act (ACA)* came into effect on July 11, 2019.

To remove and prevent barriers in matters falling within federal jurisdiction, including transportation, the ACA sets out three planning and reporting requirements:

1. Regulated entities must publish accessibility plans every three years. The plans have to describe their policies, programs, practices, and services for identifying, removing, and preventing barriers in the priority areas set out in the ACA.
2. Regulated entities must have a feedback process so that persons with disabilities can inform them of barriers.
3. Regulated entities must publish progress reports that give updates on how they are doing with their accessibility plans and any feedback they have received.

We have new rules that specify how these requirements apply to transportation service providers (TSPs). These rules are called the *Accessible Transportation Planning and Reporting Regulations (ATPRR)*.

What do the ATPRR say?

Here are some things the ATPRR tell transportation service providers:

- Who is captured by the regulations;
- When TSPs have to publish their accessibility plans and progress reports;
- What needs to be in a TSP's accessibility plan, feedback process and progress report;
- How the accessibility plans, the descriptions of feedback processes, and the progress reports need to be published. This includes requirements for alternate formats; and,
- TSPs must consult persons with disabilities when preparing their accessibility plan and progress report.

What is an Accessibility Plan?

Accessibility plans set out the steps that TSPs will take to improve accessibility during a three-year period. The plan will describe the actions a TSP will take to prevent and remove barriers.

Accessibility plans must set out how the TSP will identify, remove and prevent barriers in six priority areas:

1. Information and communication technologies (ICT);
2. Communication other than ICT;
3. The procurement of goods, services and facilities;
4. The design and delivery of programs and services;
5. Transportation; and,
6. The built environment.

An accessibility plan must identify all of the CTA accessibility-related provisions of regulations that apply to the TSP.

An accessibility plan must also set out information on how a TSP consulted with persons with disabilities when preparing its accessibility plan.

How can feedback be submitted to a TSP?

TSPs must accept feedback that is provided in any way that the TSP communicates with the public. This must include:

- In person;
- By mail;
- By telephone; and,
- By email.

If a TSP uses other electronic ways to communicate with the public, such as social media platforms, it must also accept feedback in those ways. Therefore, a TSP must accept and acknowledge feedback received by Facebook, Twitter, Instagram, and other social media platforms it uses.

A TSP must let the person know that it received their feedback. They must do so in the same way that the feedback was sent to them.

TSPs must accept feedback that is provided anonymously. A TSP does not need to confirm to an anonymous sender that their feedback was received.

In its description of its feedback process, a TSP must provide information about how a person can submit feedback.

What is a progress report?

A progress report gives an update about how a TSP is doing in meeting its accessibility plan, and any other accessibility-related progress it has made that was not in its plan.

Progress reports must include information about the feedback the TSP received from persons with disabilities.

Are the regulations for every transportation service provider?

The ATPRR apply to all transportation service providers that operate in the federal transportation network and that are required to comply with any CTA accessibility-related regulations.

How will the regulations be enforced?

The CTA approach to compliance monitoring and enforcement is guided by its modern [compliance monitoring and enforcement policy](#) and [enforcement process](#).

In a situation where a TSP has violated a transportation-related provision of the ACA, a designated enforcement officer of the CTA may issue a warning or an administrative monetary penalty (AMP) that the TSP must pay.

The amount of the penalty for each violation, can be up to \$250,000.

The CTA may, upon request by a TSP, enter into a compliance agreement for the purpose of ensuring the TSP's compliance with its legal obligations.