



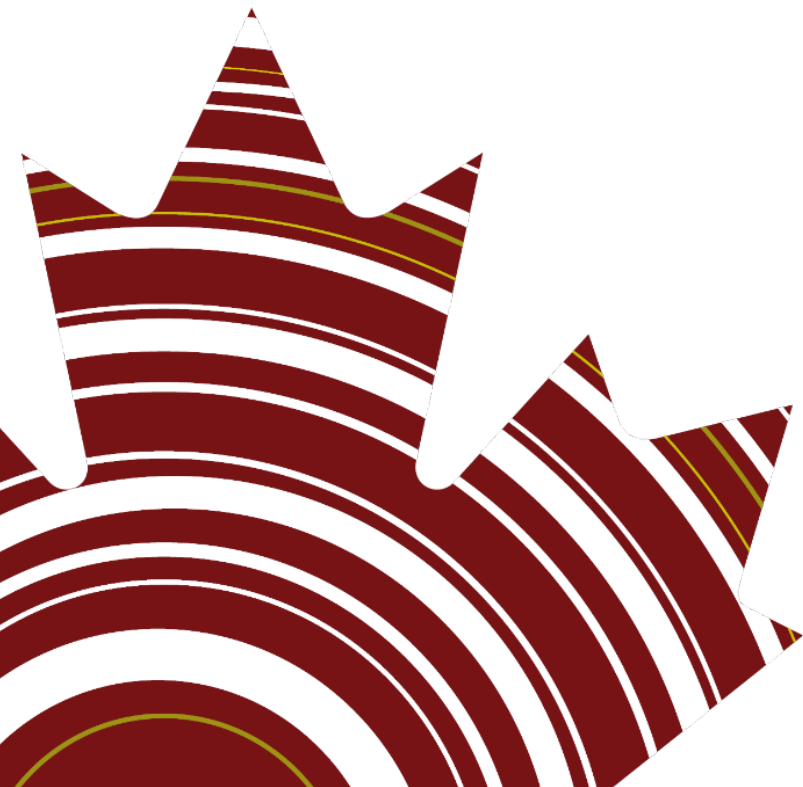
Canadian  
Transportation  
Agency

Office  
des transports  
du Canada

## Plain language summary:

# Accessible Canada Act and Accessible Transportation Planning and Reporting Regulations: A Guide on Feedback Processes

Canadian Transportation Agency



Canada 

# 1. Purpose

This is a summary of the [Accessible Canada Act and Accessible Transportation Planning and Reporting Regulations: A Guide on Feedback Processes](#), which explains the requirements of the [Accessible Canada Act \(ACA\)](#) and [the Accessible Transportation Planning and Reporting Regulations \(ATPRR\)](#) related to the feedback process. The ATPRR apply to transportation service providers (TSPs) that operate in the federal transportation network and that are required to comply with any CTA accessibility-related regulations. More detailed information can be found in the original guide.

## 2. Requirements for feedback process under the ATPRR and the ACA

TSPs must establish a process for receiving and responding to feedback on their accessibility plans and the barriers encountered by persons that deal with the TSP.

### Designated person to receive feedback

TSPs must designate and publicly identify a person or a position (e.g., accessibility officer) who is responsible for receiving feedback on behalf of the TSP.

When a TSP publishes its accessibility plan or progress report, the position or the name of the person designated to receive feedback on behalf of the TSP must be included under the “General” heading.

### How can feedback be submitted to a TSP?

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

- in person
- by mail
- by telephone
- by email

If a TSP uses other electronic means, such as Facebook, Twitter, Instagram, and other social media platforms, it must also accept feedback received by those means.

A TSP must include details on how a person can submit feedback when publishing a description of its feedback process.

TSPs must accept feedback that is provided anonymously.

## **Acknowledgement of feedback**

A TSP must acknowledge receipt of feedback received in the same manner that it was received.

TSPs do not need to acknowledge receipt of anonymous feedback.

TSPs must accept all feedback, including feedback received from people who have not travelled with them.

## **What to do with feedback received**

While TSPs are required to report on the feedback received through their feedback process and how that feedback was taken into consideration, TSPs have the flexibility to determine how this content is set out and addressed.

# **3. Publication of feedback process**

TSPs must publish a description of their process for receiving feedback in clear, simple and concise language.

TSPs that use a digital platform, such as a website, must electronically publish the description on the main digital platform or website.

A TSP must publish this information in a manner that makes the description accessible either directly on the homepage or home screen, or by way of a hyperlink from that homepage or home screen.

A TSP must publish the description, together with its accessibility plan or progress report, in a format that meets the requirements of Level AA conformance that are set out in the [Web Content Accessibility Guidelines](#) (WCAG).

## **No digital platform**

TSPs that do not use a digital platform to communicate information to the public must publish a print copy of the most recent description of their process for receiving feedback. TSPs must display print copies in a visible place in the main reception area of each of their publicly accessible business locations. Print copy descriptions must also be published in clear, simple and concise language.

## **The date of publication**

A TSP must publish the description of their feedback process on the same day their accessibility plan or progress report is published. If a TSP updates its feedback process, it must publish an updated description of its process as soon as feasible.

# **4. Notice to the Agency**

A TSP must notify the CTA by electronic means (e.g., email) within 48 hours of publication of the description of its feedback process.

# **5. Alternate formats**

A person can request that a TSP make the description of its feedback process available to them in the following alternative formats:

- print
- large print
- braille
- audio format, or
- an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities

A person may make the request for an alternative format through the same way the TSP communicates with the public, including by mail, by telephone, or via electronic means, such as email.

TSPs have prescribed timelines that they must meet for alternate format requests, based on whether they are public or private entities and on the size of operation they have. In general, TSPs must make the description of their feedback process available in the alternate format requested as soon as feasible after the request is received.