



Canadian
Transportation
Agency

Office
des transports
du Canada

Accessibility Progress report 2023



2023–2025 Accessibility Plan

Canadian Transportation Agency

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Progress report summary

In December 2022, the Canadian Transportation Agency (CTA) published its first [three-year Accessibility Plan](#) in accordance with the *Accessible Canada Act* and its regulations.

At the time of the release of the Accessibility Plan, the CTA committed to promoting accessibility and making it a service delivery priority. This progress report provides an update of the progress made while also continuing dialogue with persons with disabilities for the purpose of learning more about their experience and needs when they interact with the CTA.

This report sets out the vision and measures that the CTA would like to take in improving accessibility in its programs, policies, services and workplace.

This report lays out how the CTA will apply the Plan's 35 activities, which cover 7 priority areas set out in the *Accessible Canada Act*:

- Organization Wide Initiatives
- Employment
- The Built Environment
- Information and Communication Technologies (ICT)
- Communications, other than ICT
- The Design and Delivery of Programs and Services
- The Procurement of Goods, Services and Facilities

The CTA is making significant progress in achieving its commitments and foresees completing the 35 activities that appear in the Plan by the end of 2025.

As we were told by employees and members of the public with disabilities, we are off to a good start but we need to do more and faster.

The CTA strives to have a workforce that reflects the diversity of persons with disabilities in Canada and to create an inclusive workplace. To that end, the CTA is aware that accessibility barriers persist in the workplace.

The CTA aims to improve its understanding of issues related to accessibility, of all the types of disabilities and of the challenges that employees with disabilities experience in the workplace.

The Consultation and Feedback sections present information that was collected to help assess the CTA's progress and to improve its work.

All Canadians must have equal access to the CTA's services. CTA staff should equally be able to accomplish their tasks without barriers. The Accessibility Plan and the feedback process represent the CTA's commitment to identify barriers and take concrete measures to remove them.

The Plan is also available in alternative formats (braille for example) at the following link: [Feedback](#).

About this progress report

The Accessible Canada Act

The *Accessible Canada Act* (ACA) was implemented in 2019 and aims to make Canada barrier-free by 2040. Pursuant to the ACA, regulated organizations must identify, remove and prevent barriers to accessibility in seven priority areas:

- Employment
- The Built Environment
- Information and Communication Technologies (ICT)
- Communications, other than ICT
- The Design and Delivery of Programs and Services
- The Procurement of Goods, Services and Facilities
- Transportation

To this end, organizations must review their policies, programs, practices and services. The ACA also requires organizations to publish an accessibility plan every three years and prepare progress reports. These reports present the organization's efforts to remove barriers, taking into consideration the comments from the interested parties.

Implementation of the CTA's three-year Accessibility Plan

This report covers the first 12 months of implementation of the CTA's three-year accessibility plan, published in December 2022.

Vision

The CTA's objective is to become a leader in accessibility in the public service. The CTA will remove barriers and bring the changes required to prevent new ones from arising. CTA employees and members of the public with disabilities will be able to participate fully and equally in an inclusive and barrier-free environment.

Expected Results

Organization-wide initiatives: For the CTA to be fully accessible, the entire organization must make it a mission.

Employment: The CTA recruits and retains employees with disabilities, supports their professional development with a view to advancing their careers, and offers rapid access to workplace accommodation.

Built environment: Persons with disabilities enjoy barrier-free access to the CTA buildings, offices and facilities.

Information and communications technology (ICT): Existing and new ICT products, services and content are accessible to all users.

Communications, other than ICT: The CTA's communications are accessible and written in plain language.

Design and delivery of programs and services: In-person, telephone and online services are accessible to persons with disabilities.

Procurement of goods, services and facilities: Accessibility criteria are taken into account when purchasing goods, services and facilities, and products include accessibility features where appropriate.

General Information

About the CTA

The CTA is an independent, quasi-judicial tribunal and regulator that has, with respect to all matters necessary for the exercise of its jurisdiction, all the powers of a superior court. It is part of Canada's vast and complex transportation system.

For a detailed description of the CTA's mandate, visit <https://otc-cta.gc.ca/eng/organization-and-mandate>.

Consultations

The CTA is committed to incorporating the perspective of persons with disabilities into its progress report, and to consulting them on all future accessibility plans, progress reports and major projects. A survey was developed and posted on the CTA intranet, seeking feedback on their experience with the organization.

The majority of respondents identified themselves as having a disability.

People who answered the survey noted:

- Lack of knowledge within the CTA about the barriers faced by employees with disabilities.
- Technological tools and internal documentation are, for the most part, a barrier for some employees with disabilities.
- For some employees with disabilities, there are still barriers to the physical environment of the CTA.

The respondents made a number of suggestions:

- Reinforce information on accessibility and offer awareness-raising activities to employees.

- Provide all employees with mandatory accessibility training.
- Improve usability of workplace spaces.
- Reduce the time it takes to offer in-house training to employees with disabilities.
- Ensure periodic assessments of workplace spaces to address barriers in the physical space.

The CTA has reviewed and acted on the comments received:

- the feedback has been sent to the relevant departments for appropriate action;
- the barrier has been recorded in a tracking tool, and comments will be taken into account when drawing up future accessibility plans;
- this information is included in reports, and recurring or serious problems are brought to the attention of senior management.

This survey was primarily aimed at employees with disabilities, but comments from persons without disabilities who are close to a person with disabilities can also be very useful. All comments were taken into account and contributed to the creation of this report.

Feedback

On December 31, 2022, the CTA launched the *Accessibility Feedback Process* page on its website to receive feedback from the public, stakeholders and its employees to help the CTA identify barriers to accessibility.

The CTA did not receive any comments through its online feedback process. As a result, it plans to further encourage its employees, as well as the public and stakeholders, to submit feedback.

Since 2020, the CTA has had a page on its intranet dedicated to various accessibility resources. Over the past three years, it has also promoted accessibility-related events

and training. In September 2023, the CTA launched the Treasury Board of Canada Secretariat [Workplace Accessibility Passport](#).

In the next progress report, the CTA will present its progress towards the 2024 objectives.

Progress in areas covered by section 5 of the *Accessible Canada Act*

In this section, the CTA explains how it is working towards its goal of becoming a barrier-free organization by 2040. The CTA provides details on how it is removing barriers in the priority areas outlined in section 5 of the *Accessible Canada Act*.

The CTA also provides an update on each of the 35 activities in the three-year Accessibility Plan. Some of these activities will be completed by the end of 2023–2024, while others will continue into 2025. Some are ongoing and are now part of our day-to-day work. All activities are being carried out jointly to achieve the vision and the 7 desired outcomes of the Accessibility Plan.

1. Organization Wide Initiatives

- A) Effective December 31, 2022, CTA will create a dedicated process for providing feedback on accessibility, ensuring accessible methods are available to provide said feedback. Processes for both employees and the public will be in place.

Progress to date:

Since December 31, 2022, the [Accessibility feedback process at the Canadian Transportation Agency](#) page has been posted on the CTA website.

- B) Effective December 31, 2022, CTA will create a webpage promoting and outlining the feedback process along with the published Accessibility Plan.

Progress to date:

As of December 31, 2022, the CTA website displays the following pages:

[Accessibility at the Canadian Transportation Agency](#) and [Accessibility feedback process at the Canadian Transportation Agency](#).

- C) Starting in 2023, CTA will consult with federal disability rights organizations to determine best practices in consultation moving forward, including the possibility of increasing the frequency and scope of consultation.

Progress to date:

As the CTA developed its priorities for 2023–2024, the Accessibility Advisory Committee was consulted in spring 2023 to gather information on the key accessibility issues facing their members. The CTA will continue to work with working groups as needed to gather input on specific issues.

With regard to the development of a possible new transportation accessibility regulation for small transportation service providers, the CTA convened a working group of representatives from the disability community and the transportation sector to develop a consultation plan to ensure a thorough consultation process. This consultation plan was then shared with the entire CTA Accessibility Advisory Committee for further feedback.

Finally, once the consultation plan had been drawn up, CTA employees, accompanied by representatives of the disabled community, organized a series of meetings and visits to gain knowledge of the operations and current accessibility practices of small transportation service providers.

2. Employment

- A) Starting in 2023, the CTA will include language in our job postings that we accept alternative application methods for employment where the standard procedure is inaccessible.

Progress to date:

All CTA job postings on the [Government of Canada Jobs](#) site include the following message:

We are committed to providing an inclusive and barrier-free work environment, starting with the hiring process. If you need to be accommodated during any phase of the evaluation process, please use the Contact information below to request specialized accommodation. All information received in relation to accommodation will be kept confidential. [Assessment accommodation](#)

From the CTA intranet and website, employees have access to the link to the various employment opportunities within the Government of Canada.

- B) Starting in 2023, the CTA will add a statement to our careers page encouraging persons with disabilities to apply.

Progress to date:

By 2024, the CTA will add a statement to its "[Careers](#)" page to encourage all under-represented groups to apply. This statement will also include specific mention of accommodation needs.

- C) In 2023, the CTA will update our Staffing Framework and Diversity and Inclusion Statement, and any other relevant messaging to include specific language around persons with disabilities.

Progress to date:

The CTA Staffing Framework is a constantly evolving document. It is therefore updated whenever changes are required. Specific wording concerning persons with disabilities will be added in early 2024. The current Staffing Framework specifies that, while managers exercise sub-delegated authorities, their decisions related to staffing will be made in a matter that “adheres to the letter and spirit of the Agency's people management initiatives, particularly the Employment Equity, Diversity and Inclusion action plan and ensures that every effort is made to address gaps.” In addition, the Framework states that all managers must undergo mandatory training on inclusive hiring.

As of April 2022, CTA managers are required to complete the *CSPS Inclusive Hiring Practices for a Diverse Workforce* training. The Framework does not have specific language regarding persons with disabilities, but refers to the [TBS Policy on the Duty to Accommodate Persons with Disabilities in the Federal Public Service](#), as well as the CTA's Employment Equity Policy.

- D) By the end of 2023, all current managers will be up to date on available disability and workplace accommodations training offerings.

Progress to date:

CTA managers are required to take the *CSPS Inclusive Hiring Practices for a Diverse Workforce* training. In addition, on the CTA intranet page dedicated to various internal and external accessibility resources, managers can find a link to the GCpedia page on [Government of Canada accessibility training and events](#). To upgrade this objective, the CTA's goal for 2024 will be to update its list of mandatory training for all CTA employees to include optional and mandatory training on accessibility.

- E) Starting in 2023, the CTA will ensure that accessibility features are enabled in meeting platforms where training is conducted.

Progress to date:

The CTA wishes to broaden this objective by ensuring that accessibility features are activated on all meeting platforms at the CTA, and not by limiting these to in-house training.

Since 2020, the office has been using Zoom software to facilitate its monthly all-staff and stakeholder meetings. This software offers a multitude of accessibility parameters, thus eliminating certain accessibility barriers.

In March 2021, the CTA also launched Microsoft Teams for all its employees. This includes the option of captioning. CTA employees can also visit the "Accessibility Resources" page on the intranet site to find guides and best practices for accessible and inclusive meetings.

In November 2023, the CTA began migrating to Microsoft Office 365. This model makes the CTA's business environment more inclusive thanks to its many accessibility features.

3. The Built Environment

- A) In 2023, the CTA will make the necessary changes to address the barriers needed to achieve Gold Certification according to the Rick Hansen Foundation.

Progress to date:

To provide an even more accessible and inclusive work environment, the CTA worked with the Rick Hansen Foundation to design and build 60 Laval Street. In March 2023, all requirements for GOLD certification were met, and certification was received in November 2023.

- B) Throughout 2023, the CTA will monitor and evaluate the use of our new office spaces. We will create a feedback mechanism for employees to offer their perspectives on how the new space is functioning.

Progress to date:

CTA employees can provide feedback on the functioning of the workplace's office spaces using the [Accessibility Feedback Form](#) on the CTA website. The President's Office Suggestion Box is another anonymous platform where employees can provide general feedback on the workplace.

In 2023, the CTA's Occupational Health and Safety Committee added a section on accessibility-related hazards to its facility inspection form. This means that members of the Occupational Health and Safety Committee, when inspecting workspaces at 60 Laval Street, will also pay particular attention to possible hazards for persons with disabilities, with a view to removing barriers.

The CTA has a process in place so that employees can be accommodated when reserving a room or workstation. A statement is posted on our “Book a Conference Room or a Workpoint” intranet page. This informs employees that

they can contact a member of their team or the facilities team for support in making a reservation.

4. Information and Communication Technologies (ICT)

- A) In 2023, the CTA's Information Technology (IT) help desk will clearly communicate to employees the help and support services and resolution process for barriers to accessibility in IT, which will be sorted and prioritized differently than general IT issues.

Progress to date:

Since last year, the IT helpdesk has established links with various key departments, including Shared Services Canada's Accessibility, Accommodation and Adaptive Computer Technology (AAACT—Government of Canada experts in accessible technology), CTA labour relations, CTA Facilities and internal IT departments, including application, infrastructure and security services, to put a resolution process in place. When an IT accessibility request is initiated, an internal process is put in place to obtain the necessary approvals from human resources, IT and facilities, depending on the nature of the request. If the request requires immediate attention, it may be escalated for priority handling. Throughout this process, the requestor is kept informed by follow-up services or direct communication from the IT helpdesk.

The CTA will continue to improve the accessibility of the CTA service request function in myCTA, an internal service portal. Committed to achieving full accessibility by 2025, the CTA meets the diverse needs of its employees, including those with disabilities, by offering alternative channels of assistance. People can reach the IT helpdesk directly via traditional telephone lines or via Teams, ensuring access to a wide range of support options.

AAACT is also available to offer specific support to employees when needed. The CTA also ensures that all mandatory accessibility courses have been taken by IT department employees.

In November 2023, the CTA began migrating to Microsoft Office 365. This model makes the CTA's business environment more inclusive thanks to its many accessibility features.

5. Communications, other than ICT

- A) Starting in 2023, new documents distributed for communications will be available in accessible formats if published on the CTA's public websites.

Progress to date:

In accordance with the [Web Accessibility Statement](#), revised in December 2023, the CTA follows the Government of Canada's [Standard on Web Accessibility](#) and integrates accessibility features. The CTA uses features such as the screen reader (voice synthesizer), videos in ASL (American Sign Language) and in Langue des signes québécoise to ensure the publication of accessible formats.

On the CTA's webpage, the [Web Accessibility Statement](#) is also available to the public.

- B) Starting in 2023, the CTA will review pre-existing documents, and will update those that are determined to be high priority to ensure they are in accessible and/or in alternate formats.

Progress to date:

In January 2023, the Workforce and Workplace Services Directorate implemented a process to verify the accessibility of its internal documents. CTA employees are also encouraged to use the internal and external tools provided on our intranet site to ensure that their new documents meet accessibility criteria.

In 2023, the CTA published an accessibility resource page on its intranet site that includes links to the TBS CIO [Digital Accessibility Toolkit](#), the Sharing Space and the CTA's personalized templates for creating accessible documents.

The CTA has prioritized the review of pre-existing public documents and published them in accessible HTML and PDF on the public website. For all other pre-existing documents, the CTA offers a procedure for requesting an accessible alternative format on its website, in accordance with the [terms and conditions](#) and the [Web Accessibility Statement](#).

By 2024, mandatory in-house training for CTA employees will be revised to reflect the CTA's accessibility mandate.

Over the past few months, the Communications team has been working to make the CTA intranet site more accessible.

- C) By 2023, the CTA will include a section on our intranet site offering tips and stating requirements for accessible documents.

Progress to date:

The CTA has an intranet page dedicated to accessibility resources. Several links, documents and important information on accessibility are available for employees to consult, including accessible MS-Word and PowerPoint templates, as well as best practices and tips.

6. The Design and Delivery of Programs and Services

- A) In 2023, the CTA will make clear on our website what accommodations are available for applicants with disabilities.

Progress to date:

The CTA has published on its public website instructions on how persons with disabilities can submit [accessibility complaints about transportation services](#). There is also an [accessible transportation complaints help line](#). The CTA has also listed accommodations in its [Web Accessibility Statement](#) for alternate formats.

- B) In 2023, the CTA will take steps to ensure that applicants and respondents with disabilities are aware of the accommodations available to them through the

application and dispute resolution processes, and that they know how to obtain these accommodations. This includes clear information and instructions on its website, as well as proactive questions about the need for accommodation from client transportation service providers.

Progress to date:

The CTA has published on its public website instructions on how persons with disabilities can submit [accessibility complaints about transportation services](#). There is also an [accessible transportation complaints help line](#). The CTA has also listed accommodations in its [Web Accessibility Statement](#) for alternate formats.

7. The Procurement of Goods, Services and Facilities

- A) In 2023, the CTA will review and revise our statement of work for procurement. These revisions will add more detailed accessibility requirements, and/or a note indicating that additional accessibility requirements may be necessary depending on the nature of the good or service.

Progress to date:

The following excerpt from section *1.6 Accessibility criteria* has been added to the CTA Statement of Work template:

The purpose of the *Accessible Canada Act* is to achieve the full and equal participation of all persons, especially persons with disabilities, in society. This is to be achieved through the realization, within the purview of matters coming within the legislative authority of Parliament, of a Canada without barriers, particularly by the identification, removal and prevention of barriers.

In accordance with the Treasury Board Contracting Policy and the *Accessible Canada Act*, federal departments and agencies must take accessibility criteria and features into account when purchasing goods or services.

Conclusion

The CTA is committed to making the organization inclusive and accessible to all. The three-year accessibility plan is being implemented, and concrete progress has been made in the first 9 months covered by the report. Important groundwork has been laid, and more is underway to improve our policies, programs, services and workplace.

The CTA will continue to learn and find ways to improve. Employees and members of the public want action not only within the CTA, but across the Government of Canada. That's why the CTA collaborates to share ideas and best practices in order to move forward more quickly.

Above all, the CTA understands the importance of ongoing consultation with employees, stakeholders and the public to identify, eliminate and prevent barriers to accessibility in order to pursue its commitment to accessibility.

Annex

Contact Information and Feedback Process

To contact the CTA

Street address and postal code:

Canadian Transportation Agency
60 Laval Street, Unit 01, Gatineau, QC J8X 3G9

Telephone, fax and email:

Tel.: [1-888-222-2592](tel:1-888-222-2592)

Fax: [819-997-6727](tel:819-997-6727)

TTY: [1-800-669-5575](tel:1-800-669-5575)

Email: info@otc-cta.gc.ca

To communicate with the public:

[X \(Twitter\)](#), [YouTube](#) and the CTA [website](#)

Feedback processes

The CTA welcomes feedback from the public, stakeholders and employees. Various means of communication are available for the CTA to receive this feedback and thus identify and remove barriers to accessibility:

- On the CTA website, the [feedback process](#) page;
- The [Accessibility feedback form](#);
- 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
- By telephone: [1-844-943-0273](tel:1-844-943-0273)
- Fax: [819-997-6727](tel:819-997-6727)
- By TTY: [1-800-669-5575](tel:1-800-669-5575)