Accessibility Plan

2026 – 2028

December 31, 2025

Canadian Transportation Agency

Canada

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How to use this document

This accessibility plan outlines what we'll do over the next 3 years to remove and prevent barriers for persons with disabilities. This plan is being published according to the requirements of the *Accessible Canada Act*.

This plan begins with a simple summary that outlines key information about our organization and our plans to remove barriers for persons with disabilities. After the summary, there's a longer plan that has more details about barriers and what we'll do to remove them. This plan is organized by headings that are required by the *Accessible Canada Act* and was developed in line with the principles of Section 6 of the act.

You can choose to read just the summary, read the entire plan, or go straight to the sections you're most interested in.

Alternative formats that are compatible with assistive technology of this plan can be downloaded immediately from our website.

The Agency will provide the following alternative formats of this plan:

- Paper

- 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

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.

Statement of Commitment and a Message from our Chair and Chief Executive Officer

The Agency is committed to advancing accessibility and embedding it as core priority in the delivery of our services. We put this commitment into practice every day in service to the Canadian public and in support of our employees. We will work in partnership with persons with disabilities to better understand their experiences and ensure their needs are met when interacting with the Agency.

All Canadians have the right to benefit from our services equitably, and everyone who works with us has the right to do their jobs free of barriers. This accessibility plan reflects our ongoing commitment to proactively identifying, preventing, and removing barriers at the Agency, and to taking meaningful, measurable action that drives lasting change.

Summary of this Accessibility Plan

This is a plain language summary of the Canadian Transportation Agency's (Agency) Accessibility Plan. This plan is about the accessibility of the Agency as an organization. It is not about how the Agency delivers its mandate to improve the accessibility of Canada's transportation systems.

To make our new plan, we reviewed our progress from 2023 to 2025, asked our employees about their experience through an online survey, and met with organizations that are part of our Accessibility Advisory Committee. The feedback we received helped us make our new accessibility goals. If you'd like to read our first accessibility plan visit this link: https://otc-cta.gc.ca/eng/publication/accessibility-plan-2023-2025.

Our Accessibility Plan for 2026 to 2028

Organization-wide Actions

- We've integrated accessibility-related tasks under a Workplace Disability Advisor position, and we will share this information with employees early in 2026.

- In 2026, we will create an Accessibility employee reporting group to track the progress of our accessibility plan across our organization.

- By the end of 2026, we will create a detailed work plan to guide our accessibility activities.

- In the fall of 2026, we will start offering meetings and discussion forums with accessibility experts so people can "ask the experts" questions they have about accessibility in the workplace.

- In 2027, we will improve the employee performance management frameworks that account for equity, diversity, inclusion and accessibility.

Go to Section 1 to learn more about our organization-wide actions.

Employment Actions

- We will clarify the accommodation process and ensure that employees are informed.

- In 2026, we will use the data collected through the Workplace Accessibility Passport program to remove common barriers for employees with disabilities.

Go to Section 2 to learn more about our employment actions.

The Built Environment Actions

- We are finding ways to make it easier for employees to work in quiet spaces in our office.

- We are continuing to work with our office building management to make sure that repairs are completed quickly when accessibility equipment is affected.

Go to Section 3 to learn more about our built environment actions.

Information and Communication Technologies Actions

- In 2026, we are going to provide additional training to our employees about accessibility and accessible technologies so that they have the tools they need to complete their work.

- In 2026, we will clarify our accessible technology agreement with Shared Services Canada so that employees are aware it exists and that they can access technology through the agreement.

- In 2027, we will ask Shared Services Canada to let us know what technologies are most frequently requested and we will find out how to add these technologies to our organization permanently.

- In 2027, we will enhance accessibility in our information and technologies processes.

Go to to learn more about our information and communication technologies actions.

Communication (Other than Information and Communication Technologies) Actions

- We have introduced a mandatory training on creating accessible documents for all employees.

- We are updating our onboarding to include guidance on making accessible documents.

- We are working with our information technology team to find a new accessible Intranet platform.

- In 2026, we will ensure that documents submitted to us for public consultation are in an accessible format. We will do this by publishing guidance on our website to help people make accessible submissions.

- In 2026, we will continue to make easy-to-use document templates for employees and supporting them in making work products accessible.

- In 2027, we will update our Intranet content to be written in plain language to make it easier for people to find the information they need.

- In 2027, we will leverage artificial intelligence tools to make virtual engagements and consultations more accessible.

- In 2027, we will migrate our public website to an accessible platform and do user testing with persons with disabilities.

Go to [Section 5](#) to learn more about our communication actions.

- Design and Delivery of Programs and Services Actions

- We have worked to remove barriers for persons with disabilities in the air passenger complaint resolution process and created guidance material that is accessible.

- We are modernizing our accessible complaint process and have accessible documents online that explain passengers' rights.

- We have launched the [Accessibility Feedback Process](#) page on our website to receive feedback from the public, stakeholders and employees.

- In 2026 and 2027, we will review our current outreach practices to ensure that they are always accessible.

- In 2027, we will review our design and planning process for programs and services to determine how we can include accessibility sooner in the process.

Go to [Section 6](#) to learn more about our design and delivery of programs and services actions.

Procurement of Goods and Services Actions

- We've made a mandatory accessibility checklist for large purchases with guides to help employees incorporate accessibility and understand why it's important.

- We will promote the accessible procurement resources we have to employees.

- We are writing plain language summaries of procurement related legal documents to make it easier for employees to understand. We are expanding this practice to all Agency branches by the end of 2026.

- We will take accessible procurement training when it is made available by the Treasury Board.

Go to Section 7 to learn more about our procurement of goods and services actions.

Transportation Actions

- In 2026, we will update our Intranet page on travel bookings for employees to include accessibility needs.

- In 2026, we will add information about accessible route options to our head office to our Intranet. This information can be shared by staff with people coming to visit our office.

- By 2028, we will inform employees of their options to request accessibility information and support when they attend conferences and other engagements for the Agency.

Go to Section 8 to learn more about our transportation actions.

General

About the Canadian Transportation Agency

The Canadian Transportation Agency (Agency) is an independent regulator and quasi-judicial tribunal with the powers of a superior court. It operates within the context of the very large and complex Canadian transportation system.

The *Canada Transportation Act* includes the National Transportation Policy, which guides the Agency. It states that competition and market forces are the prime agents in providing viable and effective transportation services and that regulation may be required to meet public policy objectives that cannot be achieved by competition and market forces alone.

The Agency has specific powers assigned to it under this legislation:

- It is an economic regulator of modes of transportation under federal jurisdiction, and develops and applies ground rules that establish the rights and responsibilities of transportation service providers and users and that level the playing field among competitors. These rules can be binding regulations, guidelines, or codes of practice.

- It is a tribunal that hears and resolves disputes like a court. It resolves disputes between transportation service providers and their clients or neighbours, using various tools from facilitation and mediation to arbitration and adjudication.

The Agency's responsibilities are:

- To help ensure that the national transportation system runs efficiently and smoothly in the interests of all Canadians: those who work and invest in it; the producers, shippers, travellers, and businesses who rely on it; and the communities where it operates.

- To provide consumer protection for air passengers.

- To protect the human right of persons with disabilities to an accessible transportation network.

How to Contact Us and Provide Feedback

The Canadian Transportation Agency welcomes feedback from the public, stakeholders and its employees. With your feedback about the accessibility plan through the feedback process, the Agency will identify and break down accessibility barriers.

You can use our simple feedback form: Accessibility Feedback Form.

You can also submit your feedback to our **Manager, Centre of Expertise Division, Workplace and Workforce Services Directorate.**

Mail: Canadian Transportation Agency

60 Laval Street, Unit 01

Gatineau, QC, J8X 3G9

Email: accessibilite-accessibility@otc-cta.gc.ca

Phone: 1-844-943-0273

Fax: 819-997-6727

TTY: 1-800-669-5575

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

Consultations

To develop this accessibility plan, we asked our employees for feedback through an anonymous online survey that met Web Content Accessibility Guidelines (WCAG) 2.1 AA standards.

The survey was available between September 15th and September 30th, 2025. We asked the participants to share what was going well at the Agency when it comes to accessibility, and what could be improved in our next accessibility plan.

We received 18 responses and 77% of the participants indicated that they had a disability. The following questions were asked in the survey:

- Do you identify as a person with a disability?

- What type of disability do you have?

- What has the Agency done well with respect to accessibility and removing barriers for persons with disabilities?

- What barriers, for persons with disabilities, continue to exist at the Agency?

- What solutions could be implemented to remove barriers for persons with disabilities at the Agency?

- Is there anything else about your experience as an employee with a disability at the Agency that you would like to share?

We received positive feedback from our employees about our accessibility improvements. They also shared feedback about barriers that remain at the Agency. This included the following views:

- There is a lack of knowledge and understanding of invisible disabilities such as learning disabilities, neurodivergence, and mental health-related disabilities. This lack of understanding can create attitudinal barriers at the Agency.

- The Return to Office mandate presents barriers for persons with disabilities who have chosen not to disclose their disability to the Agency.

- Our open office setting can present barriers for employees with sensory disabilities and neurodivergent employees.

- Some employees felt they had to over explain their disability to increase the chances of getting accommodations requests approved.

- Some of the lighting in our office is not adjustable, which can present a barrier for employees with pain-related, sensory, and neurological disabilities.

- The Agency's Intranet platform is not intuitive and has an outdated interface which makes it difficult to access information.

We also consulted disability advocacy organizations, members of our Accessibility Advisory Committee, and industry representatives. Between our employee and stakeholder consultations all disability types as identified in the *Accessible Canada Act* were represented. We held a series of 30-minute virtual meetings on October 14th, 2025, and we received one written submission. Participants were able to self-book a meeting with our consultant and request any accommodation they needed directly through the booking form. We received feedback through representatives from the following organizations:

- Brain Injury Canada

- Canadian Business Aviation Association

- Canadian National Society of the Deaf-Blind

- Canadian National Institute for the Blind (CNIB)

The feedback from these meetings and the written submission focused mainly on barriers to finding information and communications from the Agency. Representatives shared the following:

- The complaints filing process needs to be streamlined and resources need to be made available to individuals filing complaints to see the process through to the end.

- The design of the Agency's website can be intimidating and overwhelming to navigate for persons with cognitive disabilities.

- More is needed to communicate what rights passengers have when travelling and how the Agency's operations affirm and support those passenger rights.

Definitions

The following definitions apply throughout this accessibility plan:

Disability: Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

Barrier: Anything that might hinder persons with disabilities' full and equal participation in society. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.

Accessibility: The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including persons with a variety of disabilities, to access them.

Glossary

Intranet: A private network within an organization that is used to share information.

memorandum of understanding: A type of agreement between two or more parties.

Staffing Framework: An internal document that provides direction and guidance for values-based staffing and appointments at the Agency.

Treasury Board of Canada Secretariat: A federal agency that acts as the administrative arm of the Treasury Board. It provides guidance to help departments effectively implement government policies and priorities.

Shared Services Canada: A federal agency that supports the day-to-day operations of the Government of Canada. It provides government institutions with secure and reliable information technology services and tools. The Accessibility, Accommodation, and Adaptive Technology (AAACT) program is a part of Shared Services Canada.

Public Services and Procurement Canada: A federal agency that supports federal departments and agencies in their daily operations as their central purchasing agent, real property manager, treasurer, accountant, pay and pension administrator, integrity advisor, common service provider and linguistic authority.

Areas Described Under Section 5 of the *Accessible Canada Act*

1. Organization-Wide Barriers and Actions

Progress we've made since 2023

Since 2023, we have accomplished all the organization-wide accessibility goals included in our first plan. We have done the following:

- We have created a dedicated process for employees and the public to provide feedback about accessibility.

- We have created a page on our website that promotes and outlines the feedback process alongside our accessibility plan.

- We have consulted with disability rights organizations to determine the best practices in consultation moving forward, including increasing the scope and frequency of consultation.

- We have created a Workplace Disability Advisor role for the Agency's operations.

Our accessibility assessment process identified several barriers that affected all areas of our organization. We have included the barriers identified and the actions we will take under this heading.

We identified the following barriers that impact our entire organization:

1. The new Workplace Disability Advisor role was not fully communicated to all staff.

2. There is a limited understanding amongst staff of the expectations, responsibilities, and accountabilities for some actions items in our first accessibility plan. This affected the organization's ability to fully engage in the accessibility plan.

3. Accessibility has not been included in performance management plans for all employees.

4. The level of accessibility literacy and disability confidence varies across the Agency.

5. Writing in plain language remains a challenge due to a lack of understanding of what plain language means.

6. The common belief amongst employees is that plain language is exclusively for persons with disabilities and that it is an oversimplification text to bring it down to the lowest reader level. Few understand that it is about clear and concise language that can easily be found, understood, and used by the intended audience.

We will take the following actions to remove these barriers:

1. We will promote the creation of the Workplace Disability Advisor position to all Agency staff by early 2026.

2. By mid-2026, we will have developed an internal accessibility working committee to coordinate and track accessibility initiatives across the Agency. This committee will meet at least twice a year.

3. By the end of 2026, we will have developed a detailed internal work plan that supports the implementation of the accessibility plan, including specific task accountabilities.

4. Starting in the fall of 2026, we will offer employees learning and discussion forums with accessibility experts to "ask the expert".

5. By early 2027, we will add the new Government of Canada performance metrics that include accessibility, diversity, equity, and inclusion in all employee performance management plans with key results indicators.

2. Employment

Progress we've made since 2023

Since 2023, we have accomplished all the actions set out in the employment section of our first accessibility plan. We have done the following:

- We have included language in our job postings encouraging persons with disabilities to apply for jobs at the Agency. We also state that we are committed to providing an inclusive and barrier-free work environment and that accommodations can be requested during the application and hiring process.

- We have updated our Staffing Framework document and diversity and inclusion statement to include specific language around persons with disabilities, reminding managers at the Agency of our accessibility commitments and responsibilities related to staffing.

- We have rolled out mandatory accessibility training for all employees.

- We have enabled accessibility features in our meeting platforms where training is being conducted.

- We have published resources to support employees on delivering inclusive meetings and how to make meeting platforms more accessible for attendees.

- We are continually reviewing our employment system to mitigate barriers and biases in the staffing process using a written guide and an assessment tool to evaluate assessments.

- Delegated managers must now complete several accessibility-related courses for their mandatory training through the Canada School of Public Service. We also have internal Agency training that goes deeper into accessibility and disability topics that managers are invited to complete.

- Our diversity, equity, and inclusion practices and policies are in alignment with those of the Public Service of Canada.

- We have updated our employee onboarding process. It now includes a directive for employees to identify their known accommodation needs prior to their starting date so that we can better fulfill our duty to accommodate.

- We have implemented the Government of Canada Workplace Accessibility Passport.

- We have updated our duty to accommodate page on our Intranet to make the information more accessible and more suited to the employee's potential questions.

- We update our mandatory training annually to include current disability and accessibility training available through the Canada School of Public Service.

We identified the following barriers to accessibility in employment at the Agency.

1. While our accommodations request process is easy to understand, the implementation response time, however, can be slow and is not well-communicated.

2. **We** have limited ability to analyze trends due to the Agency's size given privacy requirements. This has made it difficult to address common issues systematically.

We are taking the following actions to remove these barriers:

1. In 2026, we will reiterate the need for clear communication and collaboration between managers, IT, Human Resources, facilities, and Agency employees to promptly fulfill accommodations requests. This will continue to be an ongoing priority.

2. In 2026, we will begin using data collected through the Government-wide Workplace Accessibility Passport dashboard to identify and remove common barriers for which employees are requesting accommodations.

3. The Built Environment

Progress we've made since 2023

We have completed all the built environment actions from our 2023-2025 Accessibility Plan. The actions include:

- We achieved Gold Certification from the Rick Hansen Foundation in the design and build of our office at 60 Laval Street in Gatineau, Quebec.

- We have purchased and made available, assistive device technologies such as microphones and hearing loops to support accessible meeting rooms for employees with hearing disabilities.

- We have created a feedback form for employees to share feedback about built environment accessibility on our website.

We identified the following two barriers to accessibility in the built environment:

1. Our employees feel that we do not have enough quiet workspaces to meet the demand.

2. There can be lengthy delays to repair accessibility equipment in our main office building.

We are taking the following actions to remove these barriers:

1. By the end of 2026, we will have investigated the contributing factors to complaints about insufficient quiet workspaces. As a starting point, we believe that communications around how to plan and book these spaces need to be clarified.

2. Continuing in 2026, we will work with building management to confirm that the repair and maintenance of accessibility features are the highest priority and to provide alternatives in the meantime.

4. Information and Communication Technologies (ICT)

Progress we've made since 2023

We experienced some challenges implementing the ICT actions from our 2023-2025 Accessibility Plan. We have made some progress, but resource constraints have made it difficult to fully achieve the goals we set out in this area.

We identified the following barriers to accessibility in Information and Communication Technologies:

1. The IT team is reacting to ICT barriers rather than removing them proactively.

2. There is a lack of clarity around the memorandum of understanding between the Agency and the Accessibility, Accommodation and Adaptive Computer Technology (AAACT) program at Shared Services Canada. This means we've been accessing their services on an as-needed basis and there is hesitation in using the program at all.

3. We have not had the capacity to do an in-depth accessibility assessment of our internal information technology tools, but we know that barriers exist.

We are taking the following actions to remove these barriers:

1. By the end of 2026, we will collaborate with our Centre of Expertise in the Workplace and Workforce Services Directorate to identify accessibility training with an information technology-specific lens to provide our team with accessibility knowledge that is more specific to their roles and day-to-day work duties.

2. By the end of 2026, we will have clarified to staff that a memorandum of understanding has been put in place between the Agency and the AAACT program. We will educate all relevant staff about the support available in this memorandum so that they can make support requests to the program on behalf of employees when needed.

3. By mid 2027, we will follow up with the AAACT program to better understand what types of assistive technologies are frequently requested by Agency staff and we will develop a plan to permanently integrate these technologies into the Agency's approved work tools.

4. By mid 2027, we will have assessed what specific resources are needed to test accessibility in both existing and new systems deployed by the Agency. We will also have reviewed and clarified how to include accessibility considerations in system design specifications.

5. Communication, other than Information and Communication Technologies

Progress we've made since 2023

Our Communications team has a depth of knowledge and expertise when it comes to accessibility and while we did complete all the actions from our 2023-2025 Accessibility Plan, we received feedback that the communication actions could have been more robust.

- Since 2023, we have ensured that documents posted on our website are accessible, meet WCAG 2.1 AA standards, and are available on demand in alternative accessible formats.

- We have developed accessible document templates and offered training to all staff on how to remove barriers in new work products.

- We have reviewed the Agency's high priority and frequently used documents and updated them to make them accessible on the Intranet and public website. We have offered an accessibility improvement service on demand.

- We continuously update the Accessibility resource section of our Intranet site to ensure that we are sharing current best practices in accessible communications.

We identified the following barriers to accessibility in communication:

1. The level of accessibility literacy at the Agency varies greatly. There is a lack of confidence in using the accessible templates and a lack of awareness and often insufficient time at project initiation to request advice and support from the Communications team.

2. The Communications team has limited capacity and is not able to improve all the Agency's work products and has developed templates and offers support on demand to assist employees.

3. Our Intranet platform is out of date and while the content is accessible the user interface can create barriers for employees trying to make updates and access menus.

We are taking the following actions to remove these barriers:

1. We have introduced a mandatory training on document accessibility through the Canada School of Public Service. This is an ongoing effort at the Agency.

2. Employee training and onboarding tools will be updated so that all staff know how to produce accessible documents in plain language that is clear and concise.

3. In 2026, we will continue to prioritize the creation of easy-to-use templates for employees and will leverage Microsoft Copilot to support employees in making work products accessible. We will continue offering accessible document training on demand.

4. In 2026, in collaboration with IT and the AAACT program at Shared Services Canada, we will pilot a new Intranet platform that is designed with accessibility features and will test it with employees with disabilities.

5. In early 2026, we will publish a bulletin that sets the expectation that submissions to the Agency should be in accessible formats. This will ensure that documents submitted to the Agency for public consultations are in an accessible format.

6. In 2027, we will start to update our Intranet content to make it more accessible by using plain language so people can find what they need, understand it and use it.

7. In 2027, we will leverage artificial intelligence (AI) tools to make virtual employee engagement and consultation sessions more accessible.

8. In 2027, we will work with our colleagues in IT and Canada's Principal Publisher to migrate the Agency's main website to a new accessible platform and will user test it with persons with disabilities.

6. Design and Delivery of Programs and Services

Progress we've made since 2023

In implementing our design and delivery of programs and services actions we noticed that there was a lot of overlap between this area and communications. We also noticed that we needed to sequence our actions in a different way to support the integration in the design. Since 2023, we have accomplished the following:

- We have worked to remove barriers for persons with disabilities in the air passenger complaint resolution process and created guidance material that is accessible.

- We are modernizing our accessible complaint process and have accessible documents online that explain passengers' rights under the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR) which are available in multiple formats including ASL/LSQ and plain language summaries.

- We have launched the Accessibility Feedback Process page on our website to receive feedback from the public, stakeholders and employees to help identify barriers to accessibility.

- We have made plain language writing tools available on the Intranet and have contributed to the Plain Language standard from Accessibility Standards Canada.

We identified the following barriers to accessibility in our design and delivery of programs and services:

1. Writing in plain language remains a challenge due to a lack of consistent understanding of what constitutes plain language writing.

2. Use of complex legal language is a barrier for claimants with disabilities.

3. Not all members of the public are aware of their rights as passengers and do not always know how to seek support from the Agency.

4. Accessibility resources are sometimes considered too late in the design and planning process of the Agency's services and programs.

We are taking the following actions to remove these barriers:

1. We are creating plain language guidance documents for internal use, which will be included in the 2026 plain language training.

2. We are currently modernizing our complaints process to make it more accessible and efficient. This includes a review of accessible travel complaints.

3. In 2026, we will make available new passenger guidance tools that will be user tested for accessibility.

4. In 2026, we will launch a new website that helps persons with disabilities better understand their rights and submit complaints to the Agency. The site will be WCAG 2.1 AA compliant.

5. In 2026 and 2027, we will be reviewing our current outreach practices and developing a comprehensive program strategy to inform the public about their rights as transportation passengers.

6. In 2026 and 2027, we will consider the feasibility of partnering with disability advocacy organizations that are members of our Accessibility Advisory Committee on developing information and communication materials that meet the needs of the communities they serve.

7. By 2027, we will have reviewed our design and planning process for programs and services delivered by the Agency to determine where and how we can include accessibility sooner in the process.

7. Procurement of Goods and Services

Progress we've made since 2023

Our 2023-2025 Accessibility Plan listed one goal for the procurement of goods and services priority area. Upon review, we determined that our initial goal was more a repetition of existing practices at the Agency than an aspirational target. This is partly because some aspects of our procurement process rely on materials and systems provided by Public Services and Procurement Canada (PSPC), which may or may not be modifiable to fully meet accessibility requirements. While these dependencies may impact what we can change, there are still meaningful steps we can take to improve the accessibility of our process and the outcomes of procurement activities. We have therefore shifted our approach to procurement goals to better reflect what we can accomplish within this context.

We identified the following barriers in the procurement of goods and services:

1. Our internal statement of work form has a section regarding accessibility, but it lacks instructions, guidance, resources, and examples to support a meaningful consideration of accessibility in the procurement process.

2. Legal documents contain complex language that is difficult to understand.

3. There is a need to increase the baseline knowledge on accessible procurement across the Agency.

We are taking the following actions to remove these barriers:

1. We have implemented a mandatory accessibility checklist for all procurement requests over $10,000. Technical guides are included in this checklist.

2. Continuing in 2026 and after, we will further promote the existing resources we have available on our Intranet.

3. We are already providing plain language summaries for contracts to internal stakeholders. Our goal is to expand the provision of plain language summaries to external stakeholders by the end of 2027.

4. When accessible procurement tools are made available by the Treasury Board Secretariat or PSPC, we will adopt and implement them as soon as possible.

8. Transportation

Our 2023-2025 Accessibility Plan did not include any actions or goals related to transportation. We now understand that we should be considering what barriers exist in various transportation-related activities, such as travel policies and procedures at the Agency. Our travel policies are set by the Treasury Board of Canada, and we do not provide vehicles for work purposes to any employees.

Despite this, we are taking the following actions to reduce any barriers that may exist and prevent new barriers:

1. In 2026, we will update our Intranet page on travel bookings for employees to include accessibility needs.

2. In 2027, we will be adding information to our Intranet about accessible routes to our head office that can be shared with visitors who sometimes have meetings in our office space.

3. In 2028, employees will be informed of their options to request accessibility information and support when they attend conferences and other engagements for the Agency.

Conclusion

The Canadian Transportation Agency recognizes the need to include persons with disabilities in all aspects of our work and we are committed to ensuring this happens. This plan represents a part of this commitment. It serves as our guide to removing barriers over the next three years and support our implementation of new inclusive performance objectives. Our internal working committee will be tracking, monitoring, and seeking feedback from Agency staff and stakeholders about how we're doing. If you'd like to provide us with feedback about this plan, please visit our online feedback form page or use the contact information shared earlier in this plan. Your feedback will inform our ongoing efforts and our upcoming annual progress reports on accessibility plan implementation.

Finally, we would like to thank all the individuals and organizations involved in the creation of this updated accessibility plan.