



Feedback Process Description:

The Accessible Canada Act requires all federally regulated organizations, including the Commission, to publish annual progress reports for the next two years and to develop a new plan in three years. Your invaluable feedback will inform both our subsequent progress reports and our next iteration of our Accessibility Plan. The Commission has designated the Director of Inclusion, Diversity, Equity, Accessibility and Anti-Racism (IDEA-AR), to receive your feedback on behalf of the Commission.

You can use our feedback process to provide your feedback on:

- Barriers when dealing with your organization; and
- How is Martin Transportation Systems of Canada is implementing their accessibility plan.

Feedback:

- How can Martin Transportation Systems of Canada remove the barriers that have been identified.
- Martin Transportation Systems of Canada accessibility plan.
- Martin Transportation Systems of Canada feedback process.
- www.mtstrans.com

Please send your feedback to DL_MTS_HR@mtstrans.com and jeff.simons@mtstrans.com Terminal Manager 519-948-7175 ex 5

You can send your feedback by email, phone or mail using the contact information listed below. You can also send your feedback anonymously. We will acknowledge receipt of your feedback in the same way you sent us your feedback, unless the feedback was provided anonymously.



You can also contact us to ask for a copy of our accessibility plan and our feedback process description in these formats: print, large print, Braille, format that is compatible with adaptive technology intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 5 days. *15 days if you are a government organization or a private organization with 100 or more employees, OR 20 days if you are a private organization with less than 100 employees).*

We will use the feedback we receive to:

All information the is heard. We will present it to an internal working group and identify next steps, including obtaining additional feedback; use all the feedback to help Martin Transportation Systems of Canada prepare are progress report and next accessibility plan

Contact us:

Email: DL_MTS_HR@mtstrans.com jeff.simons@mtatrans.com

- Phone: 519-948-7175 ex 5
- Mail: Martin Transportation Systems of Canada 2425 Central Ave Windsor N8W- 4J4
- www.mtstrans.com