



## TSHIUETIN RAIL TRANSPORTATION 2024-2026 MULTI-YEAR ACCESSIBILITY PLAN PROGRESS REPORT

May 13 , 2025

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## 1 Introduction

The present progress report refers to the Tshiuetin Rail Transportation Multi-year accessibility plan and feedback process 2024-2026, which was communicated on January 26, 2024.

## 2 General

The purpose of this progress report is to provide up-to-date information regarding Tshiuetin Rail Transportation's accessibility initiatives on-board its passenger train.

### 2.1 Person designated to receive feedback in the name of Tshiuetin Rail Transportation

Mr. James Berube, Director General and Chief Operating Officer, is designated to receive feedback relating to the accessibility plan of the Tshiuetin Rail Transportation passenger service.

### 2.2 Feedback Process

To provide feedback, or to request a copy of the accessibility plan or progress report, please use one of the following methods:

- By phone (418) 960-0982, extension 102 (ticket office)
- By email at [accessibilite-accessibility@tshiuetin.net](mailto:accessibilite-accessibility@tshiuetin.net) ; or
- By mail at :  
Customer services – Tshiuetin Rail Transportation  
148, des Montagnais Boulevard, Uashat (QC) G4R 5R2

This feedback process can also be provided on request in print, large print, Braille, audio or electronic formats compatible with adaptive technologies designed to assist people with disabilities.

## 3 Information and communication technologies

### 3.1 Internet service on board the passenger train

Our new Internet service on board the passenger train gives passengers access to the internet and also provides real-time geolocation of the train during its journey.

Progress report, May 2025 : The internet service on-board the passenger train has proven to be both effective and convenient for our passengers.

### 3.2 Audio announcements on-board our trains

The company began a process to provide audio public announcement messages on our trains a few years ago, the project is unfortunately still not up and running.

Progress report, May 2025 : This file is progressing. We are currently consulting service providers in an effort to prepare and standardize some announcements which could be made by our personnel during the trip.

### 3.3 Video announcements on-board our trains

We've begun an initiative to provide video announcements at the same time the audio project began. To date, video screens have been installed in each passenger coach, but messages have yet to be developed and programmed.

Progress report, May 2025: This file is progressing. We are currently consulting service providers in an effort to standardize some video materials which could be viewed during the trip.

## 4 Communication, other than ITC

In addition to the technological means listed above, Tshiuetin Rail Transportation uses other means to communicate in a respectful and accessible manner with persons with disabilities. These are as follows:

- Verbal communications, taking the following into account:
  - The nature of the disability
  - Use of assistive devices
  - Information on the person's preferred form of physical assistance;
  - A description of the services TRT can provide.
- Public announcements on board trains
  - We are planning to provide announcements on televisions and by audio in passenger coaches. This project is ongoing.

## 5 Procurement of goods, services and facilities

When acquiring goods, implementing new services or setting up new facilities, TRT ensures that acquisitions are made in a manner that is respectful of and accessible to people with disabilities.

When acquiring or modifying goods that can be used by people with disabilities, TRT identifies the elements that must be made accessible according to our accessibility standards.

When new equipment is commissioned, we verify that it is accessible to passengers. TRT ensures that staff receive the necessary training and that everything is accessible.

The staff responsible for acquiring goods, setting up new services or installing new equipment ensures that an accessibility assessment is carried out beforehand.

Progress report, May 2025: Two of the passenger coaches have been sent for refurbishing. We are working with the contractor to enhance accessibility, in accordance with company standards. We expect to receive these cars towards the end of the year.

## 6 Design and delivery of programs and services

In the implementation of its programs and services, TRT ensures that customer service is provided in a manner that is respectful and accessible to persons with disabilities.

In order to achieve this objective, the following element is considered:

- Assistance to passengers embarking and disembarking our train.

Progress report, May 2025: This is ongoing and monitored by company supervisors.

## 7 Transportation

Access to Tshiuetin Rail Transportation stations is possible by private car, taxi cab and paratransit. The following elements were considered:

- A drop-off and pick-up area for people with disabilities is available near the entrance to the central doors of the Schefferville and Sept-Îles stations;
- The City of Sept-Îles also offers a paratransit service for its users, with the aim of promoting the social, educational and professional integration of persons with disabilities and loss of autonomy.

Progress report, May 2025: This is ongoing and monitored by company supervisors.

## 8 Built environment

The Schefferville station was built to national building code requirements that meet universal design standards. The Sept-Îles station is leased from the QNS&L railway. It also has accessible amenities.

The following element meets station standards:

Washrooms :

- Accessible toilets are located in station washrooms areas.

## 9 Provisions of CTA accessibility-related regulations

Tshuëtin Rail Transportation is governed by the following provisions of the Accessible Transportation for Persons with Disabilities Regulations:

### Communication of information to persons with disabilities

- Section 4 - General information - alternative communication format

Information made available to the public is available in the following formats:

Electronic format compatible with adaptive technologies;

- o On request, in large print;
- o Audio and visual support.

- Section 5 - Published information

The following information is published on the [www.tshuëtin.net](http://www.tshuëtin.net) website:

- o A list of the sections of the regulations that apply to TRT ;
- o The services offered to persons with disabilities;
- o TRT's complaints resolution process and how to use it.

- Section 6 - Communication

- o Employees are trained to interact with persons with disabilities in a way that respects the nature of their disability.

- Section 7 - Telephone system

- o A relay service is not available for deaf people. We ask that people communicate with us by email when possible.

- Section 8 - Web site

- o The website is accessible to people with disabilities, with instructions on how to access the various services.

- Section 9 - Web site requirements

- o The website is accessible via all electronic platforms.

- Section 10 - Public announcement inside the station

- o Public announcements inside the stations are done by station personnel.

- Section 11 - Automated self-service kiosks

- Tshiuetin Rail Transportation does not have automated self-service kiosks.

#### Personnel training for the assistance of persons with disabilities

- Section 15 – Application
  - Staff receive the training they need to provide assistance to people with disabilities.
- Section 16 – Interaction with the public
  - Staff receive the necessary training to ensure that interactions with people with disabilities are respectful.
- Section 17 – Physical assistance
  - Staff with a role to play in providing physical assistance to a disabled person are trained to do so.
- Section 18 – Handling mobility aids
  - Staff who have to handle mobility aids are trained to do so.
- Section 19 – Using or assisting with special equipment.
  - Personnel required to operate or assist with specialized equipment receive applicable training.
- Section 20 – Initial training – timeline
  - Staff must receive training within 60 days of hiring.
- Section 21 – Refresher training
  - Staff must receive a refresher training every 3 years.
- Section 22 – Duty to inform personnel
  - Staff are notified of changes to regulations or procedures.
- Section 23 – Preparation of training program
  - Training programs are administered in accordance with the regulations.

#### Requirements applicable to terminal operators

- Section 212 - Application

- This requirement applies to Tshiuetin Rail Transportation stations.
- Section 214 – Prohibition – no charge for required service
  - TRT does not charge for services provided to persons with disabilities.
- Section 215 – Communication of information
  - The services offered are published on the TRT website and can be presented by telephone as well.
- Section 216 – Assistance for persons with disabilities
  - Assistance provided by TFT to disabled people on request includes:
    - Assistance with wheelchair;
    - Assistance with luggage;
    - Assistance in moving from the minute stop area to check-in and from the carousel exit to the mode of transport.
- Section 217 – Service provider for ground transportation
  - As mentioned in section 7 of this document, ground transportation service providers meet accessibility standards.
- Section 220 – Pre-existing terminals
  - These requirements apply to TRT as a passenger rail operator.
- Section 221 – Duty of terminal operator
  - TRT ensures that the necessary requirements are met.
- Section 222 – Terminal – requirements (applicable to TRT)
- Section 223 – Lift, ramp or stairs – requirements (applicable to TRT)
- Section 225 - Wheelchairs
  - A sufficient number of wheelchairs is made available for passengers.
- Section 226 – A terminal must have



- Reserved seating for persons with disabilities is available in all areas of the station.
- Section 227 – Designated relief area
  - A designated area for service dogs to relieve themselves is available:
    - Outside, in proximity the station entrance.
- Section 229 – Obstruction due to repairs or maintenance
  - TRT has measures in place to ensure safety when an obstructing object is present.
- Section 230 – Non-accessible path of travel
  - An alternative path is provided if a passageway is not accessible.
- Section 231 - Maintenance
  - TRT ensures that its stations and related facilities are kept in good working order and satisfactorily maintained.

## 10 Feedback information

To provide feedback, or to request a copy of the accessibility plan, please use one of the following methods:

- By phone (418) 960-0982, extension 102 (ticket office)
- By email at [accessibilite-accessibility@tshiuetin.net](mailto:accessibilite-accessibility@tshiuetin.net) ; or
- By mail at :  
 Customer services – Tshiuetin Rail Transportation  
 148, des Montagnais Boulevard, Uashat (QC) G4R 5R2

## 11 Consultations

### 11.1 Consultation Process

The Tshiuetin Railway Transportation Accessibility plan was prepared in consultation with the organisation *Module d'épanouissement à la vie de Sept-Îles* (MEV SI), an association that promotes and defends the rights of people living with disabilities.

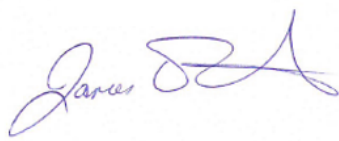
MEVSI also acts as an advisory body for our passenger train service. Its representatives contribute to the quality of accessibility of our facilities and our passenger train. More specifically, they work with us to ensure that any modifications made to our passenger cars

are carried out with a view to making them as accessible as possible to persons with disabilities.

MEVSI was consulted for the production of this progress report on May first, 2025 and informed by email that present actions taken by Tshiuetin Rail Transportation complied with the requirements of people living with one or more disabilities in order to allow respect and dignity for passengers and employees.

## 12 Publication of the Progress Report

This progress report is published on the Tshiuetin Rail Transportation website, at [www.tshiuetin.net](http://www.tshiuetin.net).



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James Berube  
Director General and Chief Operating Officer