



ROCKY MOUNTAINEER®

# Rocky Mountaineer Progress Report

**June 2024**

# 1. General

## **Feedback and Contact**

We welcome feedback about our Accessibility Plan and Progress Report to identify and address barriers across our operations. Anonymous feedback is also accepted. Feedback can be shared through the following channels:

- Email: [accessibility@rockymountaineer.com](mailto:accessibility@rockymountaineer.com)
- Phone: 1-800-653-4105 (Rocky Mountaineer Guest Experience Centre)
- Mail:       Manager, Compliance  
                  Rocky Mountaineer  
                  1100-980 Howe Street  
                  Vancouver, BC V6Z 1N9

Person designated to receive feedback on behalf of Rocky Mountaineer:

**Peter Jones, Manager, Compliance**

Any feedback that we receive, other than anonymous feedback, will be acknowledged in the same way it was received.

# 2. Information and Communication Technologies (ICT)

## **Accessibility Goal Updates**

- An accessibility audit of our website was completed, including the audit of Web Content Accessibility Guidelines (WCAG) Level AA conformance. Rocky Mountaineer is working to analyze the findings and implement the recommendations.
- Rocky Mountaineer has communicated its commitment to accessibility and support for people with disabilities on our website.

### 3. Communication (other than ICT)

#### **Accessibility Goal Updates**

- Rocky Mountaineer recognizes the current limitations of its communications to people with disabilities, onboard and off its trains, and has reached out to the Canadian National Institute for the Blind (CNIB) for alternative communication methods (e.g. Braille) required upon request.

### 4. Procurement of goods, services and facilities

#### **Accessibility Goal Updates**

- Manager, Compliance is now involved with departmental projects to ensure that accessibility is considered at the initial stages of development.

### 5. Design and delivery of programs and services

#### **Accessibility Goal Updates**

- Destination BC, in conjunction with Spinal Cord BC, performed a review of our station, the boarding and deboarding process for the trains, as well as onboard movement on the train itself; and provided a report to Rocky Mountaineer with findings including areas for improvements. Rocky Mountaineer is in the process of analyzing information to identify areas where barriers can be removed.
- The accessibility-related training programs for all employees were reviewed by the Manager, Compliance and recommended improvements are being implemented.

### 6. Transportation

#### **Accessibility Goal Updates**

- Destination BC, in conjunction with Spinal Cord BC, performed a review of the boarding and deboarding process for the trains and provided a report to RM with findings including areas for improvements. RM is in the process of analyzing

information to identify areas where barriers can be removed.

## 7. Built Environment

### Accessibility Goal Updates

- Destination BC, in conjunction with Spinal Cord BC, performed a review of our Station as well as the onboard movement on the train itself; and provided a report to RM with findings including areas for improvements. RM is in the process of analyzing information to identify areas where barriers can be removed.
- Other accessibility-related progress: Rocky Mountaineer has added more seating to its Vancouver Station to provide more resting areas for people waiting for the train.

## 8. Provisions of [Canadian Transportation Agency \(CTA\)](#) Accessibility-Related Regulations

The CTA Accessibility-related regulation applicable to Rocky Mountaineer is the *Personal Training for Assistance of Persons with Disabilities Regulations*.

Rocky Mountaineer aims to have all employees and contractors who provide transportation-related services, and who may be required to interact with the public or to make decisions in respect providing service for persons with disabilities, receive an appropriate level of training.

## 9. Feedback Information

Rocky Mountaineer had external audits completed on both its customer-facing websites and its built environments (train station and train). The findings are in the process of being analyzed for feasibility of implementation.

In response to guest feedback, Rocky Mountaineer contacted a hotel supplier to review the process to ensure accessible hotel rooms are available to meet guest needs. The hotel partner completed an internal investigation and has put controls in place to ensure rooms booked are available to meet guest needs.

## 10. Consultation

Rocky Mountaineer consulted with CNIB on the audit of its website; and with Destination BC/Spinal Cord BC on the audit of its station and train. This included in-person consultations with individuals who have disabilities.