Description of Feedback Process and Contact Information

In compliance with the Canadian *Accessible Transportation Planning and Reporting Regulations (ATPRR)*," this plan was developed with the feedback from various stakeholders. We continue to listen to you and welcome your comments on this plan, our feedback process, our progress reports, or any other issue you encounter.

Our feedback process is easy. Simply share your comments, anonymously or by including your name and contact information, through any of the following channels:

- Calling 1-800-USA-RAIL (1-800-872-7245) or TTY: 1-800-523-6590 for people who are D/deaf, deafened, or hard-of-hearing;
- Using the Live Chat Agent on Amtrak.com. A Live agent is available daily 7:00 am to 11:00 pm Eastern time. If you need assistance outside these hours, feel free to "Ask Julie" any questions, or email us or call us for assistance.
- E-mail us at https://www.amtrak.com/contact-us/email or at AccessibilityOffice@Amtrak.com
- Sending us a message though one of our social media platforms: Facebook, Twitter, or Instagram;
- Mail us at: Amtrak ADA Coordinator, Amtrak Law Department, 1 Massachusetts Avenue, NW, 20001.

Amtrak will acknowledge receipt of your feedback and follow up with you (if not anonymous) directly to take the appropriate actions.

Alternative Formats

You can use any of the methods of communication above to request this plan, a description of our feedback process, or our progress reports in a print, large print, Braille, or audio format. If you communicate using sign language, you can contact us by using the Video Relay Service (VRS) at 711 and our phone number above.

Delivery Time Frames for Alternative Formats

We will provide our accessibility plan, a description of our feedback process, and our progress report to you as soon as feasible, but, at the latest, 45 days after the day on which the request was received, in the case of a request for a document in Braille or audio format; or in the case of a request for a document in any other format, 15 days after the day on which the request is received.