

Procedure to Report Blocked Railway Grade Crossings

If you experience disruption in moving about your Township or Municipality because a train has blocked your route – Transportation Canada needs to hear from you.

If a stationary train has been blocking vehicle or pedestrian traffic at a grade crossing for **5 minutes or longer**, you should contact Transport Canada to file a complaint. You can reach the Transport Canada Duty Officer By phone or email. Here is the contact information:

Phone Number (416) 973-5540)

Email OPS-EXPOntario@tc.gc.ca

Registering a Complaint

To register a complaint you will need to provide the following information:

- Location of the crossing (city and intersection/road)
- Date and time
- Name of the railway company
- What the train was doing and for how long
- Where possible either the engine number or the number on the rail car in the crossing

During business hours, you will be connected with an Inspector who will record and investigate your complaint. After hours – please leave all details including your name and contact number in your voice message; a Transport Canada Inspector will follow up with you. If available, an email can be a better option after hours.