



Accessible Transportation for Persons with Disabilities

House of Commons Standing Committee on Public Accounts, 32nd Report
CATSA Response

Recommendation 7 – Complaints Data Strategy (Final Report)

November 01, 2024



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Introduction

Pursuant to its mandate under Standing Order 108(3)(g), the Standing Committee on Public Accounts studied Report 1, *Accessible Transportation for Persons With Disabilities*, of the 2023 Reports 1 to 4 of the Auditor General of Canada. As a part of its review, the committee outlined the following recommendation for the Canadian Air Transport Security Authority (CATSA) in the 32nd report of the Standing Committee on Public Accounts.

Recommendation 7 - *CATSA should present the Committee with a status report on its draft strategy for complaint data. A final report should also be presented on the changes made further to consultations on the strategy and its implementation.*

As outlined in the government's response to the 32nd report of the Standing Committee on Public Accounts, CATSA committed to presenting the committee with two reports.

On January 25th 2024, CATSA provided the Standing Committee on Public Accounts with a report outlining the status of the complaints data strategy and the timeline for implementation. The first report is available on the Standing Committee on Public Accounts website.

The following report presents the final update regarding the complaints data strategy, outlining the implementation of the strategy and changes made further to consultations on the strategy and its implementation.

1. Background

In 2023, the Office of Auditor General of Canada (OAG) published *the Accessible Transportation for Persons with Disabilities* report, providing a recommendation for CATSA to leverage complaint data to identify long-term accessibility barrier issues and improve the analysis and categorization of complaint data, while acknowledging that CATSA handled complaint cases individually to address barriers whenever possible.

Further to the OAG's recommendation, CATSA developed an Accessibility Complaints Tracking and Analysis Strategy. As part of that strategy, the organization conducted a review of complaint classifications to determine what categories were used by CATSA's Client Satisfaction team for accessibility complaints, and if the process for categorization of complaints was clear and consistently followed. The various mechanisms for reporting accessibility complaints were also reviewed during this phase and a clear understanding of *A Federal Data and Measurement Strategy for Accessibility 2022 to 2027* was achieved to ensure alignment of any current and future reporting.

As a result of the activities undertaken during this review, opportunities for improvement in all three areas (categorization, the process followed for categorization, and the reporting of accessibility complaints) were identified.

2. Accessibility Complaints Tracking and Analysis Strategy

Following the review of complaint classifications, CATSA developed a new process for categorizing accessibility complaints to ensure consistency of reporting, along with new analysis and reporting mechanisms for accessibility complaint data.

The complaint data specific to accessibility is now being compiled into a quarterly report by the Client Satisfaction team, analyzed by an internal and market research expert, and shared with a newly created internal accessibility complaints working group. The working group is comprised of representatives from CATSA's Operations branch, including Regulatory Affairs and Operations Policy, Training Development and Certification, and Program Delivery, as well as service delivery managers from each of its four regions. Client Satisfaction, Communications and Corporate Affairs are also represented.

The working group reviews each complaint, along with data from each quarter, and considers any trends or issues identified from its analysis to better isolate and address barriers to accessible screening. Participants are asked to work with their respective teams to develop proposed solutions and report back to the working group on the results of any subsequent actions that may be undertaken.

CATSA also conducted consultations with disability advocates through the Council of Canadians with Disabilities prior to the implementation of the Accessibility Complaints Tracking and Analysis Strategy. These consultations resulted in enhancements to the strategy, including but not limited to the ability for complainants to submit a complaint through video, sharing with complainants that a dedicated client satisfaction coordinator is assigned to their file, prompt communication with complainants if a resolution is expected to take longer than the 30-day service standard, as well as having the internal working group leverage the guidance of disability experts, as required, to consider solutions to identified barriers.

3. Conclusion

CATSA's revised Accessibility Complaints Tracking and Analysis Strategy offers improvement in the categorization and analysis of complaints to capture a more complete picture of barriers experienced by persons with disabilities. Through consultations with the disability advocacy community, the organization was able to provide improvements to the strategy that will assist in streamlining the complaints process for passengers with disabilities and enhance the development of potential solutions to identified barriers. CATSA wishes to thank the Council of Canadians with Disabilities and its member organizations for their valuable input to the development of CATSA's Accessibility Complaints Tracking and Analysis Strategy. In implementing the strategy, CATSA will continue to improve on the delivery of its services by leveraging complaint data to identify and remove barriers to security screening for all those travelling by air at Canada's designated airports.