



# Accessible Transportation for Persons with Disabilities

House of Commons Standing Committee on Public Accounts, 32<sup>nd</sup> Report  
CATSA Response

Recommendation 3 – Web Accessibility (Final Report)

July 31, 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 32<sup>nd</sup> report of the Standing Committee on Public Accounts ([Accessible Transportation for Persons with Disabilities](#)):

**Recommendation 3** - *CATSA should present the Committee with a report indicating whether its objective of meeting all web accessibility standards was achieved, as well as the results of the quarterly review of accessibility compliance. This should also include the issues that were identified for which no corrective actions have been taken, and when they will be undertaken.*

As outlined in the [government's response to the 32<sup>nd</sup> report of the Standing Committee on Public Accounts](#), CATSA committed to presenting the committee with two reports.

On April 25<sup>th</sup> 2024, CATSA presented the Standing Committee on Public Accounts with a report outlining the successful identification and correction of all accessibility issues identified during the audit, ensuring compliance with WCAG 2.0 AA guidelines.

The following report contains the results of the quarterly review of accessibility compliance.

## 1. Background

In 2023, the Office of Auditor General of Canada (OAG) published [the Accessible Transportation for Persons with Disabilities](#) report, which included a recommendation for CATSA to address web accessibility issues, ensuring that the online criteria meets current web accessibility standards. When tested, 35 out of 241 (15%) of online criteria did not meet required standards. Recommendations included rectifying missing alternative text descriptions, availability of screening procedures and availability of accessibility services.

## 2. Changes to Web Accessibility

Further to the OAG's recommendation, CATSA was tasked with ensuring its website adhered to accessibility standards outlined in the Web Content Accessibility Guidelines (WCAG) 2.0 AA<sup>1</sup> guidelines. Based on the OAG's performance audit, various accessibility issues were identified, necessitating updates and improvements. CATSA promptly addressed all identified issues to enhance the accessibility of its website including conversion of PDFs to HTML, updating website content and ensuring that all OAG findings were addressed to ensure compliance with accessibility standards.

As of April 1, 2024, all OAG findings were addressed and accessibility improvements were implemented. CATSA presented details of the remedial actions taken in the Recommendation 3 report to the Standing Committee on Public Accounts (April 2024).

## 3. Third Party Review of Web Accessibility

Following the implementation of the accessible revisions of CATSA's website, the organization contracted the services of a third-party vendor (LevelAccess) to conduct an audit of CATSA's website enhancements, ensuring that all applicable criteria is compliant with web content accessibility guidelines.

LevelAccess confirmed within their audit that all OAG findings were addressed within CATSA's web accessibility upgrade.

During the manual audit of CATSA's website, LevelAccess identified additional opportunities for accessibility enhancements including developer codes. CATSA has initiated the process to acquire custom code from website developers to ensure that CATSA's website is further accessible.

The organization prioritizes the accessible experience of all communications to ensure equal access to information. Accessible enhancements to CATSA's website, beyond the WCAG 2.0 AA standard, will be continuous as future web accessibility standards are developed.

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<sup>1</sup> AA represents the level of compliance to WCAG guidelines required for CATSA.

## **4. Conclusion**

CATSA has successfully addressed all OAG findings, as per the results of the third party review of web accessibility, ensuring compliance with WCAG 2.0 AA guidelines. CATSA will continue to enhance the accessibility of the website, ensuring equal access to information and services for all individuals.