Canadian Air Transport Security Authority — Administration canadienne de la sûreté du transport aérien

Accessible Transportation for Persons with Disabilities

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

Recommendation 3 – Web Accessibility

May 1, 2024

Canada

CATSA ACSTA

Table of Contents

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 (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 32nd report of the Standing Committee on Public Accounts](#), CATSA will be presenting the Committee with two reports.

The following report presents the organization's progress in meeting all web accessibility standards. CATSA will be issuing a second and final report containing the results of the quarterly review of accessibility compliance, including the issues that were identified for which no corrective actions have been taken (if applicable), and when they will be undertaken. This report will be presented to the Committee by July 31, 2024.

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[1] guidelines. Based on the OAG's performance audit, various accessibility issues were identified, necessitating updates and improvements. This report outlines the steps taken by CATSA to rectify these issues, ensuring compliance with accessibility standards.

2.1 Audit Findings

The audit conducted on CATSA's website revealed several accessibility issues, including but not limited to:

- Insufficient alternative text for images;
- Contrast requirements;
- Inconsistent heading structures; and
- Inaccessible PDF documents.

2.2 Remedial Actions Taken

CATSA promptly addressed all identified issues to enhance the accessibility of its website. The following remedial actions were implemented:

- **Addressing findings**: All findings highlighted by the OAG were addressed to ensure compliance with accessibility standards.

- **Conversion of PDFs to HTML:** To improve accessibility, all PDF documents hosted on the website were converted to HTML format, ensuring compatibility with assistive technologies.

- **Updating website content:** Website content was updated to include comprehensive alternative text for images, ensuring accessibility for visually impaired users.

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[1] AA represents the level of compliance to WCAG guidelines required for CATSA.

- **Installation of Level Access software:** CATSA installed Level Access, a software solution designed to conduct automated scans and manual testing to ensure ongoing compliance with accessibility standards. This software will play a crucial role in maintaining the accessibility of the CATSA website.

2.3 Implementation Timeline

As of April 1, 2024, all OAG findings were addressed and accessibility improvements were implemented, including the conversion of PDFs to HTML.

3. Conclusion

CATSA has successfully addressed all accessibility issues identified during the audit, ensuring compliance with WCAG 2.0 AA guidelines. By converting PDFs to HTML, updating website content, and installing Level Access software for ongoing monitoring, CATSA has demonstrated its commitment to providing an inclusive online experience for all users, including those with disabilities. Moving forward, CATSA will continue to prioritize accessibility in its digital initiatives to promote equal access to information and services for all individuals.