



Accessible Transportation for Persons with Disabilities

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

Recommendation 7 – Complaints Data Strategy

January 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 32nd report of the Standing Committee on Public Accounts ([Accessible Transportation for Persons with Disabilities](#)):

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 such, CATSA is providing the following report in response to this recommendation.

1. Status of the Draft Complaints Data Strategy

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. The strategy is divided into three phases covering the period April 1, 2023 to September 30, 2024. The first phase, ending December 31, 2023, is now complete.

Activities during the first phase included conducting 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 phase, opportunities for improvement in all three areas (categorization, the process followed for categorization, and the reporting of accessibility complaints) have been identified.

Phase two, which covers the period of January 1 to August 30, 2024, includes the development of options for new categories for recording accessibility complaints and any processes that support this work, along with new analysis and reporting mechanisms. This work will be undertaken in consultation with various teams within CATSA, as well as with representatives of various disability advocacy groups. The selected improvements will be set in place and ready for adoption in phase three, which covers the month of September 2024.