

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.

The Committee made the following recommendation for the Canadian Transportation Agency (Agency) in the 32nd report of the Standing Committee on Public Accounts (Accessible Transportation for Persons with Disabilities):

Recommendation 6 - The Canadian Transportation Agency should present the Committee with a status report indicating what measures have been taken to implement additional oversight approaches and adjust its staffing level to enforce the Accessible Transportation for Persons With Disabilities Regulations. A final report should also be presented and include statistics on the number of inspections performed, such as those including direct observations of available services, and the number of employees responsible for enforcing the Accessible Transportation for Persons With Disabilities Regulations, in fiscal years 2022–2023, 2023–2024 and 2024–2025.

In response to this recommendation, the Agency is providing the following Report on Progress.

Report on Progress

Staffing Levels – Accessibility Enforcement:

Staffing Levels	2021-22	2022-23	2023-24	2024-25	2025-26	% Increase vs. 2021-22
Accessibility Full Time Equivalent (FTE's)	3.96	3.40	4.73	5.85	5.85	47.6%
Existing -Experienced	3.96	3.31	4.13	5.85	5.85	-
New - In Training	0	0.09	0.45	0	0	-
Accessibility Budget ¹	\$319,408	\$274,977	\$450,105	\$546,827	\$546,827	71.2%

¹Budget estimates are based on the maximum salary for each Accessibility FTE as at June 30, 2023, not inclusive of O&M

Since the audit was completed, the Agency has increased its staffing level within its enforcement division by adding one new permanent regional enforcement manager position, four new permanent senior investigative positions, and one additional team member to directly support their work. A portion of the work performed by these employees is dedicated to accessibility (see table above). Adding a second enforcement manager to the team ensures increased oversight of the work being performed across the country, while improving the agility of the team to anticipate and respond to emerging accessibility issues. In addition, the Agency has reorganized the enforcement division by creating Eastern and Western regional enforcement teams tasked with providing more targeted oversight of the regulated entities within their respective regions.

Inspection Statistics:

Table 1: Inspections		Fiscal Year 2024-25 (Year to Date)	Fiscal Year 2023-24	Fiscal Year 2022-23	Fiscal Year 2021-22 (Accessible Transportation Planning and Reporting Regulations (ATPRR) in force December 13, 2021)	2020-21 (Accessible Transportation for Persons with Disabilities Regulations (ATPDR) in force June 25, 2020)
Inspections	All Access. Except ATPRR	5	63	66	18	7
	ATPRR only ¹	3	137	3	n/a	n/a
Investigations ²	All Access.	11	16	7	2	5
Direct Observations ³	ATPDR	1	10	n/a	n/a	n/a

¹ ATPRR Inspections relate to the new Accessible Canada Act-related regulations that the Agency is now responsible for verifying and monitoring to ensure compliance.

² Investigations result from credible information obtained by Enforcement (e.g. complaints, media reports, etc.), they may also result from issues identified during planned Inspections.

³ Direct observations are related to the Collaborative Inspection Pilot initiated by the Agency in response to the OAG Report. They are reported based on separate observation activities made at various points in each participant's journey.

Enforcement Statistics:

Table 2: Enforcement		Fiscal Year 2024-25 (Year to Date)	Fiscal Year 2023-24	Fiscal Year 2022-23	Fiscal Year 2021-22 (Accessible Transportation Planning and Reporting Regulations (ATPRR) in force December 13, 2021)	2020-21 (Accessible Transportation for Persons with Disabilities Regulations (ATPDR) in force June 25, 2020)
Total Notice of Violations Issued	All Access.	7	11	4	1	2
Total Notice of Violations with Warning Issued	All Access.	0	0	0	0	2
Total Administrative Monetary Penalty Value	All Access.	\$302,000	\$540,500	\$146,000	\$11,250	\$28,000
Total Cautionary Notices Issued	All Access.	7	135	1	1	0

The increase in the number of inspections and enforcement actions taken since 2022-23, reflects in part the Agency's resumption of onsite inspections as travel volumes returned to more normal levels after the pandemic, as well as the Agency responding to accessibility-related incidents. Additionally, the Agency issued numerous Cautionary Notices beginning in 2023-24, as a consequence of the initial evaluation of transportation service provider (TSP) compliance with the new *Accessible Transportation Planning and Reporting Regulations (ATPRR)*, which required TSPs to begin meeting specific deliverables by the end of 2022. Of the initial 119 ATPRR inspections conducted, only 2 transportation service providers (TSPs) were fully compliant. Our subsequent interactions with TSPs have resulted in more than 89% of them being brought into compliance. We continue to work with the remaining TSPs to achieve compliance.

Collaborative Oversight Pilot Project Update:

A collaborative oversight pilot was completed to obtain information regarding the travel experiences of persons with disabilities, through direct observation of their lived-experience. The pilot focused on shadowing persons who use mobility aids when travelling by air. This involved:

- Shadowing persons with disabilities, who travelled within the federal transportation system, to observe and document information regarding their experiences; and
- Interviewing the individuals who travelled, to obtain their personal perspectives regarding their experiences.

To date we have completed three shadowing activities:

- Three volunteers participated in the pilot project;
- Six designated enforcement officers (DEO), the two regional enforcement managers, and the lead senior analyst participated in the shadowing exercises; and
- Observed eleven points in the passengers' journeys, either from curbside to boarding, or from deplaning to exiting the terminal.

The Agency is currently consolidating and evaluating what it has learned through the pilot, to inform and develop its ongoing Collaborative Oversight Program for Accessibility. The Collaborative Oversight Program will be included in the Agency's annual compliance work plans going forward, and will be expanded to include all regulated transportation modes and additional types of disabilities.

The Agency will provide a complete report, as requested in Recommendation 6, by May 31, 2025.