



March 27, 2024

John Williamson, M.P.
Chair, Standing Committee on Public Accounts
House of Commons
Ottawa, ON K1A 0A6

By email: PACP@parl.gc.ca

Dear John Williamson:

The following information is further to the Government's Response (tabled in the House of Commons on February 9, 2024) to the Thirty-second Report of the Standing Committee on Public Accounts – 44th Parliament, 1st Session – entitled "Report 32: Accessible Transportation for Persons with Disabilities".

As requested by the Committee, I am pleased to provide the enclosed Report on Progress in response to Recommendation 9 of the Committee's report.

I thank the members of the Committee for their continued interest and attention to our efforts to address the issues identified in the Auditor General's audit.

Sincerely,

A handwritten signature in blue ink, appearing to read "France Pégeot".

France Pégeot

Enclosure

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

Recommendation 9 - The Canadian Transportation Agency should present the Committee with a status report indicating which government processes were undertaken and how much information the agency has received from transportation service providers to determine the number and nature of accessibility complaints and to classify them. A final report should also be presented.

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

Report on Progress

Under subsection 42(2) of the *Canada Transportation Act*, the Agency must report on the operation of, and any difficulties observed in, the administration of the Act through its Annual Report, and since 2019, the Agency has identified the lack of data from transportation service providers as a gap.

The government introduced Bill C-52 on June 20, 2023. This Bill would, in part, amend the *Canada Transportation Act* to authorize the government to make regulations requiring transportation service providers, to collect and provide accessibility data to the Minister of Transport and the Agency, and to allow the Minister of Transport and the Agency to make the information public. The Bill is currently in Second Reading in the House of Commons.

In the meantime, Agency enforcement officers continue to use their existing inspection authorities to require the provision of some information from transportation service providers in order to monitor industry compliance with current regulations.

The Agency has recently requested that air carriers provide data on accessibility complaints that they have received over the past year. This information will be used to inform future compliance monitoring activities. The Agency will provide a complete report on the data received, as requested in Recommendation 9, by March 31, 2025.