



Canadian
Transportation
Agency

Office
des transports
du Canada

THE CANADIAN TRANSPORTATION AGENCY



Making Transportation Efficient and Accessible for All

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Canada

The Canadian Transportation Agency

The Canadian Transportation Agency is an independent administrative tribunal of the Government of Canada that operates like a court.

It is responsible for:

- dealing with and resolving disputes related to various aspects of transportation;
- improving access to transportation services; and
- making decisions in air, rail and marine transportation as an economic regulator.

The Agency supports the goal of a Canadian transportation system that is competitive, efficient and accessible, meeting the needs of those who provide or use transportation services.

Our work as an economic regulator

The Agency provides approvals and makes decisions in the rail, air and marine transportation sectors, including:

- licensing air and rail carriers;
- helping to negotiate and administering provisions of international air agreements;
- setting railway revenue caps for moving Western grain;
- approving railway line construction;
- inspecting railway accounting and operating systems; and
- protecting the interests of Canadian marine vessel operators.

Resolving disputes

Much of the Agency's work involves complaints about a wide range of transportation issues regarding passenger air travel, railway services, and marine transportation. Parties are expected to first bring their concerns to the transportation service provider's attention. If a direct approach is unsuccessful, the complainant may contact the Agency to explore what other steps are available to address the dispute. As an organization committed to dialogue and education, the Agency favours voluntary and cooperative solutions when possible.

For example, its employees are often able to resolve matters quickly and at no cost through **facilitation**, working with complainants and transportation operators.

Improving access to transportation

The Agency has the authority to remove obstacles to mobility that persons with disabilities may encounter within Canada's federally-regulated passenger transportation network (air, rail, ferry or interprovincial bus services). The Agency removes undue obstacles in two ways: on a case-by-case basis by resolving individual complaints, and on a systemic basis by developing codes of practice,

The Agency also offers **mediation** as a less resource-intensive alternative to formal processes. With the aid of an Agency mediator, parties jointly make decisions about ways to address issues in dispute, so that they can negotiate settlements that work for everyone. Mediation can be a flexible, fast and inexpensive way to achieve solutions.

For select business-to-business rail matters, upon request of all parties involved, the Agency may also offer **arbitration** services.

As a quasi-judicial tribunal, the Agency operates like a court and has the authority to issue decisions and orders through **formal adjudication**. Parties will file their arguments and Members of the Agency, who are the decision-makers, will review the submissions and provide parties with their analysis and reasons underlying their decision.

standards and regulations for accessible transportation. Persons who have experienced difficulties in travelling because of a disability may file a complaint with the Agency.

As in other transportation disputes, the Agency uses its facilitation, mediation and formal decision-making procedures to resolve accessibility disputes and related concerns.

The Canadian Transportation Agency welcomes your questions, inquiries and comments.

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