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The Canadian Transportation Agency

The Canadian Transportation Agency, with jurisdiction over air, rail and marine matters and responsibility for removing undue obstacles to the mobility of persons with disabilities, ensures fair and equitable treatment by administering laws, regulations, voluntary codes of practice, educational and outreach programs, and dispute resolution.

Making transportation accessible for all

The Agency is responsible for ensuring that all Canadians, including those with disabilities, can use Canada's federally regulated air, rail, ferry and interprovincial bus transportation systems without encountering undue obstacles.

Passengers who have had difficulty travelling because of a disability may file a complaint with the Agency, which has the power to order corrective measures.



A place to go for air travel complaints

The Agency's Air Travel Complaints Commissioner and staff act as an impartial third-party to help settle disputes between consumers and air carriers. They negotiate settlements when consumers feel they have been unsuccessful dealing directly with the airline.

Protecting passengers and shippers in the Canadian air transportation network

The Agency issues licences and permits to Canadian and foreign air carriers, and enforces all of their related requirements. In addition to its role as an economic regulator, the Agency is Canada's aeronautical authority. It helps negotiate and administers air agreements with other countries.

Regulating Canada's rail sector

The Agency regulates rail transportation in Canada by issuing certificates allowing carriers to operate, approving rail line construction and settling disputes between railways and shippers or other parties. It is also in charge of determining railway revenue caps on the transportation of Western grain.



The Agency oversees the process for discontinuing service on rail lines and disposing of related assets, and undertakes other duties with economic, public and national interests in mind.

Regulating the country's marine sector

The Agency has responsibilities for marine transportation, including the power to rule, often in response to a complaint, whether charges for pilotage in federally regulated waters are unjust, unreasonable, discriminatory or not in the public interest. The Agency protects the interests of Canadian vessel operators engaged in coasting trade when the use of foreign ships is proposed.

Mediation: seeking win-win solutions

The Agency offers mediation services for rail, marine and accessible transportation complaints. The goal is to help the parties resolve disputes in a simple and flexible way, as well as more quickly and inexpensively for all concerned. With its focus on collaboration rather than confrontation, mediation improves communication between parties and usually results in lasting solutions.



Find out more about the Agency

Our Internet site offers a variety of services including links to statutes and regulations enforced by the Canadian Transportation Agency, rulings, current issues and publications. A subscription service is available to let subscribers know when new content is added.

For more information or to file a complaint, visit our Web site at www.cta.gc.ca or e-mail us at cta.comment@cta-otc.gc.ca.

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