



Canadian Transportation Agency

2002-2003
Estimates

Part III – Report on Plans and Priorities

Canada

The Estimates Documents

Each year, the government prepares Estimates in support of its request to Parliament for authority to spend public monies. This request is formalized through the tabling of appropriation bills in Parliament. The Estimates, which are tabled in the House of Commons by the President of the Treasury Board, consist of three parts:

Part I – The Government Expenditure Plan provides an overview of federal spending and summarizes both the relationship of the key elements of the Main Estimates to the Expenditure Plan (as set out in the Budget).

Part II – The Main Estimates directly support the *Appropriation Act*. The Main Estimates identify the spending authorities (votes) and amounts to be included in subsequent appropriation bills. Parliament will be asked to approve these votes to enable the government to proceed with its spending plans. Parts I and II of the Estimates are tabled concurrently on or before 1 March.

Part III – Departmental Expenditure Plans which is divided into two components:

- (1) **Reports on Plans and Priorities (RPPs)** are individual expenditure plans for each department and agency (excluding Crown corporations). These reports provide increased levels of detail on a business line basis and contain information on objectives, initiatives and planned results, including links to related resource requirements over a three-year period. The RPPs also provide details on human resource requirements, major capital projects, grants and contributions, and net program costs. They are tabled in Parliament by the President of the Treasury Board on behalf of the ministers who preside over the departments and agencies identified in Schedules I, I.1 and II of the *Financial Administration Act*. These documents are tabled in the spring and referred to committees, which then report back to the House of Commons pursuant to Standing Order 81(4).
- (2) **Departmental Performance Reports (DPRs)** are individual department and agency accounts of accomplishments achieved against planned performance expectations as set out in respective RPPs. These Performance Reports, which cover the most recently completed fiscal year, are tabled in Parliament in the fall by the President of the Treasury Board on behalf of the ministers who preside over the departments and agencies identified in Schedules I, I.1 and II of the *Financial Administration Act*.

The Estimates, along with the Minister of Finance's Budget, reflect the government's annual budget planning and resource allocation priorities. In combination with the subsequent reporting of financial results in the Public Accounts and of accomplishments achieved in Departmental Performance Reports, this material helps Parliament hold the government to account for the allocation and management of public funds.

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Available in Canada through your local bookseller or by mail from
Canadian Government Publishing (PWGSC)
Ottawa, Canada K1A 0S9

Telephone: 1-800-635-7943
Internet site: <http://publications.pwgsc.gc.ca>

Catalogue No. BT31-2/2003-III-69

ISBN 0-660-61844-3

CANADIAN TRANSPORTATION AGENCY



2002–2003
Estimates

A Report on Plans and Priorities

Approved

Hon. David M. Collenette, P.C., M.P.
Minister of Transport

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Messages

Chairman's Message

It is my pleasure to present the Report on Plans and Priorities of the Canadian Transportation Agency (the Agency). In 2002-2003, the Agency will continue to carry out its mandate under the *Canada Transportation Act*; to act as a fair and transparent regulator and to make sound quasi-judicial decisions on a wide range of economic matters involving federally regulated air, rail and marine transportation.

One of the Agency's primary functions is to help providers and users of the Canadian transportation industry resolve disputes efficiently outside the court system. While adjudication and regulation will always have an important role, the Agency sees great value in trying to resolve problems before they reach the stage of formal dispute and affect the functioning of the transportation system. Therefore, it will pursue its efforts to resolve matters informally whenever possible. Communication and education to ensure parties' understanding of their rights and obligations will continue to be an important aspect of this activity as will its efforts to offer mediation services. The Agency will expand its mediation pilot project beyond the rail and marine modes to include complaints on accessibility. It will also evaluate the merits of running a permanent mediation service to resolve disputes.

In 2002-2003, the Agency will continue to be flexible and to adapt to the changing needs of the Canadian transportation industry and users of the federal transportation system. It will provide its assessment of the operation of the Act and respond to any future legislative changes that may be implemented as a result of the Minister's strategic transportation blueprint initiative and the work of the *Canada Transportation Act* Review Panel.

As Canadian society ages, it is becoming increasingly important that transportation systems be accessible. Eliminating undue obstacles to the mobility of Canadians with disabilities will continue to be one of the Agency's busiest areas of activity.

The Agency's new Web site provides quicker and easier access to information about the Agency, its decisions and activities. As part of the Government on-line initiative, the Agency will pursue innovative ways to do business using technological tools. The Agency will implement the Modern Comptrollership initiative and take action on other government initiatives described in the President of the Treasury Board's report *Results for Canadians*.

I believe that the Agency is well positioned to continue to carry out the government's transportation policies, provide its expertise and services and adapt to any future changes, thus ensuring it plays an active role in achieving an efficient and accessible transportation system.

Marian L. Robson

Management Representation

Report on Plans and Priorities 2002–2003

I submit, for tabling in Parliament, the 2002–2003 Report on Plans and Priorities for the

Canadian Transportation Agency

To the best of my knowledge, the information in this document

- Accurately portrays the organisation's plans and priorities.
- Is consistent with the reporting principles contained in the *Guide to the preparation of the 2002-2003 Report on Plans and Priorities*.
- Is comprehensive and accurate.
- Is based on sound underlying departmental information and management systems.

I am satisfied as to the quality assurance processes and procedures used for the RPP production.

The Planning, Reporting and Accountability Structure (PRAS) on which this document is based has been approved by Treasury Board Ministers and is the basis for accountability for the results achieved with the resources and authorities provided.

Joan MacDonald
Director General, Corporate Management

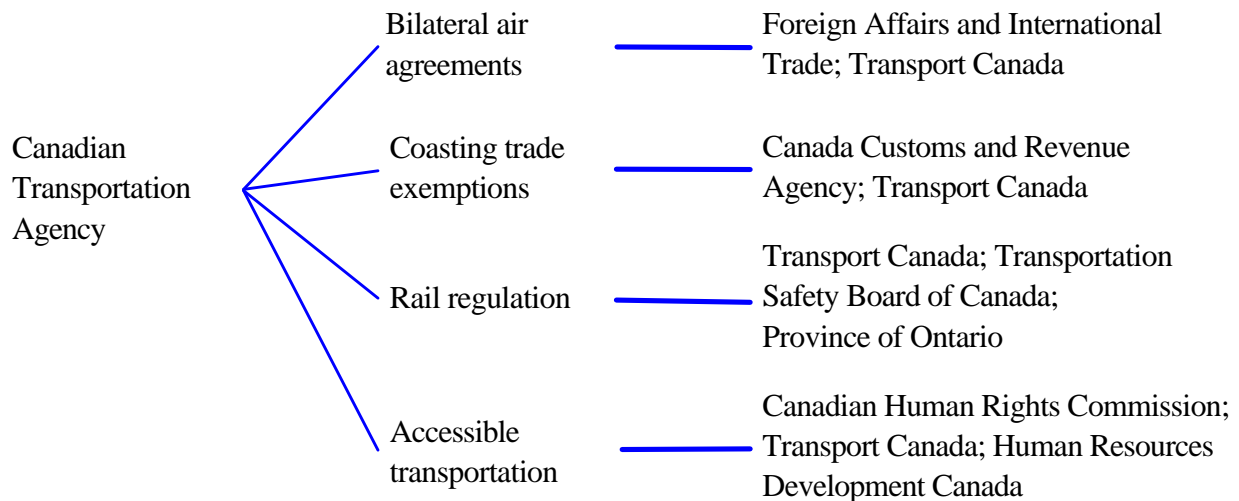
January 24, 2002

Raison d'être

In its administration of federal transportation legislation and government policies, the Canadian Transportation Agency helps achieve, for the benefit of Canadians, a federal transportation system that is efficient and accessible.

The Agency is an independent, quasi-judicial, administrative tribunal that makes decisions on a wide range of matters affecting Canadian transportation. The Agency licenses rail and air carriers, and has the authority to resolve some transportation rate, service and other complaints in the rail, air and marine modes and to make regulations when necessary. It also has the authority to remove undue obstacles to the mobility of persons with disabilities who use the federally regulated transportation network. In addition, the Agency implements transportation policy as established by Parliament in the *Canada Transportation Act* (the Act), and is the aeronautical authority for Canada on matters related to the economic regulation of air carriers.

The Agency is one of many players involved in transportation and maintains close ties with its various co-delivery partners.



Agency Plans and Priorities by Strategic Outcome

Strategic Outcome

(Total Planned Spending: \$24.8 million)

To contribute to the attainment of an efficient and accessible Canadian transportation system that serves the needs of shippers, carriers, travellers and other users

Like other government bodies that are mandated to administer laws, the Agency operates under certain constraints in that its priorities and the actions it can take are in large part dictated by its statutes.

For the planning period, the Agency's priorities continue to be:

- making sound quasi-judicial decisions within statutory time frames
- protecting the interests of Canadian transportation users and carriers
- improving the accessibility of the federal transportation system to persons with disabilities
- implementing its mediation pilot project
- performing its administrative role regarding the revenue cap regulation of western grain movements by rail

1. Continue to make sound quasi-judicial decisions within statutory time frames

To this end, the Agency plans to continue to:

- Ensure that its Members and staff maintain a high level of expertise in the field of transportation and keep abreast of the constant evolution of the industry and its players;
- Apply a decision-making process that is governed by the rules of fairness, and the legislation, regulations and legal principles applicable to the case;
- Process each complaint and application as quickly as possible and within the 120-day statutory deadline, unless the parties agree to an extension;
- Post all its formal decisions and orders on its Web site shortly after they have been issued and provide free electronic subscription services to its decisions.

For Canadians, this will result in:

- Assurance that a competent and independent body — the Agency — specialized in transportation matters can deal fairly, efficiently and in a timely and transparent manner, with their transportation complaints and applications.

Performance will be monitored by:

- Examining the number of Agency decisions and orders that were appealed to the Federal Court or the Governor in Council and upheld;
- Examining the percentage of cases resolved within the statutory deadline.

2. Continue to protect the interests of Canadian transportation users and carriers

To this end, the Agency plans to continue to:

- Review and resolve air travel complaints;
- Investigate complaints on air carrier prices on routes within Canada where there is no or limited competition;
- Administer the air carrier licensing system, which includes ensuring that carriers hold liability insurance, a valid Canadian aviation document, and protection of advance payments with respect to international passenger charter flights;
- Determine whether Canadian vessels are available and suitable to operate services that are proposed to be operated for commercial purposes by foreign vessels in Canadian waters and improve the efficiency of the Agency's process to do so;
- Administer the rail certificates of fitness program by ensuring that federal railways hold adequate liability insurance;
- Administer and participate in negotiating international air agreements and administer the air tariff regime and a regulatory compliance program;
- Determine the impact on the environment of rail construction projects.

For Canadians, this will result in:

- Assurance that they can obtain assistance to resolve air travel complaints with air carriers;
- Assurance that air and rail carriers that are licensed to operate in Canada meet the legislative requirements that are in place to protect Canadians;
- Assurance for owners of Canadian ships that no foreign vessels will be allowed to operate commercial services in Canadian waters if a suitable Canadian ship is available to carry out the services;

- Improved efficiency in the processing of coasting trade applications;
- Assurance for Canadian air carriers, passengers and shippers that bilateral agreements are implemented fairly, balancing the interests of all parties;
- Assurance that no rail construction project will be approved without evaluating its effect on the environment.

Performance will be monitored by:

- Examining the number of air travel complaints resolved and the level of satisfaction of the complainants with the process and the mediated settlements. One of the Agency's greatest challenges will be to deal with the increasing number of complaints. Furthermore, sources of permanent funding to administer this program will need to be identified for 2003-2004 and the following years;
- Examining the level of activity in the administration of air licensing, international air agreements, tariffs, pricing complaints and rail certificates of fitness;
- Examining the number of Agency decisions on coasting trade, the level of improvement in processing applications and the results of a survey evaluating the level of satisfaction of applicants and owners of Canadian-registered vessels with the Agency's process;
- Examining the number of environmental assessments undertaken for rail construction projects.

3. Continue to improve the accessibility of the federal transportation system to persons with disabilities

To this end, the Agency plans to:

- Develop and launch a code of practice on the communication of information to persons with disabilities in the federal transportation network;
- Continue to resolve accessibility complaints;
- Amend regulations and distribute guidelines designed to improve services for persons with disabilities on small commercial aircraft;
- Monitor the carriers' progress in implementing accessibility features included in the codes of practice applicable to air, rail and marine transportation;
- Continue to actively promote accessible transportation at several conferences and trade shows;
- Expand the pilot project on mediation to include complaints on accessibility to persons with disabilities.

For Canadians, this will result in:

- Improved communication of transportation-related information to persons with disabilities as they use the federal transportation system;
- Assurance for persons with disabilities that they can obtain assistance to resolve complaints if they face undue obstacles to their mobility while using the federal transportation system;
- Improved services for persons with disabilities on board small commercial aircraft;
- Improved knowledge for persons with disabilities of the services they are entitled to and better transportation industry awareness of accessibility issues.

Performance will be monitored by:

- The launch of the code of practice on communications;
- Examining the number of accessibility complaints resolved by formal decision or mediation. One of the Agency's greatest challenges will be to deal with the increasing number and complexity of accessibility complaints;
- Examining and analysing the results of the Agency's periodic monitoring of the implementation of the air, rail and ferry codes of practice.

4. Continue the implementation of the mediation pilot project

To this end, the Agency plans to:

- Continue to act as mediator to help resolve rail and marine transportation disputes;
- Expand its mediation pilot project to include disputes on accessibility to persons with disabilities;
- Conduct an evaluation of the merits of running a permanent mediation service to resolve disputes.

For Canadians, this will result in:

- An additional tool to resolve transportation-related disputes that is simpler, more rapid in terms of response and less litigious and costly than the Agency's traditional hearing process.

Performance will be monitored by:

- Examining the comments of parties involved in mediation undertaken by the Agency and the evaluation of the pilot project.

5. Continue to perform its administrative role regarding the revenue cap regulation of western grain movements by rail

To this end, the Agency plans to:

- Determine the annual revenue caps for CN and CP for the movement of western grain;
- Determine the annual inflation factor to be applied to railway revenue caps;
- Determine whether or not the railway companies have exceeded their revenue allowance for the transportation of western grain.

For Canadians, this will result in:

- A more flexible railway pricing regime for western grain rail transportation while safeguarding grain shippers and farmers from excessive rail rate increases.

Performance will be monitored by:

- The results of a survey evaluating the Agency's processes in developing the revenue cap among organizations that represent shippers, producers and carriers.

Organisation

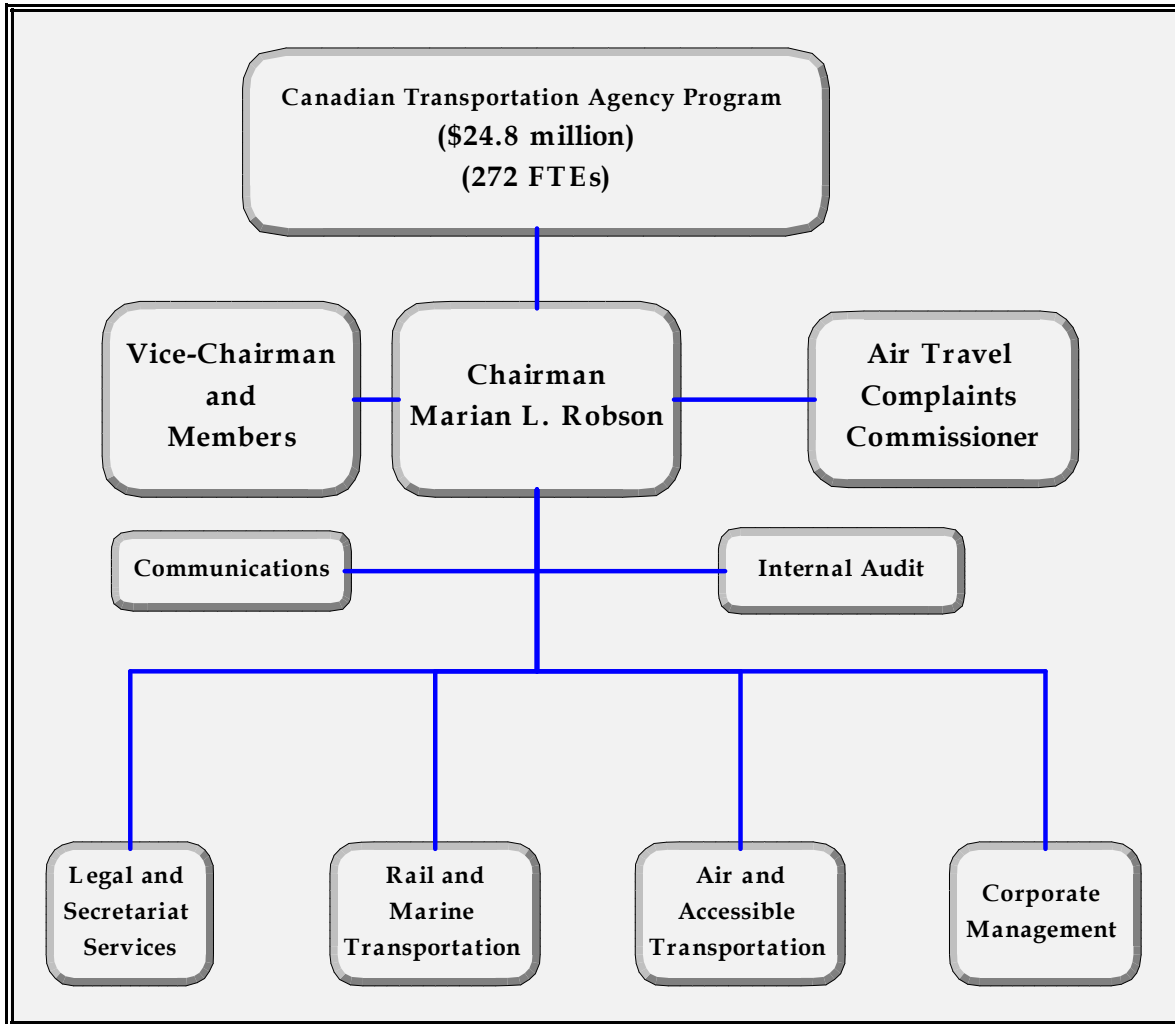
The Agency exercises its powers through its seven members, appointed by the Governor in Council: a chairman, a vice-chairman and five members. The Minister can also appoint up to three temporary members, as well as designating a temporary member to act as the Air Travel Complaints Commissioner. The Agency's organizational structure comprises four branches: the Rail and Marine Transportation Branch, the Air and Accessible Transportation Branch, the Legal Services and Secretariat Branch, and the Corporate Management Branch. The head of each branch reports to the chairman.

The two program branches, the Rail and Marine Transportation Branch and the Air and Accessible Transportation Branch, relate to the Agency's regulatory functions. The Legal Services and Secretariat Branch and the Corporate Management Branch provide regulatory and administrative support. The Agency's headquarters are located in the National Capital Region. Agency personnel working in field offices in six cities across Canada carry out air and accessibility enforcement activities.

Strategic Outcomes and Business lines

Business Line	Strategic Outcome
	To contribute to the attainment of an efficient and accessible Canadian transportation system that serves the needs of shippers, carriers, travellers and other users
Canadian Transportation Agency	\$24,813

Accountability



Agency Planned Spending

(Thousands of Dollars)	Forecast Spending 2001–2002	Planned Spending 2002–2003	Planned Spending 2003–2004 ***	Planned Spending 2004–2005 ***
Total Main Estimates	24,271	24,813	22,533	22,533
Adjustments**	1,875	0	0	0
Net Planned Spending	26,146 *	24,813	22,533	22,533
Plus: Cost of Services received without charge	3,128	3,168	2,887	2,880
Net Cost of Program	29,274	27,981	25,420	25,413

Full-Time Equivalents	274	272	252	252
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* Reflects the best forecast of total net planned spending to the end of the fiscal year.

** Adjustments are to accommodate approvals obtained since the Main Estimates and are to include Budget initiatives, Supplementary Estimates, etc.

*** Difference between 2002-2003 and following years relates to the temporary funding the Agency received from Transport Canada concerning the air consumer complaints program.

Annexes

Table 1: Summary of Transfer Payments

(Thousands of Dollars)	Forecast Spending 2001–2002	Planned Spending 2002–2003	Planned Spending 2003–2004	Planned Spending 2004–2005
Contributions				
Contribution to the Canadian Transportation Research Forum				
Total	4	0	0	0

Table 2: Net Cost of Program for 2002–2003

(Thousands of Dollars)	2002–2003
Net Planned Spending	24,813
Plus: Services Received without Charge	
Accommodation provided by Public Works and Government Services Canada (PWGSC)	1,820
Contributions covering employer's share of insurance premiums and expenditures paid by Treasury Board of Canada Secretariat	1,294
Workman's compensation coverage provided by Human Resources Development Canada	50
Salary and associated expenditures of legal services provided by Justice Canada	4
2002–2003 Net cost of Program	27,981

Table 3: Government-wide and Horizontal / Collective Initiatives

Regulatory Initiatives

Regulations to be submitted for legal examination during 2002-2003	Planned Results
<i>Amendments to the Air Transportation Regulations</i>	Improve services for persons with disabilities on board small commercial aircraft
Regulations to be submitted for final approval and implemented during 2002-2003	Planned Results
<i>Amendments to the Air Transportation Regulations</i>	Eliminate unnecessary economic regulatory constraints to the efficient operation of international passenger and all-cargo charter services
Amendments to the General Rules	Simplify the text of the practices and procedures to be followed in respect of proceedings before the Agency
<i>Rules of Procedures for the Conduct of Final Offer Arbitration</i>	Provide support for the arbitral process and allow maximum autonomy and flexibility to parties in Final Offer Arbitration

Other Information

List of Statutes and Regulations Currently in Force

The Agency has primary responsibility for:

Canada Transportation Act S.C. 1996, c. 10

The Agency shares responsibility to Parliament for the following acts:

Access to Information Act R.S.C. 1985, c. A-1
Canada Marine Act S.C. 1998, c. 10
Canadian Environmental Assessment Act S.C. 1992, c. 37
Civil Air Navigation Services Commercialization Act . . . S.C. 1996, c. 20
Coasting Trade Act S.C. 1992, c. 31
Energy Supplies Emergency Act R.S.C. 1985, c. E-9
Financial Administration Act R.S.C. 1985, c. F-11
Pilotage Act R.S.C. 1985, c. P-14
Privacy Act R.S.C. 1985, c. P-21
Railway Relocation and Crossing Act R.S.C. 1985, c. R-4
Railway Safety Act R.S.C. 1985, c. 32 (4th Supp.)
Shipping Conferences Exemption Act, 1987 R.S.C. 1985, c. 17 (3rd Supp.)

For the full text of these acts, please visit our Web site and click on “Legislation”.

The Agency has sole responsibility for the following regulations:

Air Transportation Regulations
Canadian Transportation Agency Designated Provisions Regulations
National Transportation Agency General Rules
Personnel Training for the Assistance of Persons with Disabilities Regulations
Railway Costing Regulations
Railway Interswitching Regulations
Railway Third Party Liability Insurance Coverage Regulations
Railway Traffic and Passenger Tariffs Regulations
Railway Traffic Liability Regulations
Uniform Classification of Accounts and Related Railway Records

The Agency shares responsibility to Parliament for the following regulations:

Carriers and Transportation and Grain Handling Undertakings Information Regulations
The Jacques-Cartier and Champlain Bridges Inc. Regulations
The Seaway International Bridge Corporation, Ltd. Regulations

For the full text of these regulations, please visit our Web site and click on “Legislation”.

References

Postal address: Canadian Transportation Agency
Ottawa, Canada K1A 0N9

Web site: <http://www.cta-otc.gc.ca>

Annual Report 2000: http://www.cta-otc.gc.ca/publications/ann-rpt/2000/cover_e.html

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