



Canadian
Transportation
Agency

Office
des transports
du Canada



Statistics 2024-2025

Canadian Transportation Agency

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An efficient transportation system for Canada

Rail

Rail disputes resolved by method

	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021
Facilitation	0	12	23	33	33
Mediation	9	12	17	14	20
Adjudication	11	15	10	7	5
Arbitration	1	0	4	2	3
Total	21	39	54	56	61

Railway regulatory activities

	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021
Railway crossing agreements filed	28	10	14	13	2
Railway line locations and construction of railway crossings approved	2	1	0	1	2
Railway notices of discontinuance received	0	0	2	2	1
Net salvage value applications determined	0	0	1	0	0
Certificates of fitness processed	33	3	1	1	33
Rail Help Line calls received	63	152	94	239	143

Air

Air carriers holding Agency licences

Licensed air carriers

	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021
Canadian	521	529	532	545	558
U.S.	488	498	530	568	570
Other	306	299	289	274	266
Total	1,315	1,326	1,351	1,387	1,394

Classification of licences held by Canadian air carriers (2024-2025)

	Small aircraft	Medium aircraft	Large aircraft	All cargo
Domestic	499	20	16	41
Non-scheduled international	229	18	15	26
Scheduled international	7	38	233	117
Total	735	76	264	184

Types of licences held by Canadian, U.S. and other foreign air carriers (2024-2025)

	Canadian	U.S.	Other	Total
Domestic	520	0	0	520
Non-scheduled international	245	484	270	999
Scheduled international	258	38	121	417
Total	1,023	522	391	1,936

Air licensing activities

	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021
New licences	82	107	122	64	94
New licences - Canadian	29	46	65	35	49
New licences - Foreign	53	61	57	29	45
Amendment of licences initiated by the applicant	24	47	68	65	33
Amendment of licences initiated by the Agency	10	0	1	47	9
Suspensions initiated by the applicant	23	27	30	42	56
Suspensions initiated by the Agency	155	192	234	511	408
Exemptions/rulings	10	16	10	12	13
Reinstatements	113	170	164	162	171
Cancellations	96	117	70	51	52
Code share authorities	26	22	21	19	16
Wet lease authorities	18	19	16	4	6
Total	639	824	858	977	858

Air charter permits

Number of permits issued

	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021
Passenger non-resaleable entity charters	975	916	765	545	270
Cargo non-resaleable entity charters	77	44	52	231	124
Passengers resaleable	30	38	29	16	1
Total	1,082	998	846	792	395

Other air charter permit activities

	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021
Exemptions granted to the charter regulations	1,151	1,005	917	898	460
Amendments to charter permits	19	27	21	37	9

Air charter permits and notifications

Permits - Approved by the Agency

	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021
Passenger non-resaleable	461	434	359	246	146
Passenger resaleable	30	38	29	16	1
Passenger foreign origin	514	482	406	299	124
Cargo	77	44	52	231	124
Total	1,082	998	846	792	395

Notifications processed by Agency Staff

	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021
Passenger non-resaleable	1,620	1,547	1,683	1,433	566
Passenger foreign origin	1,577	1,332	1,316	1,345	458
Cargo	473	332	316	352	497
Total	3,670	3,211	3,315	3,130	1,521

Exempted to apply for permit in advance

	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021
Ambulance	3	4	3	10	2
Cargo	0	0	0	0	0
Total	3	4	3	10	2

Marine

Marine disputes resolved by method

	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021
Facilitation	0	0	0	0	0
Mediation	0	0	0	0	1
Adjudication	1	0	3	1	4
Total	1	0	3	1	5

Marine coasting trade applications

	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021
Approved	51	42	39	39	29
Denied	1	0	0	1	5
Withdrawn	22	4	0	5	2
Other	0	0	1		
Total	74	46	40	46	36
Total contested	22	0	3	10	9
Total uncontested	52	46	37	36	27

Consumer protection for air travellers

New complaints and backlog of complaints at year end

	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021
Complaints received	46,980	43,549	42,068	12,158	13,275
Backlog at year end	84,398	71,109	44,319	13,409	16,515

Complaints processed

	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021
Total processed under pre-CRO (to September 29, 2023)		5,930	11,158	15,264	10,227
Total processed by CRO (from September 30, 2023)*	33,691	10,829			
Total	33,691	16,759	11,158	15,264	10,227

* The total number of resolved complaints includes 5,065 complaints that were closed following a thorough process that concluded when the case was deemed withdrawn.

Note: These statistics only include complaints that were submitted to the Agency – they do not reflect the total number of air travel complaints against air carriers. Many travellers resolve their complaints directly with the carrier.

Air travel complaints per 100 flights – by airline

This dashboard provides Canadians with additional information about the air travel sector. The data shows the number of air travel complaints submitted to the CTA per 100 flights operated by Canadian and foreign airlines.

Context

- The tables include airlines with an average of one or more complaints per 100 flights to/from/within Canada submitted to the Agency during one of the quarterly periods. Airlines that did not meet this criteria or that did not operate at least 100 flights over the reporting periods are not included on the list.
- The complaint data is based on the information submitted by passengers and may not have been reviewed by the Agency at the time of publishing.
- Complaints are submitted to the Agency after the passenger has attempted to resolve the issue directly with the airline. Airlines have 30 days to respond to the passenger.
- The data is based on the number of flights by airline and does not reflect the number of passengers per flight or the size of the aircraft.
- The data used is based on all of the air travel complaints submitted to the Agency; the numbers do not imply whether or not an airline actually met its regulatory requirements.
- Airlines identified in the complaint may change based on the information supplied by the passenger and the airline during the complaint review process.
- Complaints related to accessibility are not included in these tables.

Number of complaints per 100 flights operated by Canadian airlines

Airline	Average (April 1, 2024 to March 31, 2025)
Air Canada	5.1
Air Liaison	2.9
Air Transat A.T. Inc.	4.5
Canada Jetlines	4.2
Central Mountain Air	1.5
Flair Airlines Ltd.	16.1
Porter Airlines	1.4
Sunwing Airlines Inc.	11.6
Westjet	6.5

Source: The complaints data is compiled by the CTA. The number of flights operated per airline during the time period is provided by a third party (Cirium).

Number of complaints per 100 flights operated by foreign airlines

Airline	Average (April 1, 2024 to March 31, 2025)
Aer Lingus Limited	4.1
Aerovias de Mexico S.A. de C.V.	3.0
Aerovias del Continente Americano S.A.	4.5
Air India Limited	3.9
Air New Zealand Limited	23.3
ALIA - The Royal Jordanian Airline plc (Royal Jordanian)	3.5
All Nippon Airways Co., Ltd.	5.2
American Airlines, Inc.	1.9
Austrian Airlines AG	3.1
British Airways Plc	9.2
Caribbean Airlines Limited	11.1
Cathay Pacific Airways Limited	4.4

Airline	Average (April 1, 2024 to March 31, 2025)
China Airlines Limited	1.4
Compagnie Nationale Royal Air Maroc	2.3
Compañía Panameña de Aviación, S.A.	2.5
Condor Flugdienst GmbH	27.8
Corsair	2.9
Delta Air Lines, Inc.	7.1
Deutsche Lufthansa Aktiengesellschaft (Lufthansa German Airlines)	5.7
EgyptAir	1.2
Emirates	13.3
EPE SPA Air Algérie	22.9
Ethiopian Airlines Group	7.5
Etihad Airways P.J.S.C.	9.1
Eva Airways Corporation	6.7
Fly Play hf.	15.9
Icelandair ehf	2.1
JetBlue Airways Corporation	2.2
Koninklijke Luchtvaart Maatschappij, N.V. (K.L.M. Royal Dutch Airlines)	2.3
Korean Air Lines Co. Ltd.	2.1
Nihon Koku Kabushiki Gaisha (Japan Airlines Co., Ltd.)	1.6
Pakistan International Airlines Corporation	3.2
Philippine Airlines, Inc.	7.4
Polskie Linie Lotnicze LOT SA (LOT Polish Airlines SA)	1.9
Qatar Airways Group (Q.C.S.C.)	1.4
Sata Internacional - Serviços e Transportes Aéreos, S.A.	5.8
Société Air France	5.9
Société Tunisienne de l'Air	9.3

Airline	Average (April 1, 2024 to March 31, 2025)
Swiss International Air Lines Ltd.	31.7
Transportes Aéreos Portugueses, S.A.	6.7
Türk Hava Yollari Anonim Ortakligi (Turkish Airlines Inc.)	19.7
United Airlines, Inc.	3.0

Source: The complaints data is compiled by the CTA. The number of flights operated per airline during the time period is provided by a third party (Cirium).

Number of complaints closed (by carrier)

Carrier	Nationality	Total
Air Canada	Canada	6,555
WestJet	Canada	5,569
Flair Airlines Ltd.	Canada	1,804
Sunwing Airlines Inc.	Canada	1,357
Swoop Inc.	Canada	727
Air Transat A.T. Inc.	Canada	343
American Airlines, Inc.	United States of America	242
Porter Airlines Inc.	Canada	218
United Airlines, Inc.	United States of America	192
Société Air France	France	160
Delta Air Lines, Inc.	United States of America	151
Deutsche Lufthansa Aktiengesellschaft (Lufthansa German Airlines)	Germany	144
Air India Limited	India	142
Compagnie Nationale Royal Air Maroc	Morocco	100
Koninklijke Luchtvaart Maatschappij, N.V. (K.L.M. Royal Dutch Airlines)	Netherlands	97
Türk Hava Yollari Anonim Ortakligi (Turkish Airlines Inc.)	Turkey	89
AEROVIAS DE MEXICO S.A. DE C.V.	Mexico	69
Qatar Airways Group (Q.C.S.C.)	Qatar	63
EGYPTAIR	Egypt	51
British Airways Plc	United Kingdom	46
Etihad Airways P.J.S.C.	United Arab Emirates	46
Cathay Pacific Airways Limited	Hong Kong	40
Transportes Aéreos Portugueses, S.A.	Portugal	37
Philippine Airlines, Inc.	Philippines	34
Canadian North Inc.	Canada	29

Carrier	Nationality	Total
Polskie Linie Lotnicze LOT SA (LOT Polish Airlines SA)	Poland	28
Société Tunisienne de l'Air	Tunisia	22
Aerovias del Continente Americano S.A.	Colombia	21
Pascan Aviation Inc.	Canada	20
Austrian Airlines AG	Austria	19
EPE SPA Air Algérie	Algeria	19
Swiss International Air Lines Ltd.	Switzerland	18
Emirates	United Arab Emirates	17
Pacific Coastal Airlines Limited	Canada	17
Pakistan International Airlines Corporation	Pakistan	16
Condor Flugdienst GmbH	Germany	15
Ethiopian Airlines Group	Ethiopia	15
PAL Airlines Ltd.	Canada	15
AIR LIAISON INC.	Canada	13
Arajjet, S.A.	Dominican Republic	12
Sata Internacional - Serviços e Transportes Aéreos, S.A.	Portugal	12
JetBlue Airways Corporation	United States of America	11
Compañía Panameña de Aviacion, S.A.	Panama	9
Korean Air Lines Co. Ltd.	Republic of Korea	9
Air New Zealand Limited	New Zealand	8
Brussels Airlines NV/SA	Belgium	7
Corsair	France	7
Alaska Airlines, Inc.	United States of America	6
LATAM Airlines Group S.A.	Chile	6
Nihon Koku Kabushiki Gaisha (Japan Airlines Co., Ltd.)	Japan	6
Air North Charter & Training Ltd.	Canada	5
All Nippon Airways Co., Ltd.	Japan	5

Carrier	Nationality	Total
Singapore Airlines Limited	Singapore	5
Aer Lingus Limited	Ireland	4
Caribbean Airlines Limited	Trinidad and Tobago	4
Central Mountain Air Ltd.	Canada	4
China Airlines Limited	Taiwan	4
Eva Airways Corporation	Taiwan	4
EW Discover GmbH	Germany	4
Air Pacific Limited	Fiji	3
Air China Limited	China	2
ALIA - The Royal Jordanian Airline plc (Royal Jordanian)	Jordan	2
Fly Play hf.	Iceland	2
Iberia, Lineas Aeras de Espana, S.A. Operadora	Spain	2
Qantas Airways Limited	Australia	2
Saudi Arabian Airlines Corporation	Saudi Arabia	2
Virgin Australia International Airlines Pty Ltd	Australia	2
Air Inuit Ltée/Air Inuit Ltd.	Canada	1
Air Mauritius Limited	Mauritius	1
Avianca Costa Rica S.A.	Costa Rica	1
Calm Air International LP as represented by its general partner, Calm Air GP Inc.	Canada	1
Canada Jetlines Operations Ltd.	Canada	1
China Southern Airlines Company Limited	China	1
Finnair OYJ	Finland	1
Hainan Airlines Holding Co., Ltd.	China	1
Icelandair ehf	Iceland	1
Kenya Airways PLC	Kenya	1
Les Investissements Nolinor Inc.	Canada	1

Carrier	Nationality	Total
Oman Air S.A.O.C.	Oman	1
Taca International Airlines, S.A.	El Salvador	1
Thai Airways International Public Company Limited	Thailand	1
Total		18,723

Note: This table excludes complaints that were processed as withdrawn or dismissed by the Agency.

Accessible transportation for Canadians

Starting in 2022-2023, the Agency has adopted a new methodology for resolving and recording accessibility complaints.

Complaints received

2024-2025	2023-2024	2022-2023	2021-2022	2020-2021
433	396	260	149	69

Accessibility complaints processed by dispute resolution method

	2024-2025	2023-2024	2022-2023
Facilitation	0	0	0
Mediation	186	220	126
Adjudication	23	13	12

Accessibility complaints processed by transportation mode

	2024-2025	2023-2024	2022-2023
Air	202	230	137
Rail	3	2	0
Marine	1	1	0
Bus	3	0	1

Nature of accessibility complaint

	2024-2025	2023-2024
1P1F	14	7
Air Travel Issue	21	89
Allergy	3	1
Mobility Aids & Assistance	135	163
Oxygen	3	3
Refunds	11	4
Refusal to Transport	0	1
Seating Accommodation (non-1P1F)	19	12
Service & Emotional Support Animals	15	19
Terminal & Equipment Accessibility	8	10
Training & Communications	67	34
Other	16	24
Total	312	367

Accessible Canada Act (ACA) reporting

2(a) Reporting to Parliament (Amendments to subsection 42(2) of the CTA)

Requirements for Agency's annual reporting	2024-2025	2023-2024	2022-2023	2021-2022	2020-2021
Number of inspections conducted to verify compliance and prevent non-compliance	320	190	52	2	1
Number of orders made under section 181.2	0	0	0	0	0
Number of orders, in writing, made under sections 26, 60 to 62	0	0	0	0	0
Number of notices of violation issued under section 180	14	11	4	1	3
Number of inquiries made under any of sections 172, 172.1 and 172.3	23	13	12	19	11

Compliance Monitoring and Enforcement Policy and Priorities

The CTA is committed to ensuring effective monitoring and enforcement of industry compliance with legislative and regulatory provisions, which is in the interests of travellers, shippers, and transportation companies that follow the rules and should not face unfair competition from those that don't. Agency enforcement officers conduct periodic inspections and targeted investigations to verify that service providers comply with the *Canada Transportation Act*, the *Air Transportation Regulations* and the *Personnel Training for the Assistance of Persons with Disabilities Regulations*, among the list of [Acts and regulations](#) for which we have primary, shared and/or sole responsibilities.

Agency officers also regularly verify that any person or corporation that advertises air fares complies with all-inclusive air price advertising regulations.

Inspections and investigations

	2024-2025	2023-2024	2022-2023	2021-2022
Inspections	525	340	162	76
Investigations	84	163	123	246
Total	609	503	285	322

Note: Inspection numbers include only those completed in 2024-25 fiscal year. Inspections initiated in 2024-25 that have not yet been completed will be captured in 2025-2026.

Contraventions

	2024-2025	2023-2024	2022-2023	2021-2022
1. Notice of violation - with Administrative Monetary Penalty	52	75	33	11
2. Notice of violation – with warning	0	0	0	0
Total number of violations found in 1 and 2 above	724	642	643	831
3. Cautionary notices	184	185	9	56
Total number of violations found in 3 above	730	1,409	16	265
Total amount of penalties (in dollars)	1,586,610	1,343,930	725,380	253,975

Notes: The numbers related to the following categories - "Notice of Violation - with Administrative Monetary Penalty"; "Total number of violations found"; and "Total amount of Administrative Monetary Penalties" - are subject to change where Notices of Violation or specific violations are withdrawn or reversed by the Transportation Appeal Tribunal of Canada.