



YXX ACCESSIBILITY PLAN & FEEDBACK PROCESS (2024 – 2026)

YEAR TWO PROGRESS REPORT

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YEAR TWO PROGRESS REPORT

Abbotsford International Airport (YXX) remains committed to creating a barrier-free and inclusive travel experience for people of all abilities. In 2024, YXX published its first Accessibility Plan and Feedback Process in alignment with the Accessible Canada Act (ACA) and the Accessible Transportation Planning and Reporting Regulations (ATPRR). In 2025, YXX published its Year One Progress Report, which outlined our initial accessibility achievements and established key priorities for continued improvement.

This Year Two Progress Report highlights the progress made during the second year of our accessibility plan, outlines key initiatives implemented across the airport, and identifies areas where further improvements are planned as we continue working toward the Government of Canada’s goal of a barrier-free Canada by 2040.

Over the past year, YXX has made meaningful progress across several key areas:

- Strengthened our consultation framework by retaining Universal Access Design to conduct an independent review of our website accessibility, Accessibility Plan and Feedback Process, and Year One Progress Report. Their recommendations helped improve website accessibility, reporting structure, and how we document measurable accessibility outcomes.
- Expanded collaboration across the aviation industry by joining the Canadian Airports Council Accessibility Working Group, allowing YXX to share best practices and collaborate with airports across Canada on barrier-free travel initiatives.
- Improved access to digital information by maintaining compliance with Web Content Accessibility Guidelines (WCAG), enhancing website navigation for screen reader users, improving access to our Accessibility Request Form, and implementing visual and audio paging across terminal Flight Information Display System (FIDS) screens.
- Advanced accessible infrastructure improvements through our ongoing terminal modernization program, including license plate recognition parking systems, upgraded pay stations with tap payment functionality, improved parking lot visibility, enhanced terminal lighting, smoother flooring transitions, and upgraded washroom accessibility features.
- Enhanced communication accessibility by working collaboratively with airline partners and contracted service providers to improve coordination for passengers requiring accessibility accommodations and by identifying providers that can assist with alternate communication formats such as braille.
- Improved passenger services by maintaining wheelchair availability, adding braille signage and enhanced wayfinding to service animal relief areas, and ensuring accessibility remained a priority throughout ongoing terminal construction activities.

Looking ahead, YXX remains committed to:

- Continuing accessibility improvements through future phases of our terminal modernization program.
- Expanding consultation efforts with persons with disabilities and organizations representing individuals with disabilities.
- Maintaining accessibility compliance across digital platforms, facilities, and passenger services.
- Strengthening collaboration with airline partners and service providers to improve accessibility throughout the passenger journey.
- Continuing to evolve our accessibility initiatives based on stakeholder feedback, industry best practices, and operational experience.

This report reflects both the progress we have made and our continued commitment to removing barriers across our airport environment. YXX will continue working collaboratively with passengers, partners, and the broader accessibility community to ensure our airport remains welcoming, inclusive, and accessible for everyone.

GENERAL

ACCESSIBILITY AT YXX

Abbotsford International Airport (YXX) is committed to becoming a barrier-free, inclusive airport for people of all ages and abilities. We understand travelling can be a challenge, and we want to assist in making your experience at YXX as pleasant and stress-free as possible.

Throughout the airport, we strive to maintain a fully accessible facility including:

- Automatic doors
- Covered walkways around long-term and short-term parking
- Accessible washrooms
- Wheelchair ramps to the main apron
- Covered loading bridge
- Service animal relief areas
- Curbside assistance
- Accessible parking and ground transportation
- Accessible website
- Accessible seating
- Wheelchairs

For curbside assistance please contact us via one of the contact details below or complete the following [Accessibility Request Form](#).

Also, please check our [FAQ page](#) as we may have already answered your question for you.

APPOINTED CONTACT PERSON ON BEHALF OF THE TSP:

The initial appointed contact for these inquiries is our Director, Airport Operations. The airport administration department monitors all inbound website and email inquiries and forwards feedback inquiries related to accessibility, barriers and inclusivity to the Director, Airport Operations.

Please see contact details below:

Mailing Address

30440 Liberator Avenue
Abbotsford, BC, Canada V2T 6H5

Email

YXX-Info@abbotsford.ca

Hours of Operations:

7 Days a Week: 04:00AM – 01:00AM (Terminal hours will be modified for all flight delays)

Contact Us:

[Contact Us | Abbotsford Airport](#)

Telephone Number:

604.855.1001

ALTERNATE FORMATS OF ACCESSIBILITY PLAN & FEEDBACK PROCESS & PROGRESS REPORT

The public can provide [feedback](#) on how Abbotsford International Airport is implementing its accessibility plan and request alternate formats of the accessibility plan, an alternate format of the description of the feedback process and an alternate format of the progress report, including a mailing address, telephone number and email address. Alternate formats are available in print, braille, audio format or in an electronic format that is compatible with adaptive technology by using the contact details above.

ANONYMOUS FEEDBACK PROCESS

We welcome and value your feedback. If you have any suggestions or comments regarding our services or facilities, please feel free to submit them anonymously via utilizing the above contact options or via our [Feedback and Suggestions form](#) by selecting the 'I wish to leave an anonymous feedback' option. Your input is crucial in helping us improve and ensure a more inclusive and accessible experience for everyone.

INFORMATION & COMMUNICATION TECHNOLOGIES (ICT)

Abbotsford International Airport (YXX) manages the majority of its telecommunications systems, computer systems, public network infrastructure, and website platforms, with the exception of airline-operated kiosks and boarding systems. While certain terminal announcements and airline-specific technologies are managed by our terminal partners, YXX remains responsible for ensuring our digital platforms and communication systems are accessible, reliable, and user-friendly for all passengers.

Over the past year, YXX continued improving accessibility across its digital platforms by enhancing both visual and audio communication tools within the terminal and improving website accessibility. Following an independent accessibility review conducted by Universal Access Design, several website enhancements were implemented to improve screen reader compatibility, navigation functionality, and overall accessibility for users with disabilities.

INITIATIVES

- Maintain existing website and digital application platforms and ensure the Accessibility Plan, Feedback Process, and Progress Reports remain easily accessible to the public.
- Ensure airport website content, including parking maps and passenger resources, remains current and easy to navigate.
- Review opportunities to enhance visual paging throughout the terminal.
- Maintain compliance with applicable Web Content Accessibility Guidelines (WCAG).

WHAT WE'VE ACHIEVED

- Implemented both visual and audio paging capabilities for passengers across all large Flight Information Display System (FIDS) screens throughout the terminal to improve accessibility for passengers with hearing or visual disabilities.
- Engaged Universal Access Design to complete an accessibility review of the YXX website using screen reader technology.
- Implemented website improvements based on recommendations from Universal Access Design, including:
 - Adding image descriptions for screen reader users on the landing page.
 - Improving heading hierarchy to create a more intuitive navigation experience.
 - Correcting language settings to ensure website content matches selected language preferences.
 - Resolving navigation issues that caused users to become stuck after expanding the website menu.
 - Improving access to the Accessibility Request Form by making it easier to locate through the website's popular resources section.

NEXT STEPS

- Continue assessing opportunities to further enhance visual paging capabilities throughout the terminal.
- Continue monitoring website accessibility to ensure ongoing compliance with the latest Web Content Accessibility Guidelines (WCAG).
- Review any future accessibility findings identified through screen reader testing and continue working with accessibility experts to improve digital accessibility.
- Ensure website content remains current, accessible, and easy to navigate for all users.

COMMUNICATION, OTHER THAN ICT

YXX is committed to ensuring communication remains accessible, respectful, and inclusive for all passengers. This includes eliminating communication barriers across verbal, written, digital, and in-person interactions. We recognize that effective communication plays a critical role in creating a predictable and stress-free travel experience for passengers with disabilities.

Because many passenger-facing services at YXX involve multiple stakeholders, including airlines, contracted ground handling providers, and airport staff, we continue to work collaboratively with our partners to ensure accessibility requests are handled efficiently and communicated clearly. This includes coordinating accessibility accommodations in advance of travel and ensuring frontline staff are prepared to support passengers based on their individual needs.

INITIATIVES

- Raise awareness of airline accessibility programs with terminal partners involved in the passenger journey, including programs that support passengers with visible and non-visible disabilities.
- Identify preferred service providers that can assist with developing alternate communication formats (e.g., braille, audio, electronic formats).

- Continue strengthening communication protocols between YXX, airline partners, and contracted service providers to ensure accessibility requests are coordinated efficiently.

WHAT WE'VE ACHIEVED

- Engaged with airline and terminal partners to review their accessibility programs and confirm that relevant training and accommodations are in place for passengers with disabilities.
- Continued supporting WestJet's Hidden Disabilities Sunflower Program, which assists passengers with non-visible disabilities by helping frontline staff identify and support travelers who may require additional assistance.
- Confirmed Flair Airlines has accessibility services in place for passengers with non-visible disabilities, including support for passengers requiring additional assistance throughout their travel journey.
- Demonstrated proactive collaboration between YXX, airline partners, and contracted ground handling providers to coordinate accessibility accommodations for passengers requiring additional support. This includes working directly with passengers and their families, when appropriate, to ensure accommodations are arranged in advance and frontline staff are prepared to support individual travel needs.
- Identified local service providers that can assist with producing alternate communication formats such as braille

NEXT STEPS

- Continue collaborating with airline partners to enhance awareness and implementation of accessibility programs.
- Continue improving communication processes between YXX, airlines, and third-party service providers to ensure accessibility requests are coordinated seamlessly.
- Finalize a preferred list of service providers for producing alternate communication formats such as braille, audio, and electronic documents.
- Continue identifying opportunities to improve communication accessibility throughout the passenger journey.

PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Accessibility remains an important consideration in YXX's procurement processes, particularly when purchasing goods, services, infrastructure, or technology that directly impacts passengers, employees, and visitors with disabilities. As YXX continues its multi-phase terminal modernization program, accessibility requirements are being incorporated into project planning, design, procurement, and construction to ensure new infrastructure aligns with applicable accessibility standards and improves the overall passenger experience.

INITIATIVES

- Ensure accessibility standards are embedded into project scopes, procurement requirements, and infrastructure planning.
- Incorporate accessibility considerations into terminal modernization projects, including signage, passenger flow, and facility design.

- Review future procurements to ensure accessibility remains a key consideration when evaluating new goods, services, and facilities.

WHAT WE'VE ACHIEVED

- Successfully completed Phase 1 of the YXX Terminal Modernization Project, including the new Canada Border Services Agency (CBSA) facility, with accessibility requirements incorporated throughout the project scope.
- Confirmed that CBSA signage complies with applicable accessibility standards.
- Advanced Phase 2 of the Terminal Modernization Project, which remains on track for completion in Summer 2026.
- Continued integrating accessibility considerations into terminal upgrades, including passenger flow improvements, wayfinding enhancements, and facility design updates to reduce barriers for passengers with disabilities.

NEXT STEPS

- Continue embedding accessibility requirements into project planning, procurement specifications, design reviews, and contractor coordination meetings to ensure future infrastructure projects align with applicable accessibility standards.
- Ensure accessibility requirements remain a key component of upcoming modernization initiatives, including future CATSA Pre-Board Screening (PBS) upgrades and retail enhancements.
- Continue reviewing new infrastructure projects and procurement opportunities to identify ways to further improve accessibility throughout the terminal.

DESIGN AND DELIVERY OF PROGRAMS & SERVICES

YXX is committed to delivering programs and services that promote independence, dignity, and accessibility throughout the passenger journey. We continue to maintain infrastructure, services, and operational processes that support passengers with disabilities from curbside to boarding.

These services include accessible parking, curbside assistance ([View Curbside Parking Map](#)), accessible washrooms, automatic doors, covered walkways, accessible seating, wheelchair access routes, service animal relief areas, and accessible digital resources. YXX also works closely with airline partners to coordinate accessibility requests and ensure passengers receive appropriate support when travelling through our airport.

Passengers can request support services such as wheelchair assistance, baggage assistance, and wayfinding support through our Accessibility Support Request form, by phone, or by email. When required, YXX also coordinates directly with airline partners to help facilitate accessibility requests.

WHAT WE'VE ACHIEVED

- Maintained sufficient wheelchair inventory at YXX to meet passenger demand and ensure accessibility support remains readily available.
- Added braille signage to our pet relief area and installed additional directional signage to improve wayfinding for passengers. These enhancements were implemented following recommendations identified during a Canadian Transportation Agency accessibility review conducted in May 2025.
- Continued maintaining accessible infrastructure and support services throughout the terminal during ongoing construction activities associated with Phase 2 of the YXX Terminal Modernization Project, which is expected to be completed in Summer 2026, to minimize barriers and maintain accessibility for passengers throughout the construction period.

NEXT STEPS

- Continue providing initial and recurring accessibility awareness training for Airport Authority staff and review opportunities to expand training requirements for frontline service providers operating at YXX.
- Continue reviewing passenger services and operational processes to identify opportunities to improve accessibility throughout the travel journey.
- Maintain accessible infrastructure and continue identifying service enhancements that improve the passenger experience for individuals with disabilities.

TRANSPORTATION

ACCESSIBLE TRANSPORTATION FOR PERSONS WITH DISABILITIES REGULATIONS

The Abbotsford Airport Authority (YYX) is subject to the [Accessible Transportation for Persons with Disabilities Regulations \(ATPDR\)](#) and the provisions of these regulations that apply to it, and the services that it offers to persons with disabilities and any conditions that apply to those services.

Our airline partners offer a number of accessibility services, and our guests can contact them directly for more information.

- [WestJet](#)
- [Flair Airlines](#)

Accessible Support Request Form

If you require curbside assistance and support, please fill in this [Accessibility Request form](#) (48 hours' notice prior to travel is recommended but not required) or call 604-855-1001 or email yxx@abbotsford.ca for immediate assistance.

Accessible Ground Transportation

[Accessible Ground Transportation](#) can be provided by many of our rental car agencies, taxis, and shuttle companies. Please contact the providers directly for bookings and information.

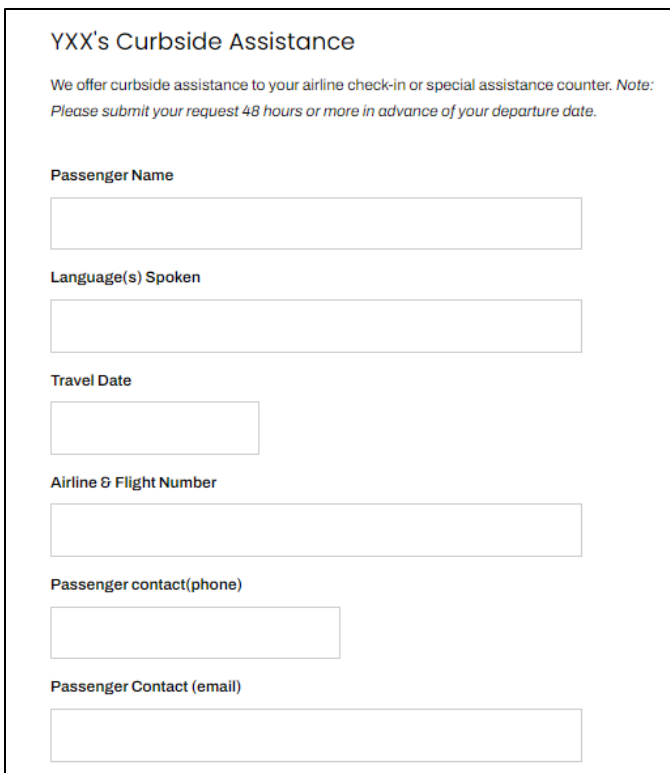
- Non-folding / non-collapsible mobility aids can be accommodated by [BC Transit](#), [HandyDart](#), [Abbotsford Taxi](#), and [Central Fraser Valley Taxi Services](#).

Accessible Car Rentals

Car rentals with hand controls, as well as assistive and adaptive devices (spinner knobs, transfer boards and swivel seats) are available. Please ensure you give your [rental company](#) 72-hour notice to ensure availability.

Curbside Assistance

If you require curbside assistance and support, our website has an Accessibility Request form (see photo below). 48 hours' notice prior to travel is recommended but not required.



YXX's Curbside Assistance

We offer curbside assistance to your airline check-in or special assistance counter. *Note: Please submit your request 48 hours or more in advance of your departure date.*

Passenger Name

Language(s) Spoken

Travel Date

Airline & Flight Number

Passenger contact(phone)

Passenger Contact (email)

INITIATIVES

- Ensure transportation providers entering into contracts with Abbotsford International Airport meet applicable accessibility requirements for persons with disabilities.
- Review and maintain the visibility and legibility of accessible parking markings and accessibility signage.
- Assess whether additional visual wayfinding enhancements are required, such as painted commercial apron walkways leading to aircraft.

WHAT WE'VE ACHIEVED

- Refreshed accessible parking stall markings and signage in both short-term and long-term parking areas to improve visibility, wayfinding, and compliance with accessibility standards.

NEXT STEPS

- Continue monitoring and maintaining the clarity and visibility of accessible paint markings and signage throughout airport property.
- Evaluate commercial apron operations, passenger movement patterns, and stakeholder feedback during annual paint marking reviews to determine whether additional visual wayfinding enhancements are required.
- Continue ensuring accessibility requirements are considered when entering into agreements with transportation service providers operating at YXX.

BUILT ENVIRONMENT

YXX is committed to identifying, removing, and preventing physical barriers throughout its facilities. As a long-standing terminal that has undergone multiple upgrades in recent years, YXX continues to invest in infrastructure improvements that enhance accessibility for passengers, employees, and visitors.

Through our ongoing terminal modernization efforts, we are working to ensure that both existing facilities and future upgrades align with accessibility standards and improve the overall passenger experience.

INITIATIVES

- Minimize physical touchpoints within the parking system through upgraded technology.
- Replace parking meters with visually enhanced screens and 24-hour assistance features at entry and exit points.
- Provide tap payment options at parking pay stations.
- Remove post-security carpeting in hold room areas to create smoother floor transitions.
- Enhance terminal washrooms through improved lighting, colour contrast, and upgraded fixtures.
- Replace existing faucets and accessories with touchless units.
- Review terminal seating layouts to ensure accessibility and visibility of passenger information displays.

WHAT WE'VE ACHIEVED

- Upgraded the airport parking system to license plate recognition technology, reducing physical touchpoints for users.
- Replaced parking pay stations with more accessible units featuring visually enhanced screens, tap payment functionality, and 24-hour assistance support.
- Improved lighting and visibility within short-term parking areas.
- Continued advancing Phase 2 of the YXX Terminal Modernization Project, which remains on track for completion in Summer 2026.
- Integrated accessibility enhancements into the modernization project, including:
 - Upgrading terminal washrooms (pre-security, post-security, and customs) with touchless faucets.
 - Installing new LED lighting throughout the terminal to improve visibility.
 - Removing post-security carpeting to create smoother transitions between flooring surfaces.
 - Installing new flooring with improved colour contrast.

- Rearranging terminal seating along paths of travel to improve accessibility while ensuring passengers maintain visibility of flight information displays.

NEXT STEPS

- Continue implementing accessibility enhancements through Phase 2 Terminal Modernization design reviews, contractor coordination meetings, and final operational readiness inspections prior to project completion in Summer 2026.
- Complete remaining washroom upgrades, including touchless fixtures and improved lighting enhancements.
- Continue evaluating terminal seating layouts to ensure they meet accessibility standards.
- Identify future opportunities to further reduce physical barriers throughout airport facilities.

PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

The Abbotsford Airport Authority (YXX) is subject to the [Accessible Transportation for Persons with Disabilities Regulations \(ATPDR\)](#) and the provisions of these regulations that apply to it, and the services that it offers to persons with disabilities and any conditions that apply to those services.

Under the act, our obligations are to the following sections:

- [Part 1 – Requirements Applicable to Transportation Service Providers](#)
- [Part 4 – Requirements Applicable to Terminal Operators](#)

CONSULTATIONS

YXX remains committed to meaningful consultation as part of its accessibility planning process. In preparation for our Year Two Progress Report, Abbotsford International Airport sought external expertise to strengthen our Accessibility Plan, Feedback Process, website accessibility, and overall reporting framework.

To support this effort, YXX retained Universal Access Design, which conducted a comprehensive review of our website accessibility, Accessibility Plan and Feedback Process, and Year One Progress Report. Their recommendations helped improve both the accessibility of our digital platforms and the clarity of our reporting documentation.

To further strengthen collaboration across the aviation industry, YXX also joined the Canadian Airports Council (CAC) Accessibility Working Group, which brings together airports of varying sizes from across Canada that are committed to barrier-free travel through collaboration, consultation, and continuous improvement.

INITIATIVES

- Engage external accessibility experts to review YXX’s accessibility programs, website, and reporting framework.
- Strengthen consultation efforts by identifying opportunities to engage persons with disabilities and organizations representing individuals with disabilities.
- Explore opportunities to participate in broader accessibility advisory groups and industry working groups.

WHAT WE’VE ACHIEVED

- Retained Universal Access Design in August 2025 to conduct a comprehensive review of YXX’s website accessibility, Accessibility Plan and Feedback Process, and Year One Progress Report.
- Received written recommendations focused on improving website accessibility, strengthening report structure, and better identifying measurable achievements and performance metrics.
- Implemented recommendations related to website accessibility improvements and strengthened consultation documentation.
- Received guidance on better articulating who was consulted, how feedback was gathered, and how that feedback influenced accessibility planning.
- Joined the Canadian Airports Council Accessibility Working Group to collaborate with airports across Canada on accessibility initiatives and share best practices related to barrier-free travel.

NEXT STEPS

- Broaden YXX’s consultation framework to include direct engagement with persons with disabilities and organizations representing individuals with disabilities.
- Explore establishing a community advisory group or formalized stakeholder network to support ongoing accessibility planning.
- Conduct targeted consultations to ensure future progress reports reflect meaningful input from individuals with lived experience.
- Continue collecting passenger feedback through YXX’s Accessibility Feedback Form and ongoing follow-ups to support continuous improvement across departments.

FEEDBACK INFORMATION

The Abbotsford Airport Authority highly values all feedback and welcomes constructive solutions. By focusing on continuous improvement, we aim not only to meet regulatory standards with our Accessibility Plan but also to create a hospitable environment.

The primary point of contact for these inquiries is the Director of Airport Operations. The airport administration department oversees all incoming website and email inquiries and directs those related to accessibility, barriers, and inclusivity to the Director of Airport Operations.

We continually strive to improve our airport facilities and services for you. For all feedback submissions, we will respond in the same manner in which the feedback was received. Whether you reach out to us by email, through our website, or

any other means, we will use the same channel to provide our response. We look forward to hearing from you and are committed to promptly addressing your comments and concerns.

FEEDBACK SUMMARY:

In accordance with the Accessible Transportation Planning and Reporting Regulations (ATPRR), the Airport Authority undertook a comprehensive consultation process prior to developing the Accessibility and Feedback Process Plan. This included a passenger survey, consultations with air carriers, disability advocacy organizations, and engagement with passengers and frontline airline staff to identify barriers and establish priorities for removal and prevention.

Following the plan's implementation, the Airport Authority has continued to solicit and receive feedback through multiple channels. This includes informal consultations with an accessibility services firm, which provided recommendations related to the airport's parking system, as well as structured quarterly follow-up with passengers who submitted accessibility-related requests to assess service delivery and overall experience.

All feedback is recorded in a centralized log, reviewed quarterly, and used to inform continuous improvement in accessibility measures. The Airport Authority will also integrate recommendations received from Universal Access Design's review of the Year One Progress Report into future updates to the plan, in alignment with ATPRR requirements for ongoing consultation and barrier removal.

Summary of Activities:

- **Pre-Plan Development**
 - Conducted a passenger survey to identify existing and potential barriers.
 - Consulted with air carriers and disability advocacy organizations.
 - Engaged passengers and frontline airline staff to gather operational and service delivery perspectives.
- **Post-Implementation Feedback**
 - Obtained informal feedback from an accessibility consulting firm, including recommendations related to the airport's parking system.
 - Solicited quarterly feedback from passengers who submitted accessibility-related requests.
 - Conducted structured follow-up to assess service delivery and overall user experience.
 - Recorded all feedback in a centralized log, reviewed quarterly, to support continuous improvement in barrier removal and prevention.
- **Future Commitments**
 - Engage an external accessibility service provider to review future progress reports and incorporate their recommendations into subsequent accessibility plan updates and operational processes.