



# **YXX ACCESSIBILITY PLAN & FEEDBACK PROCESS (2024 – 2026)**

## **ONE YEAR PROGRESS REPORT**

# TABLE OF CONTENTS

<b>ONE YEAR PROGRESS REPORT .....</b>	<b>1</b>
<b>GENERAL.....</b>	<b>2</b>
<b>INFORMATION &amp; COMMUNICATION TECHNOLOGIES (ICT) .....</b>	<b>3</b>
<b>COMMUNICATION, OTHER THAN ICT .....</b>	<b>4</b>
<b>PROCUREMENT OF GOODS, SERVICES AND FACILITIES.....</b>	<b>4</b>
<b>DESIGN AND DELIVERY OF PROGRAMS &amp; SERVICES.....</b>	<b>5</b>
<b>TRANSPORTATION .....</b>	<b>6</b>
<b>BUILT ENVIRONMENT.....</b>	<b>8</b>
<b>PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS .....</b>	<b>9</b>
<b>CONSULTATIONS .....</b>	<b>9</b>
<b>FEEDBACK INFORMATION .....</b>	<b>10</b>

# ONE YEAR PROGRESS REPORT

Abbotsford International Airport (YXX) is committed to creating a barrier-free, inclusive experience for people of all abilities. In 2024, we published our first Accessibility Plan and Feedback Process in alignment with the Accessible Canada Act (ACA) and Accessible Canada Regulations (ACR). This Year One Progress Report provides an overview of what we've achieved in the first year of our plan, what initiatives we've launched, and what we will continue to progress as we move toward the ACA's goal of a Canada without barriers by 2040.

Over the past year, we have made meaningful progress across multiple key areas:

- Improved access to digital information by ensuring our website remains WCAG-compliant and includes the most up-to-date maps and accessibility information.
- Advanced inclusive infrastructure with upgrades like license plate recognition parking systems, enhanced signage and paint markings, LED-lit washrooms with better visibility, and the integration of tap payment options at pay stations.
- Expanded accessibility training for staff and introduced new signage and tactile supports, such as additional directional signage for service animals to the pet relief areas.
- Strengthened our consultation practices by launching a formal process to independently and periodically gather feedback from persons with disabilities, helping us ensure that future changes are informed by lived experiences.

Looking ahead, YXX remains committed to:

- Continuing the development of barrier-free facilities through our modernization projects.
- Identifying service providers to support alternate formats of communication and documentation.
- Maintaining compliance with accessibility standards across all digital and physical touchpoints.
- Collaborating with our airline and terminal partners to raise awareness and drive improvements in passenger-facing accessibility services.
- Evolving our staff training programs to reflect best practices and feedback received through consultation.

This report is both a reflection of our progress and a reaffirmation of our ongoing commitment to accessibility. We will continue to work collaboratively with our partners and community members to ensure YXX is welcoming, inclusive, and accessible to everyone who travels through our airport.

# 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](mailto: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)**

Apart from airline representative kiosks and passenger check-in/gate boarding systems, all telecommunications systems, computer systems, and networks are owned by Abbotsford Airport. Control over specific systems and announcements in terminal is granted to our terminal partners. The general public network system and the Abbotsford Airport website, which is optimized for both browser and mobile use, is controlled by the airport.

We are committed to enhancing these technologies across our terminals by actively consulting and engaging with our terminal partners, community partners, and customers.

### *INITIATIVES*

- Maintain existing website and application set up; ensure Accessibility Plan & Feedback Process is easily accessible.
- Ensure our website displays updated map of new parking stations.
- Review visual paging enhancement opportunities for adoption.
- Ensure our website continues to conform with applicable regulations set out in the Web Content Accessibility Guidelines (WCAG).

### *WHAT WE'VE ACHIEVED*

- The YXX website has been updated to include the Accessibility Plan and Feedback Process. It now also displays the most current maps of our parking stations to support navigation and trip planning.

## *NEXT STEPS*

- We will continue to assess opportunities to enhance visual paging across the terminal.
- We will ensure that our website remains compliant with the latest Web Content Accessibility Guidelines (WCAG) and review the findings detected by a screen reader through consultation with Universal Access Design

## **COMMUNICATION, OTHER THAN ICT**

YXX is dedicated to designing policies, programs, practices, and services that identify, eliminate, and prevent communication barriers for individuals with disabilities. This commitment covers all forms of communication, whether spoken, written, signed, or otherwise. Through consultation with our partners, YXX is devoted to creating initiatives that promote communication in language that is informed, respectful, and accessible to persons with disabilities.

### *INITIATIVES*

- Raise awareness on respective airline accessibility programs (e.g., Hidden Disabilities Sunflower Programs) with respective terminal partners involved in the passenger experience.
- Identify a preferred list of service providers than for developing alternate formats (print, braille, audio format, and electronic).

### *WHAT WE'VE ACHIEVED*

- We engaged with our terminal partners to discuss respective airline accessibility programs and confirmed that these partners have relevant programs and training in place. WestJet has joined the global initiative to support guests through the Hidden Disabilities Sunflower Program.

## *NEXT STEPS*

- We will continue collaborating with terminal partners to enhance awareness and implementation of airline accessibility programs. Additionally, we will identify and establish a preferred list of service providers for producing alternate communication formats (e.g., braille, audio, electronic).

## **PROCUREMENT OF GOODS, SERVICES AND FACILITIES**

Accessibility is a crucial consideration in our procurement process, particularly when assessing goods and services intended for use by, or to aid, individuals with disabilities. In our Construction Management Terminal Modernization project, we aim to make certain that the revitalization and modernization of our facilities comply with accessibility standards.

## *INITIATIVES*

- Ensure accessibility standards are embedded in project scope.

## *WHAT WE'VE ACHIEVED*

- We successfully completed Phase 1 of the YXX Modernization Project, including the CBSA building, with accessibility standards integrated into the project scope. We also confirmed that CBSA signage complies with applicable accessibility requirements.

## *NEXT STEPS*

- We will continue to embed accessibility standards into all future project scopes, including the next phase of modernization involving CATSA Pre Board Screening (PBS) and retail enhancements.

# DESIGN AND DELIVERY OF PROGRAMS & SERVICES

Throughout the airport, we strive to maintain a fully accessible facility, which includes the following programs and services:

- Automatic doors
- Covered walkways around parking
- Accessible washrooms
- Wheelchair ramps to the main apron
- Designated curbside areas are available in front of the terminal for dropping off or picking up passengers with disabilities. [View Curbside Parking Map.](#)
- Covered loading bridge
- Accessible website
- Accessible seating
- Accessible Pick Up/Drop Off

### **Curbside Assistance**

- Curbside assistance is available for people who require wheelchair, guiding, baggage or assistance when arriving or departing from YXX. For more information, fill in the [Accessible Support Request form](#), or call us at 604-855-1001 extension 5401 or email [yxx@abbotsford.ca](mailto:yxx@abbotsford.ca).  
[View Curbside Parking Map.](#)

### **Accessible Parking**

- Accessible parking spots are located in both the short-term and long-term parking areas. Please ensure your vehicle displays an accessibility decal. [View Curbside Parking Map.](#)
- Please contact your airline directly for more information: [WestJet or Flair Airlines](#)
- If you are unable to connect with your airline, please [contact us](#), and we will forward your information (name, telephone number, email, airline, flight number, service required) on to the airline representatives.

### **Service Animals & Relief Areas**

- Service Animals can be relieved in the designated landscaping area off of the main sidewalk at the south end of the terminal, as well as the pet relief area inside the Departure Lounge. Please note that all other pets are not allowed in the terminal unless properly contained within their travelling case. [View Curbside Parking Map](#) for relief area location.

### **Wheelchairs**

- Wheelchairs are available at the airline check-in counters and inside the doors at departures.

## ***WHAT WE'VE ACHIEVED***

- We ensured that the number of wheelchairs available at YXX meets passenger demand. Additional directional signage was installed to help passengers locate our Pet Relief areas. Additionally, our comprehensive training program—initial and recurring—was enhanced for Airport Authority staff on accessibility awareness and service delivery.

## ***NEXT STEPS***

- We will continue to enhance and evaluate the training program for Airport Authority staff to ensure it evolves with best practices and stakeholder feedback.

# **TRANSPORTATION**

## ***ACCESSIBLE TRANSPORTATION FOR PERSONS WITH DISABILITIES 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.

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](mailto: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](#).

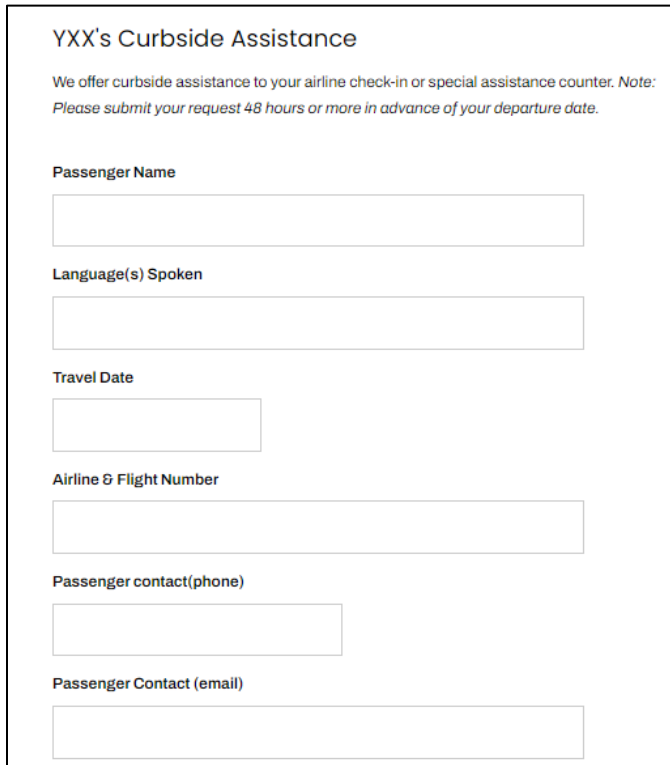


### Accessible Car Rentals

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

- For transportation providers entering into contract with the Abbotsford Airport, ensure contracts specify requirements of accessible transportation for persons with disabilities.
- Review and maintain legibility of accessible paint markings and accessibility signage.
- Determine if additional markings for enhanced visual aids are required, such as painted commercial apron walkways leading to aircraft.

## WHAT WE'VE ACHIEVED

- We refreshed accessible parking stall markings and signage throughout our parking facilities to improve visibility and compliance with accessibility standards.

## *NEXT STEPS*

- We will continue to monitor and maintain the clarity and legibility of accessible paint markings and signage. We will also evaluate the potential need for additional visual cues, such as painted walkways on the commercial apron, to support navigation to and from aircraft.

## **BUILT ENVIRONMENT**

YXX is dedicated to identifying and eliminating existing barriers, as well as preventing the emergence of new ones, within its physical infrastructure. As a long-standing terminal that has undergone multiple upgrades in recent years, YXX is preparing for further enhancements in 2024. Our aim is to guarantee that the revitalization and modernization of our facilities meet accessibility standards.

### *INITIATIVES*

- Minimize the number of touchpoints with the parking system by upgrading to license plate recognition software.
- Replace parking meters with visually enhanced screens and 24-hour assistance for entrance and exits.
- Provide tap payment option at pay stations.
- Remove post-security carpet in the hold room for a seamless floor transition.
- Enhance arrivals and customs washrooms with LED lighting and lighter tile colours for increased visibility.
- Replace existing faucets and accessories with touchless units.

### *WHAT WE'VE ACHIEVED*

- We upgraded our parking system to license plate recognition software, reducing touchpoints for users. We also replaced parking meters with more accessible, visually enhanced screens and 24-hour support features. Tap payment options were added to pay stations. Additionally, we improved lighting and visibility in our Short-Term parking lots and CBSA washrooms through the installation of LED lighting and lighter tile colours.

## *NEXT STEPS*

- We will continue replacing faucets and accessories with touchless models and remove post-security carpeting in the hold room to ensure a smoother floor transition. Plans are also underway to enhance the arrivals washrooms with improved lighting and colour contrast. Furthermore, we will evaluate terminal seating to ensure it meets accessibility standards.

## 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

In preparing our Accessibility Plan and subsequent Year One Progress Report, Abbotsford International Airport (YXX) engaged in a combination of stakeholder outreach, staff input, and external consultation to identify barriers and improve accessibility for travelers, employees, and members of the public with disabilities.

### *INITIATIVES*

- To develop an inclusive and meaningful Accessibility Plan, Abbotsford International Airport (YXX) sought input from stakeholders, frontline staff, and passengers with disabilities. This included proactive outreach to individuals who had submitted accessibility requests and internal engagement with airline partners and operational staff.
- As part of our commitment to continuous improvement, we have recently engaged the services of an external accessibility expert to review our Year One Progress Report and advise on strengthening our consultation efforts and documentation.

### *WHAT WE'VE ACHIEVED*

- On May 8<sup>th</sup>, 2024, YXX hosted an Accessibility Plan development meeting with the purpose of taking insights and recommendations from our partner airlines in the development of YXX's Accessibility Plan and Feedback Process (2024-2026). This meeting was a hybrid of a virtual and in-person at Abbotsford Airport. Participants at the meeting were Glen Stoten (Regional Manager, Canada (WestJet)), Syed Rizvi (Region Manager of Airport Operations (Flair)) and Raman Bindra (Director, Airport Operations (CYXX)).
- From May 10-15, 2024, YXX consulted frontline airline staff and operational teams as part of developing our original Accessibility Plan. Their input helped identify areas for improved wayfinding, communication methods, and support services across the airport.
- Feedback was also obtained from passengers who had submitted accessibility-related service requests. These individuals were contacted as part of our quarterly follow-up to understand their experiences and identify opportunities for improvement. This feedback was documented internally and helped shape several airport accessibility initiatives, including refinements to signage and our parking system.

- In August 2025, Abbotsford International Airport retained Universal Access Design (UAD) to review our Year One Progress Report. Consultant Stan Leyenhorst provided a written review with recommendations focused on improving the clarity and structure of our website and the report outlining specific measurements and achievements for goals. He emphasized the need to articulate who was consulted, how their input was sought, and how it was reflected in the report. Stan also highlighted best practices around ongoing community engagement and involving persons with lived experience in accessibility planning.

## ***NEXT STEPS***

- Our Accessibility Plan development meeting assisted in cementing three initiatives related to a seamless process and visual aid enhancements. As part of our 2026 paint works, we will review and assess placing additional markings on the commercial apron. We will also be looking at visual-paging options with our current terminal configurations. Lastly, we are interested in raising awareness to any programs the airlines have in relation to persons with disabilities.
- YXX is committed to broadening its consultation framework to include direct engagement with persons with disabilities and disability organizations. This may involve establishing a community advisory group or formalizing a stakeholder network for annual engagement.
- We will conduct targeted consultations in early 2026 to address this gap and ensure future progress reports reflect meaningful input from individuals with lived experience. These consultations will be documented and summarized in our next annual update, to be submitted no later than June 1, 2026.
- The airport will continue to collect feedback from passengers through our Accessibility Feedback Form and ongoing quarterly follow-ups, with data shared internally 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**

- Incorporate recommendations from Universal Access Design's review of the Year One Progress Report into future plan updates and operational processes.