



YXX ACCESSIBILITY PLAN & FEEDBACK PROCESS (2024 – 2026)

ORIGINAL – JUNE 2024

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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

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, as a link to our [Accessibility Request Form](#):

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

We can provide the following alternate formats by using the contact details above.

- print, braille, audio format, and electronic

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.

Initiative
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)

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.

Initiative
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)

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.

Initiative
Ensure accessibility standards are embedded in project scope

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.
[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.

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 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)

Initiative
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

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.

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

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

At Abbotsford Airport, our curbside assistance program is managed by our airline partner representatives due to simplifying the process for a short walking distance from curb-to-check-in/arrivals hall-to-curb. The Airport will eliminate any physical obstacles that might impede the performance of this function. Our goal is to ensure a seamless travel experience for passengers with disabilities, both at departure and upon arrival. To achieve this, we have implemented several measures:

- Wheelchairs are strategically located throughout the airport to ensure they are accessible and available when needed.
- We offer an Accessible Support Request form on our website, which is closely monitored to facilitate the prompt and efficient transfer of requests to the respective air carrier.
- Multiple communication options are available for contacting us, including telephone, email, print, braille, audio, and electronic formats. We are committed to responding to feedback through the same medium it was received.

In our ongoing efforts to enhance our accessibility services and in preparation for the YXX Accessibility Plan and Feedback Process (2024-2026), Abbotsford Airport conducted two engagement sessions. These sessions included representatives from our main commercial air carriers, WestJet and Flair Airlines, as well as a selection of Executive Aviation customer service agents (CSAs) operating at Abbotsford Airport. Our airline partners work with various disability groups and provide various services to their guests, and the CSAs interact with and carry-out services for all commercial air carrier passengers on a daily basis. The CSA's have a good understanding of the needs of passengers with disabilities using Abbotsford Airport. Please see details below on the engagement sessions:

YXX ACCESSIBILITY PLAN DEVELOPMENT MEETING WITH WESTJET AND FLAIR AIRLINES

On May 8th, 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)).

Among the discussions, below is a recap of the questions and summarized answers from the meeting.

1. Has your airline received any feedback on accessibility (barrier-free, inclusivity for all) at YXX from your respective passengers with disabilities?

Answer(s): The use of technology for visual paging would be of benefit, as using boards for visual paging is a thing of the past. The introduction of visual paging with signage or screens at gates would boost accessibility.

2. What challenges is each airline's respective passengers with disabilities having when using the YXX facility?

Answer(s): The inclusion of walkway line-markings leading to aircraft on the commercial apron would enhance the visual aids. This can be incorporated into recurring/planned paint works. Similar markings are in place at CYXJ for Q400 stands.

3. What accessibility initiatives/services are currently in place and that the airport can raise awareness to?

Answer(s): There would be added benefit in promoting airline service/programs (e.g., sunflower program) and raising awareness within the terminal stakeholder community. Response was regarding the promotion of airline services.

4. Are there any airline barrier-free, inclusive initiatives that can be further enhanced through alignment and/or implementation of initiatives at YXX?

Answer(s): The promotion of airline services/programs as noted in question 3.

It is common to receive outbound inquiries for curb-to-gate assistance. It is prudent to follow-up with EA to ensure services are provided from arrivals-to-curb. This service may not be requested as frequently and can be forgotten.

These questions and answers 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.

SURVEY: SAMPLE SELECTION OF EXECUTIVE AVIATION CUSTOMER SERVICE AGENTS (CSAs) OPERATING AT ABBOTSFORD AIRPORT

The Abbotsford International Airport (YXX) is committed to becoming a barrier-free, inclusive airport for people of all ages and abilities. As part of our continuous improvement efforts, we conducted a survey of our front-line staff and asked the following questions about their experience when it comes to dealing with Accessibility requests:

1. How often do you deal with persons with disabilities?
 - a. What % of the number of passengers does it equate to (estimated)?
2. What are some of the common accessibility inquiring do you normally deal with?
3. Is it common to receive ad hoc inquiries while you are checking in the guests?
4. From a facility perspective, are there any improvements you can think of that can aid a more barrier-free experience for passengers with disabilities?

The survey took place between May 10-15 2024. The results were shared with Executive Aviation on May 23rd and indicated the following:

Summary of Survey Responses for the above questions on Accessibility at Abbotsford International Airport (YXX)

1. Frequency of Interaction with Persons with Disabilities:

- Majority of front-line staff reported dealing with persons with disabilities in 10-20% of the total number of passengers.
- One staff member reported this figure as high as 75%.

2. Common Accessibility Inquiries:

- Staff frequently address issues related to:
 - Inability to use stairs
 - Inability to walk long distances
 - Wheelchair assistance
 - Hearing impairments
 - Physical disabilities/mobility issues
 - Need for portable oxygen
 - Visual impairments

3. Ad Hoc Inquiries During Check-In:

- Staff receive ad hoc accessibility inquiries in 40-70% of cases while checking in guests.
- Accessibility requests related to infants are particularly common.

4. Suggested Facility Improvements for a Barrier-Free Experience:

- Staff highlighted difficulties and safety concerns with pushing wheelchairs up ramps.
- There is a need for better training to handle invisible disabilities without judgment.
- Other suggested improvements include:
 - Streamlining the pre-board security process
 - Establishing a porter position
 - Implementing advanced technology to assist persons with disabilities

As an outcome from this survey, we are planning to create a seamless floor transition to enhance walking mobility. As part of our renovation project, we will be enhancing the arrivals and customs washrooms with LED lighting and lighter tile colours for increased visibility.

YXX has found these consultation sessions to be extremely valuable. As we approach the progress report due on June 1, 2025, we are committed to continuing these meaningful consultations to further enhance our services and facilities, including independently and periodically conducting consultations with a sample set of passengers with disabilities, regarding their experiences at Abbotsford Airport and any suggestions they may have.

Insights, experiences, and recommendations were gathered to continuously strive for a barrier-free, inclusive airport for people of all ages and abilities.

Initiative
In 2024, establish a process to independently and periodically survey a sample set of users (passengers with disabilities), regarding their experiences at Abbotsford Airport and any suggestions.

FEEDBACK PROCESS

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 can be made by mail, telephone, and email: 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

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.

ALTERNATE FORMATS OF ACCESSIBILITY PLAN & FEEDBACK PROCESS

We can provide print, braille, audio format, and electronic as alternate formats upon request by using the contact details above.

Your **comments**, **questions** and **suggestions** are valued by the Abbotsford Airport Authority and we always appreciate positive solutions. Our [Feedback and Suggestions form](#) can be submitted anytime and we will review and respond to your submission during business hours or as soon as we are able.

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