

Accessibility Progress Report

2024



YYC

CALGARY
AIRPORT
AUTHORITY

L'ADMINISTRATION
AÉROPORTUAIRE
DE CALGARY

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Plan Revision

The Terminal Operations department is responsible for establishing, administering, and maintaining this plan. The plan will be reviewed annually and revised as required or following an event which identifies a requirement for immediate amendment. All revisions will be made in consultation with the stakeholders.

For information about this plan or obtaining an official copy, please contact:

Terminal Operations
The Calgary Airport Authority
2000 Airport Road NE
Calgary AB T2E 6W5
Phone: 403 735 1200



Version control

Version	Date	Changes made	Prepared by	Approved by
1.0	June 2024	New	Operations Coordinator, Terminal & Passenger	General Manager, Guest Experience

General

The Calgary Airport Authority (YYC) is committed to becoming a barrier-free, inclusive airport for people of all ages and abilities and to ensure that every guest can fully participate in and enjoy the airport experience.

An initial accessibility plan was published in June 2023, which outlines the strategic direction YYC aims to take to enhance accessibility at YYC Calgary International Airport and to prevent and remove barriers that may impact people with disabilities. It will cover the period beginning June 1, 2023, until June 1, 2026. An updated accessibility plan and feedback process will be published every three years in order to reflect current efforts being directed to improving accessibility at YYC.

The purpose of this report is to highlight accessibility-related progress and ongoing initiatives aimed at enhancing accessibility at YYC Calgary International Airport. This report will provide status updates on goals outlined within the accessibility plan and feedback process, as well as updates on initiatives that may not have been captured in the previous accessibility plan. Progress outlined within this report will cover the period beginning June 1, 2023, to June 1, 2024.

Progress highlights

Below are several initiatives that outline some of the progress being made towards accessibility at YYC within the past year.

Accessibility Enhancement Accreditation – Level 3

Airports Council International (ACI) has recognized YYC's commitment to accessibility with Level 3 of the [ACI Accessibility Enhancement Accreditation](#), the highest level of this accreditation achievable by airports.

We are incredibly proud to have been recognized for our ongoing efforts to create inclusive and accessible spaces and experience for our guests.

The Accessibility Enhancement Accreditation program provides the ability for airports to assess their own facilities and processes, identify opportunities for improvement, and publicly demonstrate accreditation against global best practices.

YYC accessibility review

In partnering with InterVISTAS, a comprehensive review has been initiated to assess opportunities for improvement throughout the airport in the following subject areas:

- Process
- Built environment
- Technology
- People
- Service delivery
- Strategy

The assessment is focused on both regulatory requirements, as outlined in the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR), and best practices based on InterVISTAS global profile. The review evaluates the current state of YYC's facilities, products, services, and procurement processes against existing standards, regulations, and forthcoming federal standards, such as those issued by Accessible Standards Canada (ASC) on wayfinding and signage. YYC will evaluate and initiate corrective action plans based on this review.

Inclusive airports research study

YYC is participating in an inclusive airports research study through collaborative efforts with the University of Laval and other airport partners. The University of Laval began their on-site research at YYC in early May 2024.

A core component of the research has been in conducting on-site interviews with volunteers who have lived experience with disabilities. Research volunteers are also local community members. To capture relevant data, the research team escorts volunteers throughout various passengers flows, which are analyzed for the level of accessibility they provide as well as identifying any barriers to access.

When the investigation is completed, YYC will receive a series of suggestions to evaluate and initiate corrective action plans to promote inclusiveness, remove barriers, and improve the guest experience.

YYC's website refresh

In our commitment to conforming to Level AA status based on the Web Content Accessibility Guidelines, we initiated collaborative efforts with a contractor to help us meet our goal. Through careful planning, dedicated execution, and continuous assessment, we integrated these features into the website.

Our approach began with sharing webpage designs prior to getting built. Ability Digital Accessibility Co. closely audited throughout the process and completed three audits. They will continue to audit every six months to ensure Level AA is maintained.

Accessibility plan and feedback process updates

YYC received feedback about four deficiencies identified within our initial accessibility plan publication from The Canadian Transportation Agency. See the section titled [feedback information](#) for additional detail on the corrective measures taken.

YYC's Accessibility Advisory Committee was consulted on the corrective measures implemented and the revised version of the accessibility plan and feedback process was published on our website in both English and French on May 23, 2024. To access the most recent version of our accessibility plan and feedback process, [click here](#).

On May 28, 2024, The Canadian Transportation Agency advised YYC that all deficiencies had been corrected.

Feedback Process

YYC welcomes all feedback about how we are implementing our accessibility plan and feedback process, our progress report and/or any encountered barriers at YYC Calgary International Airport. You can reach out to provide YYC with feedback personally or anonymously by contacting us via [email, phone number, or mailing address](#), as indicated below.

Our team will acknowledge receipt of your feedback using the same channel by which the feedback was received unless feedback is received anonymously. At that time, more information may be requested.

Depending on the circumstances of the feedback provided:

- a) If a complaint is related to The Calgary Airport Authority (the Authority) services, amenities, or facility, and can be easily resolved, the Authority will endeavour to rectify the situation and inform the complainant as to what action(s) resulted from the complaint.
- b) If a complaint is related to an Authority service, amenity, or facility and cannot be easily resolved, the issue will be further explored by the Authority, and measures will be taken to find a solution. The Authority will inform the complainant as to what actions resulted from the complaint.
- c) If a complaint pertains to a service provider on airport grounds that does not have a formal complaint response/resolution process through its website, the email will be escalated to the implicated campus partner's team lead at the Authority.
- d) If a complaint pertains to a service on airport grounds that has a formal complaint response/resolution process through its website, the Authority will refer the complainant to that resource. The Authority will also inform the implicated campus partner's team lead at the Authority of the complaint.

Designated person to received feedback

The designated person to received feedback is noted below.

General Manager, Guest Experience
The Calgary Airport Authority

Means of submitting feedback

Feedback may be submitted using one of the following three options.

- Phone: 403-735-1200
- Email: CalgaryAirport@yyc.com
- Mailing Address: 2000 Airport Road NE, Calgary, AB T2E 6W5

For more information on Accessibility at YYC, please visit our [Accessibility page on YYC.com](#).

Feedback information

YYC received feedback about four deficiencies identified within our initial accessibility plan publication from The Canadian Transportation Agency, in which the following corrective measures were identified.

1. YYC will update the information included under the “General” heading to include the means by which the public can request an alternate format of the accessibility plan or an alternate format of the description of the feedback process.
2. YYC will update the feedback process to indicate that feedback can be provided anonymously and to indicate that YYC will acknowledge receipt of feedback, other than anonymous feedback, in the same manner in which it was received.
3. YYC will update the accessibility plan to make it clear to readers that it is the accessibility plan and the description of the feedback process. YYC will update the accessibility plan to ensure readers are aware of where the feedback process is located within the accessibility plan (for example, by creating clear titles/headings, updating the table of contents).
4. YYC will clearly indicate to the Agency that the feedback process has been incorporated as a part of the accessibility plan. Once the above corrective measures have been implemented and the revised version of the plan and feedback process published, YYC will notify the Agency within 48 hours of publication for the revised plan and feedback process and include in the notice a hyperlink to the URL of the updated description.

YYC’s Accessibility Advisory Committee was consulted on the corrective measures implemented and the revised version of the accessibility plan and feedback process was published on our website in both English and French on May 23, 2024. To access the most recent version of our accessibility plan and feedback process, [click here](#).

On May 28, 2024, The Canadian Transportation Agency advised YYC that all deficiencies had been successfully corrected.

YYC has not received any additional feedback on its accessibility plan and feedback process.

Means of requesting an alternative format of this progress report, or of the accessibility plan and feedback process

Any person who would like to request an alternate format of this progress report, the accessibility plan, or an alternate format of the description of the feedback process is encouraged to reach out to us via [email, phone number, or mailing address](#), as indicated above.

Requested alternative formats will be available for the requestor no later than the timelines noted below. The requestor will be notified that their requested alternative format is ready for pick-up. Pick-up will be at the Information desk located on the Arrivals level between door 7 and 9 during operating hours. If the requestor wishes to have the alternative format mailed, they must provide a postal address at the time of request.

- Print – 15 days
- Large print – 15 days
- Braille – 45 days
- Audio format – 45 days
- Electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities – 15 days

Accessibility Principles

This plan has been developed with consideration of the following principles.

1. All persons must be treated with dignity regardless of their disabilities;
2. All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
3. All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
4. All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
5. Laws, policies, program, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons; and
6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.

Information And Communications Technologies (ICT)

Accessibility goal: In 2023, YYC ensured that in every instance in which a phone number has been listed on the website, an email address and a link to a telephone relay service has been provided.

Progress to date: This goal was achieved in 2023 and has also been taken into consideration as YYC worked towards a refresh of our website in 2024.

Accessibility goal: In 2023, YYC brought on a contractor that is a subject matter expert in creating accessible websites. This contractor helped us conform to Level AA status based on the Web Content Accessibility Guidelines.

Progress to date: In our commitment to conforming to Level AA status based on the Web Content Accessibility Guidelines, we initiated collaborative efforts with a contractor to help us meet our goal. Through careful planning, dedicated execution, and continuous assessment, we integrated these features into the website.

Our approach began with sharing webpage designs prior to getting built. Ability Digital Accessibility Co. closely audited throughout the process and completed three audits. They will continue to audit every six months to ensure Level AA is maintained.

Accessibility goal: In 2023 and 2024, YYC is actively researching and seeking out new technology that supports accessibility at the airport.

Progress to date: In 2024, YYC rolled out approximately 139 new kiosks. The vendor for new kiosks confirmed the accessibility functionality on all kiosks are operating consistently. The existing 37 check-in kiosks and 94 kiosks in the Canadian customs area that were not switched over were also validated for accessibility functionality and results were successful. Audits are to be performed quarterly to continue validation of accessibility functionality. All kiosks have had a refresh of accessible labelling, including braille and tactile labels and all have been identified with a tactile international symbol of access.

YYC is also excited to announce our partnership with the University of Calgary, WestJet and Innovate Calgary on the creation of the Aerospace Innovation Hub (AIH). Designed to bring together the technology-based aerospace industry in Calgary, the AIH will provide a home to startups while giving large industry partners access to the most promising teams, technologies and early-stage companies, drawn to Calgary from around the world.

Our involvement with the Aerospace Innovation Hub provides us the opportunity to continue our commitment to elevating our guests' experience through innovation, partnerships and learning as well as enhancing the airport ecosystem's access to new technologies.

Accessibility goal: In 2024, YYC will verify that all enabled audio and visual formats for recorded public announcements concerning departure delays, gate assignments, or schedule changes are in good working order.

Progress to date:

If a problem is identified with the messaging, partners are to submit a trouble ticket for the issue to be resolved. Daily walk throughs are performed by the front-line team to ensure functionality.

Accessibility goal: In 2024, YYC will create a form on the website where an individual can order an alternative format of information made available to the public. As an interim method of requesting alternative formats, requests can be sent through one of the following contact options. Please see above section on [means of requesting an alternative format](#).

Manager, Passenger Experience and Programs
Terminal Operations Department
The Calgary Airport Authority

Phone: 403-735-1200

Email: CalgaryAirport@yyc.com

Mailing Address: 2000 Airport Road NE, Calgary, AB T2E 6W5

Progress to date: As part of our ongoing commitment to accessibility, YYC has initiated the development of a form to streamline the process for individuals who would like to request an alternative format. These alternate formats include print, large print, braille, audio format, or electronic format compatible with adaptive technology for persons with disabilities. Currently requests can be made through [various means](#), including mail, telephone, or email. Requests for formats other than Braille or audio will be fulfilled within 15 days. Requests for Braille or audio formats will be fulfilled within 45 days.

Communication, Other than ICT

Accessibility goal: In 2023, YYC implemented an interpretation service, which supports users seeking information in American Sign Language and users seeking language translation services.

Progress to date: YYC has successfully implemented an interpretation service to enhance the experience for guests that are seeking to communicate with airport employees in a different language. This service provides a selection of approximately 42 different languages, including video translation services for American Sign Language (ASL) and Langue des signes Québécoise (LSQ). This initiative reflects YYC's dedication to fostering inclusivity and ensuring that all guests, regardless of the language that they prefer to communicate in, have access to the information they require.

Accessibility goal: In 2024, YYC will provide feedback to airport partners, contractors, and internal staff on proper use of the public announcement system in the terminal building. This feedback will include best practices for public announcements, which includes ensuring that announcements are good quality, in plain language, and spoken slowly with clear enunciation.

Progress to date: YYC enforces an ongoing quiet terminal policy, which was reiterated to airport stakeholders in 2023. The policy outlines requirements for public address announcements, such as that:

- announcements will be kept to a minimum and only when necessary
- announcements will be of good quality, plain language, and spoken slowly with clear enunciation
- the volume of the public address system will be set to a level that is audible but not disruptive

Accessibility goal: In 2024, YYC will continue to research new methods to communicate information in a variety of different ways (i.e. signage improvements).

Progress to date: We are actively engaging with consultants for continued improvements of the signage program and exploring technology for signage and wayfinding.

Accessibility goal: In 2025, YYC will provide mandatory refresher training regarding accessibility to airport staff who may interact with the public or participate in decision-making or policy and procedure development.

Progress to date: As the goal outlined for this section is set to be actioned in 2025, it is out of scope for the current period covering this report. However, YYC has

made early progress on this goal by partnering in the development of refreshed accessibility training. The next steps for this goal will be to roll out the refresher training across the organization.

Procurement of Goods, Services and Facilities

Accessibility goal: In 2023 and onward, YYC will consult the Accessibility Advisory Committee on goods, services, and facilities to be procured should they relate to or impact a person with a disability who may be travelling through the airport.

Progress to date: YYC has actively consulted the Accessibility Advisory Committee for guidance on goods, services, and facilities to be procured. Consultation includes, but is not limited to, hearing loops, language translation services, and mobility devices.

Accessibility goal: In 2025, YYC will establish a working group to elevate accessibility considerations in the procurement for goods, services, or facilities.

Progress to date: As the goal outlined for this section is set to be actioned in 2025, it is out of scope for the current period covering this report, and therefore there is no progress yet to note.

Design and Delivery of Programs and Services

Accessibility goal: In 2023 and onward, information regarding the development, implementation, and delivery of new programs and services are proposed to the Accessibility Advisory Committee, or a relevant Subcommittee, for review and to enable a mechanism of consulting the local accessible community.

Progress to date: YYC has been ensuring that the Accessibility Advisory Committee is being consulted for advice on the development, implementation, and delivery of new programs and services, such as mobility and guidance service offerings. This collaborative approach encompasses a wide array of initiatives aimed at enhancing accessibility and inclusivity for all.

Accessibility goal: In 2023, YYC will initiate a review process for all program and service specific documentation that is guest-facing. This review will include feedback from YYC's Accessibility Advisory Committee.

Progress to date: YYC is currently in the process of developing a tool to initiate a review process for program and service-specific documentation intended for guest use. A core component of the review process will be in ensuring [accessibility principles](#) are taken into consideration and documentation uses clear, concise, and plain language.

Transportation

Accessibility goal: By June 2026, language in agreements with a rental vehicle transportation service provider or other transportation service provider will reflect current best practices in terminology and YYC will investigate a process for auditing ground transportation partners' compliance to accessibility requirements.

Progress to date: As the goal outlined for this section is set to be actioned by June 2026 it is out of scope for the current period covering this report, and therefore there is no progress yet to note.

Built Environment

Accessibility goal: Starting in 2024, YYC will consult with persons with disabilities to assess various passengers flows in their level of accessibility. Deficiencies or areas for improvement will be noted and a corrective action plan will be issued.

Progress to date: The Calgary Airport Authority is participating in an inclusive airports research study through collaborative efforts with the University of Laval and other airport partners. The University of Laval began their on-site research at YYC in early May 2024.

A core component of the research has been in conducting on-site interviews with volunteers who have lived experience with disabilities. Research volunteers are also local community members. To capture relevant data, the research team escorts volunteers throughout various passengers flows, which are analyzed for the level of accessibility they provide as well as identifying any barriers to access.

When the investigation is completed, YYC will receive a series of suggestions to evaluate and initiate corrective action plans to promote inclusiveness, remove barriers, and improve the guest experience.

Provisions Of CTA Accessibility-Related Regulations That YYC Is Required to Follow

With regards to this Progress Report, YYC is required to conform with the [*Accessible Transportation Planning and Reporting Regulations \(ATPRR\)*](#).

For more information for Provisions of CTA Accessibility-Related Regulations that YYC is required to follow please refer to the [Accessibility Plan and Feedback Process located on our website](#).

Consultations

YYC consulted the Accessibility Advisory Committee to gather feedback from June 12 to June 23, 2024. This included an in-person and virtual focus group session on June 12, 2024 to address questions, feedback, and barriers related to accessibility goals.

A draft of this report was shared via email and during the quarterly committee meeting to collect feedback over the two-week period. Feedback has also been received from YYC stakeholders supporting in defined accessibility goals.

YYC's Accessibility Advisory Committee includes individuals that serve as advocates and experts representing the following types of disabilities.

- Physical Disabilities
- Visual Disabilities
- Cognitive Disabilities
- Neurological Disabilities
- Learning Disabilities
- Hearing Disabilities

The Accessibility Advisory Committee also includes individuals that represent the following disability rights organizations.

- Canadian National Institute for the Blind (CNIB)
- Society for the Treatment of Autism
- Cerebral Palsy Association of Alberta
- Alberta Cerebral Palsy Sport Association
- Pace Kids

The Accessibility Advisory Committee also includes representation from YYC and other airport partners. At the time that this progress report was published, the total number of participants on the Accessibility Advisory Committee was 45.

Items for consideration during the consultation period were presented in a survey-format for feedback collection. The consultation survey consisted of three main topic areas: alignment with the [accessibility principles](#), plain language use in the plan, and feedback on any unintended barriers to accessibility at YYC.

Specific questions asked in the survey are noted below.

- Do you think this report has been developed in accordance with the following principles?
 1. All persons must be treated with dignity regardless of their disabilities;
 2. All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
 3. All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
 4. All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
 5. Laws, policies, program, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons; and
 6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.
- Is the report written in language that is clear, simple, and concise?
- Does the implementation and progress of the accessibility goals in the report present any unintended barriers to people with disabilities? If so, how do you think the barriers you have noted can best be addressed?
- Do you have any other comments or feedback regarding this plan?

Feedback received during the consultation period indicated that the majority of the local accessible community and YYC sees this plan as:

- being developed in accordance with the six accessibility principles;
- being written in language that is clear, simple, and concise; and
- as not creating any significant unintended barriers to accessibility.

In one instance, feedback received recommend an enhanced focus on plain language. YYC is committed to researching best practices for documentation and plain language summaries on an ongoing basis for continual improvements in this area.

Additional feedback recommended that YYC take an increased focus on people with heightened sensory needs, such as designing calm environments, reducing clutter, and thoughtful consideration towards the placements of amenities and signage.