

Kelowna International Airport



Accessibility Plan and Feedback Process Progress Report 2025

Introduction

The Kelowna International Airport (YLW) has a long history and has proudly served the Okanagan since 1946. We take pride in welcoming millions of passengers annually to British Columbia and by delivering safe, secure, and efficient services and facilities for our community. YLW is committed to a passenger experience that is accessible, inclusive, and dignified. Accessible transportation is a strategic priority for YLW and we are committed to ensuring all passengers can enjoy air travel equally and without barriers.

We are pleased to present our *2025 Progress Report* as the follow up to our *Accessibility Plan and Feedback Process 2024-2027*, building on the foundation established in our first year and reaffirming our commitment to providing a positive and inclusive experience for all passengers and employees. In partnership with InterVISTAS Consulting—a recognized leader in aviation, tourism, and accessibility—we continue to identify and address barriers through a phased, three-year approach.

This first *Progress Report* reflects our ongoing progress and how we have embraced the feedback we received from our valued passengers and employees. The plan also outlines the next steps in our journey to becoming a more inclusive and barrier-free airport for everyone we welcome to YLW.

Sam Samaddar

Sam Samaddar, AAE, HonBA
Airport Chief Executive Officer

Who we are

Kelowna International Airport (YLW) is the largest municipally owned airport in Canada and has been operated by the City of Kelowna (City) since 1946. This is a unique structure that is unlike how other airports in Canada are governed. The Airport Chief Executive Officer (CEO) is an officer of the city and has overall responsibility for airport management and operations.

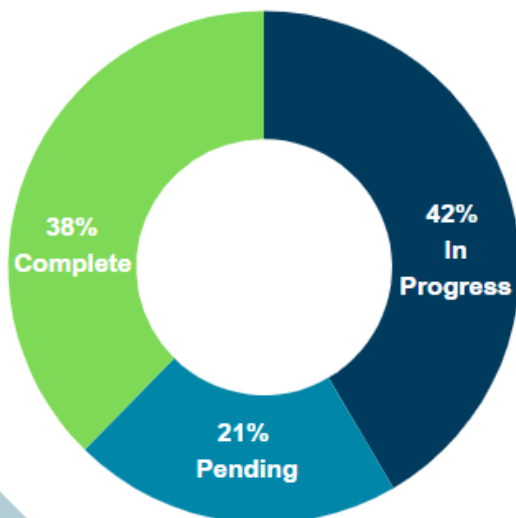
While YLW maintains a close connection to the City as a municipally owned airport, YLW retains independence and autonomy as an airport operator. As a key part of the City of Kelowna and the Okanagan region, it is important that our products, services, and facilities reflect the diversity of the community in which we are located and serve.

Progress at YLW

In our *Accessibility Plan and Feedback Process 2024-2027*, we included 24 commitments for the short-term and long-term over three years with the goal of removing barriers to accessibility at YLW for all. We are proud to report on our 2025 progress and recognize there is more work to be done.

- 9 of 24 (38%) of commitments have been completed
- 10 of 24 (42%) commitments are in progress
- 5 of 24 (21%) commitments are scheduled to start at a later date (pending)

Delivering on Commitments



38% Complete

9 of 24 commitments have been completed

42% In Progress

Efforts to advance 10 of 24 commitments are ongoing in 2025

21% Pending

5 of 24 commitments are scheduled to start at a later date

General

Designated person

The Airport Groundside and Terminal Manager is the person designated to receive feedback on behalf of YLW.

To submit feedback or request an alternate format of the *YLW Accessibility Plan and Feedback Process 2024-2027* or *Progress Report 2025*, please contact the designated person whose contact information is listed below:

Airport Groundside and Terminal Manager

Kelowna International Airport

Tel: +1-250-807-4325

Email: jmonk@kelowna.ca

Mailing address:

Kelowna International Airport

1 – 5533 Airport Way

Kelowna, BC

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Feedback process

In addition to contacting the Airport Groundside and Terminal Manager, individuals can also contact YLW via our website, toll-free number, email, mail or in-person at YLW's terminal facilities.

Website: <https://ylw.kelowna.ca/passengers>

Email: airport@kelowna.ca

Telephone: +1-250-807-4300

TTY Relay Service:

Dial 711. After the operator confirmation, type in +1-250-807-4300.

The operator will dial the number for you and act as interpreter.

Fax: +1-250-765-0213

Feedback may be provided anonymously through all of the outlined methods of communication. We will acknowledge that we received feedback and will respond to it in the format in which we received it.






Alternate format(s)

YLW will provide materials in an alternate format upon request. For braille or audio formats, YLW will provide information in 45 days. For large print, physical copies, or a format that is compatible with adaptive technology, YLW will provide documentation in 20 days.

1. Barriers to accessible transportation

YLW is committed to identifying, removing, and preventing barriers to accessible transportation in everything we do. This includes the products, services, and facilities we offer both passengers and staff. It is important that we define our understanding of barriers. We categorize barriers into five categories: attitudinal barriers, systemic barriers, technological barriers, information and communication barriers, and physical barriers.

5 Categories of Barriers

-  **Attitudinal Barriers**
These barriers result when people think or act based on false assumptions.
-  **Systemic Barriers**
These barriers include policies, procedures, or work instructions that result in some people being excluded from activities, employment, or other services.
-  **Technological Barriers**
These barriers occur when technology, such as a smartphone application, cannot be accessed by people with disabilities.
-  **Information and Communication Barriers**
These barriers are created when information is offered in a format that suits some of the population, but not all people.
-  **Physical Barriers**
These are physical obstacles that prevent access to a facility, room, or other location.

2. Employment

To ensure that YLW continues to maintain a safe, empowering, and inclusive workplace environment, we further developed and continuously reviewed our commitments. This includes our commitment to ensure YLW is accessible for all current and future team members.

Year	Commitment	Status	Progress
2024	In 2024, YLW will include the opportunity to request alternative formats of job adverts, such as in plain language, large text, or paper form if posted online, as well as submit applications through alternative means of communication.	Complete	Verbiage has been drafted and will be included on the Careers Page of the YLW Website as well as in future job postings.
2025	With a commitment to a barrier-free workplace, YLW will ensure job postings include information regarding the provision of accommodations during the job recruitment process in 2025.	In Progress	YLW has been reviewing how to best provide accommodations and resources available when needed. Completion may be delayed to 2026.
2025	By the end of 2025, YLW will revise our Diversity, Equity, and Inclusion (DEI) principles and ensure that accessibility is included within this framework to create DEIA principles to be included in recruitment practices.	In Progress	The City of Kelowna has implemented a robust Diversity, Equity, and Inclusion (DEI) Strategic Plan that includes comprehensive hiring and recruitment initiatives. As YLW develops its own hiring practices, we will align closely with the City's DEI framework, mirroring its principles and actions to foster a more inclusive and representative workforce. The City's DEI Strategic Plan will serve as a foundational guide in shaping our recruitment strategies.

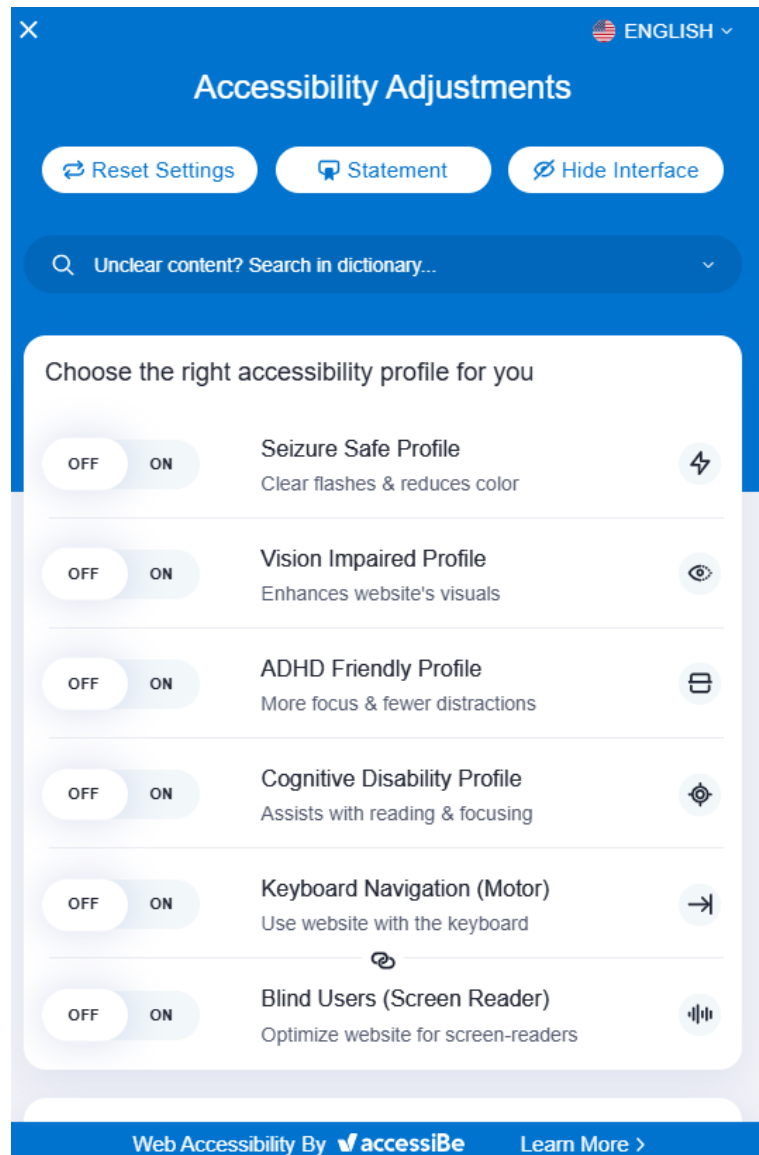
3. Information and communication technologies (ICT)

YLOW has made continued progress to ensure that technology supports seamless travel for all passengers. While we recognize that technology can sometimes create barriers when universal design principles are overlooked, we are committed to minimizing these challenges. Our website has become an even more vital tool for passengers seeking information about our services and programs, and we have enhanced our accessibility webpage to provide clearer, more comprehensive details on the facilities and supports available for passengers with disabilities.

In addition to maintaining services such as flight information display systems (FIDS), telephone relay services, and public address (PA) announcements, we have taken further steps to ensure our digital platforms are compatible with a wide range of adaptive technologies. These ongoing improvements reflect our dedication to inclusivity and accessibility for every traveler.

Year	Commitment	Status	Progress
2024	Contact vendor for ReadySTATION to inquire about the ability to improve accessibility-related functionality.	Complete	YLOW has worked with ReadySTATION to improve functionality but has not been able to identify a feasible solution. YLOW is now exploring alternative solutions such as prepaid cards in retail locations.
2025-2026	In 2025-2026, YLOW will revise our external website to ensure that it meets or exceeds all regulatory requirements, which will be audited by specialists to ensure that it meets Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.	Complete	YLOW has contracted Site Improve. Their monitoring tool completes continuous auditing and provides notifications to us if there is a need for action or updates.
2025	By the end of 2025, YLOW will review our website as well as internal and external documentation made available in an electronic format to ensure that they are accessible for people using adaptive/assistive technology.	In Progress	This task is ongoing with the goal of completion in 2025.

2025	In 2025, YLW will introduce the option to adjust text font size and contrast on our website.	Complete	YLW has added the AccessiBe widget to our website which allows several options and adjustments available for site visitors.
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4. Communication, other than ICT

YLW has continued to prioritize clear and accessible communication as a cornerstone of smooth operations and a positive passenger experience. We recognize that effective communication is essential for all passengers, and especially critical for those who may face barriers due to disabilities. Building on our previous efforts, we have strengthened our commitment to barrier-free communication by refining our practices and integrating feedback from passengers.

As part of our ongoing accessibility initiatives, communication strategies have been further embedded into flight information screens and by upgrading our systems. We also engaged with local community experts to ensure our wayfinding solutions can address a variety of accessibility needs.

Year	Commitment	Status	Progress
2024	In 2024, YLW will evaluate our flight information display screens, including font size and maximum viewing distance to comply with CSA/ASC B651:23 standards.	Complete	YLW upgraded our display system to a new provider to meet all standards. YLW is also working with the provider to improve the visual paging at YLW and introduce sign language paging on certain displays.
2025	In 2025, YLW will introduce additional wayfinding solutions to the Designated Relief Area (DRAs) locations pre- and post-security. These solutions will be developed in consultation with people with disabilities.	Complete	YLW completed a walkthrough with Canadian National Institute For The Blind (CNIB) representatives in November 2024 to review terminal wayfinding, which included DRAs. Additional and improved signage was introduced based on recommendations from the CNIB team.
2025	In 2025, YLW will eliminate any language discrepancies between our website and terminal facilities.	In Progress	Review by the YLW team is underway. Completion of this commitment may extend into 2026.

2026	In 2026, YLW will assess the feasibility of creating a plan to increase consistency in the signage and wayfinding system.	Pending	The activities to advance this commitment are planned to commence at a future date
2026	By the end of 2026, YLW will review its use of icons and symbols in signage to ensure consistency and compliance with international standards (such as those in ISO 7001).	Pending	Activities to advance this commitment are scheduled to start at a later date.

FROM	FLIGHT	CAROUSEL	TIME	STATUS
VANCOUVER	9M734	2	9:05	ARRIVED
CALGARY	WS337	2	9:09	ARRIVED
PRINCE GEORGE	8P1491	1	9:10	ON TIME
VICTORIA	8P1531	1	9:10	ON TIME
VANCOUVER	AC8268	1	9:12	DELAYED
EDMONTON	WS143	3	9:21	ARRIVED
VANCOUVER	WS3318		10:03	CANCELLED
TORONTO	AC1911	2	10:16	ON TIME
TORONTO	PD321	3	10:55	EARLY
VANCOUVER	4N509	1	10:55	ON TIME
CALGARY	WS187	3	11:24	ON TIME
EDMONTON	F8759	2	11:55	ON TIME
VANCOUVER	AC8272	1	12:12	ON TIME
SEATTLE -TACOMA	AS3382	3	12:44	DELAYED
CALGARY	WS3163	1	13:18	ON TIME
EDMONTON	WS189	2	13:31	ON TIME
COMOX	8P1963	1	14:05	ON TIME
VANCOUVER	AC8274	1	14:12	ON TIME
VANCOUVER	WS4450	3	14:28	ON TIME
VANCOUVER	WS3322		14:38	CANCELLED

5. Procurement of goods, services, and facilities

YLW has taken meaningful steps toward preventing the introduction of barriers by advancing our commitment to accessible procurement. We continue to work closely with a diverse range of contractors and suppliers who provide essential services, goods, and facilities at the airport. Recognizing that inclusive procurement is essential to creating an accessible environment, the City of Kelowna's *Accessibility Plan* outlines a commitment to incorporating accessible policies and design standards into future procurement and infrastructure projects. Although the policy has been newly released, we will begin integrating accessibility considerations into our procurement processes. This includes drafting contract language, requests for proposals, and other procurement documentation with accessibility in mind. These early, proactive steps are laying the foundation for a formalized policy that will help ensure barrier-free services and infrastructure for years to come.

Year	Commitment	Status	Progress
2025	By the end of 2025, YLW will create and incorporate an accessible procurement policy in collaboration with the City of Kelowna. The policy will outline our commitment to prevent the introduction of barriers in the airport environment as well as guidance to append to tender documentation.	In Progress	The City of Kelowna has developed and released a Provincial Accessibility Plan that includes provisions for accessible procurement practices. Kelowna International Airport (YLW) will follow the City of Kelowna's procurement policy updates and changes made to ensure alignment with provincial accessibility standards and to promote inclusive and equitable procurement processes.
2025	In 2025, YLW will increase internal awareness of accessible procurement practices and efforts to integrate accessibility into tender evaluation framework.	In Progress	In alignment with the City of Kelowna's recently released Provincial Accessibility Plan, YLW will continue to follow the City's procurement policies to support accessible and inclusive practices.

6.Design and delivery of services and programs

YLW has continued to integrate accessibility across all terminal services and programs, reinforcing our commitment to providing an exceptional experience for passengers with disabilities. Our internal directives outline clear steps to ensure inclusive service delivery, with a focus on accessible assistance, staff training, public awareness, and thoughtful terminal design, that prioritize ease of movement.

We have enhanced our training programs for all passenger-facing staff to ensure they are well-prepared to support travelers at every stage of their journey. This training now includes updated modules on transporting mobility aids, providing curbside assistance, and identifying and addressing a wide range of barriers passengers with disabilities may encounter throughout YLW.

Year	Commitment	Status	Progress
2024	In 2024, YLW will participate on the City's accessibility advisory committee to ensure that perspectives and feedback from people with lived experience can be reflected in airport services.	In Progress	YLW has been actively engaging with accessibility groups through outreach efforts led by our internal volunteer team. Recently, we hosted a tour of the airport with the Canadian National Institute for the Blind (CNIB), and we are committed to continuing to strengthen our relationships with CNIB and other accessibility organizations. This initiative is being developed independently of the City of Kelowna.
2025	By the end of 2025, YLW will launch a campaign intended to increase awareness of the accessible services available at our airport among passengers and employees.	In Progress	YLW is working alongside our communications team to complete this task by the end of 2025.

2024	In 2024, YLW will introduce a new training course entitled “Canadian Airports Accessibility Training” which was developed by the Canadian Airports Council (CAC) with consultation of people with disabilities across Canada.	Complete	YLW completed the roll out of the new training program. The program has been assigned and completed by all volunteers and security staff. All new hires at YLW will be assigned the training during orientation and must complete the training prior to receiving their airport security clearance. All existing staff will be assigned the training as part of the security clearance renewal.
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7. Transportation

YLW has strengthened its commitment to delivering a barrier-free transportation experience, recognizing that accessible mobility is essential to the core of our operations. Every day, we take pride in safely and securely moving thousands of passengers and their baggage, and we continue to enhance our services to better support passengers with disabilities.

Year	Commitment	Status	Progress
2025	By the end of 2025, YLW will review all commercial agreements with ground transportation services to ensure accessibility-related services are included.	Pending	Implementation activities related to this commitment are planned to commence at a future date.
2026	In 2026, YLW will explore the opportunity to add accessible electric vehicle (EV) charging stations.	Pending	Activities to advance this commitment are scheduled to start at a later date.

2025	In 2025, YLW will explore opportunities to modify pay parking machine features to be more accessible.	In Progress	YLW has reviewed requirements with our parking equipment provider. To date, the provider does not have a solution available for the lot entry/exit stations. We are working with the provider to identify and install a solution for the pay-on-foot station.
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8. Built environment

YLW has continued to enhance the comfort and convenience of its facilities to support a barrier-free experience for all passengers. The built environment—including terminal spaces, parking lots, and common areas—is regularly reviewed to identify and remove potential obstacles to accessibility. Recognizing that both passengers and staff rely on these spaces daily, YLW has prioritized continuous monitoring and improvement to ensure equal access for all.

We currently offer a range of barrier-free amenities, including universal washrooms, accessible common-use self-service kiosks, and two well-maintained designated relief areas (DRAs). We have also initiated assessments of key infrastructure features to inform future upgrades and align with best practices in accessible design.

Year	Commitment	Status	Progress
2024	In 2024, YLW will incorporate considerations for accessibility including features such as curb ramps and evaluate access paths as we undergo construction.	Complete	At YLW, All construction projects are designed and built to the most up-to-date requirements. We considered accessibility impacts during construction.
2024	In 2024, YLW will adjust the storage of operational assets such as garbage bins to remove barriers to paths of access.	Complete	All pathways have been cleared of obstacles.

2025	In 2025, YLW will evaluate the elevation changes and slopes to ensure accessibility.	Pending	A YLW team member will be assigned to complete this commitment before the end of 2025.
2025	By the end of 2025, YLW will introduce high contrast markings to indicate the transition of surfaces from airside ramps.	In Progress	This project is in progress at YLW and is anticipated to be complete by the end of 2025.



9. Provisions of CTA accessibility-related regulations

YLW is subject to the Canadian Transportation Agency's *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR) and the provisions of these regulations that apply to it. In particular, YLW is subject to "Part 1—Requirements Applicable to Transportation Service Providers" and "Part 4— Requirements Applicable to Terminal Operators."

Additionally, YLW provides all passenger-facing staff with appropriate training to support a barrier-free passenger experience at facilities across our network. We are subject to the *Accessible Transportation Planning and Reporting Regulations* (ATPRR), which outlines how YLW plans on delivering commitments to improving the passenger experience for people with disabilities.

10. Provisions of federal employer-related regulations

As a federally regulated employer, YLW is subject to the *Accessible Canada Regulations* (ACRs). We strive to create a workplace that reflects the diversity of the communities we serve.

11. Feedback information

YLW remains committed to fostering open communication and timely responses from both our passengers and team members. While we did not receive direct feedback following the release of the *Accessibility Plan and Feedback Process 2024-2027*, we did receive comments related to accessible services from our airline and security partners. This feedback was acknowledged and shared with the respective partners to support continuous improvement.

12. Consultations

YLW recognizes the importance of consulting people with lived experience, support persons, and carers.

During the development of the *Progress Report 2025*, we engaged with disability advocacy organizations including the Pacific Autism Family Network (PAFN) and a private travel agency specializing in accessible travel in May 2025. These stakeholders were engaged virtually and asked to review our *Accessibility Plan and Feedback Process* in

addition to our *Progress Report 2025*. Participants received remuneration for their time and effort. PAFN was also one of the organizations engaged during the development of the *YLW Accessibility Plan and Feedback Process 2024-2027*.

We received valuable feedback from those we consulted which we take into consideration. The feedback included the following comments:

- The YLW Accessibility Report is strong and demonstrates a clear commitment to inclusion through a 3-year strategy with 24 action items, annual progress tracking, and a broad focus on areas such as employment, communication, and infrastructure.
- Notable strengths include clear goals, meaningful consultations with CNIB, PAFN, and travelers, and ongoing staff training in accessible service delivery.
- One area for clarification is in employment accessibility: while applicants can request alternate formats of job postings (page 6), it would be helpful to ensure the request process is itself accessible, or better yet, to provide alternate formats alongside standard postings to remove barriers.
- Additional suggestions include highlighting the nine completed actions and their impacts, providing timelines or interim solutions for long walking distances, suggesting clearer timelines for pending items, expanding consultation to include neurodivergent individuals and those with cognitive or communication disabilities, and using identifiers for accessibility-trained staff.
- Overall, YLW is making meaningful progress, and continued transparency and inclusive practices will further enhance accessibility and traveler confidence.

As part of our ongoing public engagement efforts, we participated in the Spring Travel Show by setting up an information booth. The booth featured display boards outlining our plans and key commitments. The event attracted several thousand attendees, providing a valuable opportunity to raise awareness and connect with the public. While we engaged in many meaningful conversations throughout the event, we did not receive any formal or specific feedback. However, the discussions were constructive and helped reinforce the importance of transparency and communication in our planning process.

We hosted a guided airport tour for executives from the Canadian National Institute for the Blind (CNIB) to support ongoing collaboration on accessibility improvements. The tour provided an opportunity to showcase current facilities, discuss accessibility features, and gather insights directly from CNIB leadership. Their feedback and expertise are

instrumental as we continue working toward a more inclusive airport experience for passengers with vision loss.

The “Employment” section of the Plan highlights YLW’s ongoing commitment to Diversity, Equity, Inclusion, and Accessibility (DEIA) principles throughout the recruitment process. Progress has been made in developing job advertisements that address systemic and attitudinal barriers. In alignment with the Plan, YLW has begun revising recruitment processes in line with the City of Kelowna’s DEIA plan, to ensure they are barrier-free, with an emphasis on accessibility within the broader DEIA framework. These efforts support a more inclusive hiring approach for all individuals.

To further broaden our understanding of the passenger experience at YLW, we also conducted an online, in-terminal survey. For seven days in May 2025, the survey was made available through the YLW Wi-Fi login page and was designed to collect direct input from the public on accessibility at YLW including the progress made and commitments outlined in our *Accessibility Plan and Feedback Process 2024-2027*. Links to the *YLW Accessibility Plan and Feedback Process 2024-2027* and Accessibility page of our website were included in the introductory text of the survey.

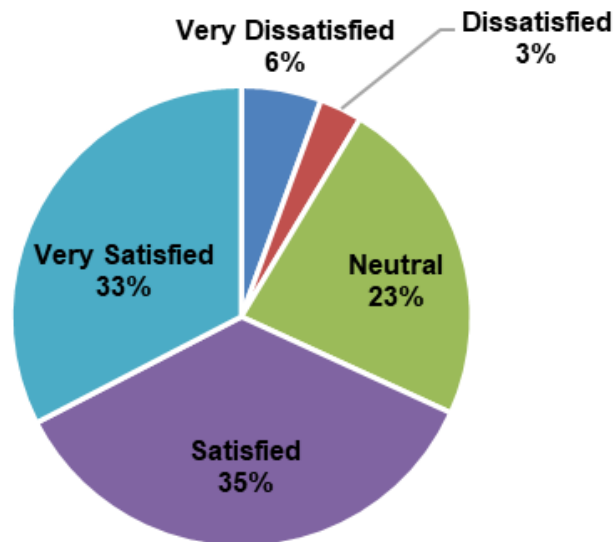
The first 4 questions were in radio-button answer format with options for very dissatisfied, dissatisfied, neutral, satisfied, very satisfied or strongly disagree, disagree, neutral, agree, strongly agree, not applicable. Question 5 was in open-form text answer format. We received 273 complete responses to the survey and overall, we received positive responses.

The questions we asked, and the survey results are included on the next three pages.



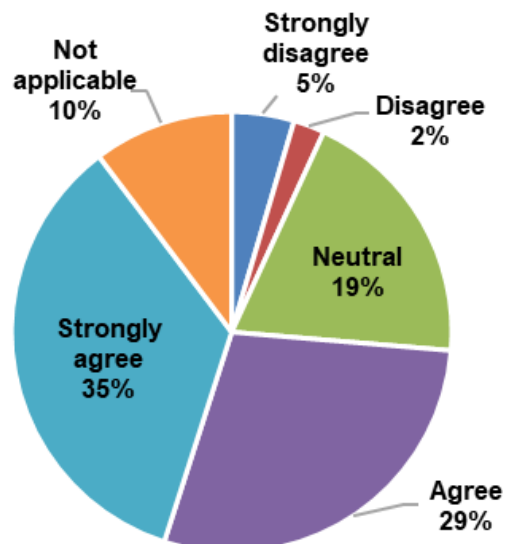
Question 1: How would you rate the overall accessibility of YLW?

91% surveyed were neutral, satisfied, or very satisfied with the overall accessibility of YLW



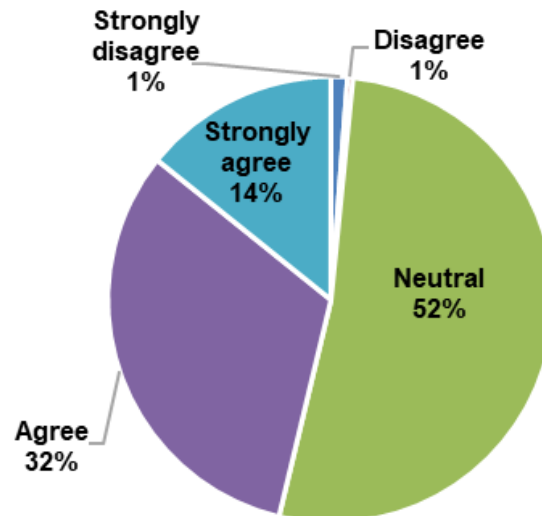
Question 2: Were airport staff members knowledgeable and respectful when assisting with your needs?

83% surveyed were neutral, agreed, or strongly agreed that Airport staff members were knowledgeable and respectful when assisting.



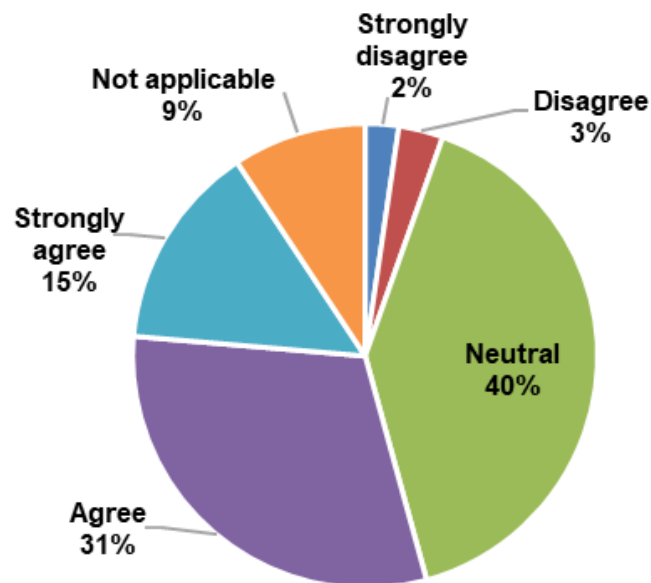
Question 3: After reviewing the Airport Accessibility Plan, do you feel the plan addresses relevant barriers you have encountered at YLW?

98% surveyed were neutral, agreed, or strongly agreed that the Accessibility Plan addresses relevant barriers they had encountered at YLW



Question 4: Do you feel the airport has made improvements to its accessibility services?

95% surveyed were neutral, agreed, or strongly agreed that the airport had made improvements to its accessibility services.



Question 5: Please share any additional comments, suggestions, or personal experiences regarding accessibility at YLW. Feedback can also be submitted through the channels described in our Accessibility Plan

Question 5 was an open-ended question that received 46 comments. While most of the feedback was positive, five respondents mentioned concerns about the long walk from the parking facilities. YLW is currently undergoing a major construction project, which has required a reconfiguration of the parking lots.

Despite these changes, accessible and curbside parking remains available close to the terminal, and assistance is available upon request. YLW remains committed to clearly communicating these services to help ensure a smooth and stress-free experience for all passengers during the construction period.