

Kelowna International Airport



Accessibility Plan and Feedback Process Progress Report 2026

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Introduction

The Kelowna International Airport (YLV) proudly serves the Okanagan region and beyond. In 2025, YLV welcomed an all-time high of over 2.3 million passengers. YLV is dedicated to delivering safe, secure, and efficient services and facilities for our community. We are committed to delivering passenger and employee experiences that are accessible, inclusive, and dignified. Accessible transportation remains a strategic priority for YLV, and we are committed to ensuring all passengers and employees can experience a barrier-free airport.

We are pleased to present our 2026 Progress Report, our second annual update following the release of our Accessibility Plan and Feedback Process 2024-2027. This report builds on progress described in our 2025 Progress Report and reaffirms our commitment to providing a positive and inclusive experience for all.

In partnership with InterVISTAS Consulting—a recognized leader in aviation, tourism, and accessibility—we continue to identify and address barriers. This *2026 Progress Report* highlights activities at YLV to improve accessibility and reflects how we have incorporated the valuable feedback received from passengers and employees.

About Kelowna International Airport (YLV)

Kelowna International Airport (YLV) 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 YLV maintains a close connection to the City as a municipally owned airport, YLV 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 Highlights at YLOW

For YLOW, removing and preventing barriers to accessibility for passengers and employees is a priority. We are pleased to report on our 2026 progress.

Employment

YLOW has incorporated inclusive language into job advertisements and has begun updating its recruitment processes to align with the City's accessibility commitments.

Information and Communication Technologies (ICT)

YLOW continues to engage external experts to conduct ongoing accessibility audits of our website which help to identify potential barriers.

Communication, other than ICT

YLOW has also implemented visual paging improvements at each gate, including larger font sizes, more consistent messaging, and some sign language modules.

Procurement of goods, services, and facilities

YLOW continues to follow the City of Kelowna's procurement policies to integrate accessible and inclusive practices.

Design and delivery of services and programs

YLOW has signed a commitment to partner with Good Maps for inclusive wayfinding and mapping and is also planning to launch the Hidden Disabilities Sunflower program.

Transportation

Accessible Electric Vehicle (EV) charging stations will be installed in the new parkade that is currently under construction and YLOW has also increased current accessible parking capacity.

Built environment

As part of the terminal expansion project, YLV will be opening a new Designated Relief Area (DRA) for service dogs and accessible washrooms with universal changing tables.

General

Designated person

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

To submit feedback or request an alternate format of the *YLW Accessibility Plan and Feedback Process 2024-2027* or *Progress Report 2026*, please contact the designated person whose contact information is listed below:

Airport Groundside and Terminal Manager

Kelowna International Airport

Telephone: +1-250-807-4325

Email: jmonk@kelowna.ca

Mailing address:

Kelowna International Airport
1 – 5533 Airport Way
Kelowna, BC
V1V 1S1

Feedback process

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

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

Barriers to accessible transportation

YLV 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, information and communication barriers, and physical 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.

Employment

YLOW remains committed to fostering a safe, empowering, and inclusive workplace environment. Over the past year, we have made progress to ensure that YLOW remains barrier-free for all current and future employees.

Year	Commitment	Status	Progress
2024	In 2024, YLOW 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 YLOW Website as well as in future job postings.
2025	With a commitment to a barrier-free workplace, YLOW will ensure job postings include information regarding the provision of accommodations during the job recruitment process in 2025.	Deferred	YLOW has been reviewing how to best provide accommodations and resources available when needed. This task is delayed and has been deferred to the second half of 2026

2025	<p>By the end of 2025, YLV 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.</p>	In Progress	<p>YLV continues to align with the City of Kelowna’s commitment to supporting a more inclusive and representative workplace environment as described in the City’s Accessibility Plan.</p> <p>The City's commitments to fostering an inclusive workplace environment shapes and informs YLV’s evolving recruitment practices. This initiative remains in progress through 2026.</p>
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Information and communication technologies (ICT)

YLV has made measurable improvements to the accessibility of information and communication technologies (ICT). Accessible ICT plays a key role in facilitating seamless travel experiences for passengers at YLV. We recognize that our website serves as an important resource for people seeking information about our services, facilities, and programs.

YLV is committed to regularly updating the Accessibility page of our website to ensure that the information about our services, programs, and facilities is up-to-date and clear. YLV continues to engage Site Improve to conduct ongoing accessibility audits of our website. These audits help identify potential barriers and meet or exceed digital accessibility requirements.

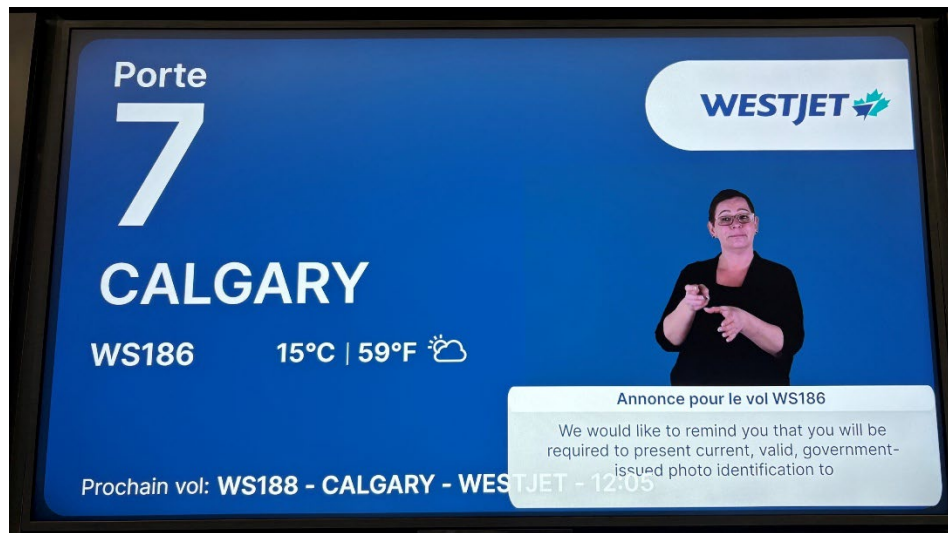


Year	Commitment	Status	Progress
2024	Contact vendor for ReadySTATION to inquire about the ability to improve accessibility-related functionality.	Complete	Y.L.W. has inquired with the vendor for ReadySTATION to improve functionality. To enhance accessibility, Y.L.W. is continuing to explore alternative options such as prepaid cards in retail locations to further support user access.
2025 – 2026	In 2025-2026, Y.L.W. 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	Y.L.W. 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, Y.L.W. 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.	Deferred	By the end of 2025, Y.L.W. had planned to review the airport website as well as all internal and external electronic documents to ensure that they do not present barriers. This work has been deferred and is now scheduled for completion in the second half of 2026.
2025	In 2025, Y.L.W. will introduce the option to adjust text font size and contrast on our website.	Complete	Y.L.W. has added the AccessiBe widget to our website which provides personalization options for site visitors, including text size and contrast.

Communication, other than ICT

For YLOW, reducing information and communication barriers is a priority. Clear and accessible communication is key to facilitating inclusive passenger and employee experiences. YLOW continues to solicit feedback from the community and engage experts to improve the accessibility of communication.

Since the 2025 Progress Report was published, YLOW has engaged a consultant to conduct an assessment and provide recommendations for wayfinding improvements throughout the passenger journey. YLOW has also implemented visual paging improvements at each gate, including larger font sizes and more consistent messaging. Where possible, screen sizes have been increased for better visibility. For all airline pre-recorded messaging, YLOW has added a sign language module.



Year	Commitment	Status	Progress
2024	In 2024, YLOW will evaluate our flight information display screens, including font size and maximum viewing distance to comply with CSA/ASC 8651 :23 standards.	Complete	YLOW upgraded our display system to a new provider to meet accessibility standards. YLOW has worked with the provider to enhance the visual paging at YLOW and introduce sign language for all airline pre-recorded messaging.

2025	In 2025, YLV 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	In November 2024, YLV completed a walkthrough with representatives from the Canadian National Institute for the Blind (CNIB) to review terminal wayfinding, which included DRAs. Additional and improved signage was introduced based on recommendations from the CNIB team.
2025	In 2025, YLV will eliminate any language discrepancies between our website and terminal facilities.	In Progress	YLV has engaged a consultant to assess and provide recommendations for improved and standardizing wayfinding across the passenger journey. Implementation is scheduled to begin later in 2026.
2026	In 2026, YLV will assess the feasibility of creating a plan to increase consistency in the signage and wayfinding system.	Complete	YLV has engaged a consultant to assess the current wayfinding process and support the development of a comprehensive and consistent wayfinding plan across the passenger journey. Work to create the wayfinding plan is underway, with implementation to follow later in 2026.
2026	By the end of 2026, YLV will review its use of icons and symbols in signage to ensure consistency and compliance with international standards (such as those in ISO 7001).	In Progress	YLV is scheduled to review its use of icons and symbols in signage by the end of 2026. The objective is to ensure consistency and alignment with international standards, including ISO 7001.

Procurement of goods, services, and facilities

YLV recognizes that accessible procurement plays a key role in preventing the introduction of barriers to the airport environment. YLV is aligned with the City of Kelowna’s commitment to incorporate accessible policies and design standards into future procurement activities and infrastructure projects.

Year	Commitment	Status	Progress
2025	By the end of 2025, YLV 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.	Complete	Kelowna International Airport (YLV) continues to align with the City of Kelowna's accessible procurement practices, following accessibility standards and promoting inclusive and equitable procurement processes
2025	In 2025, YLV will increase internal awareness of accessible procurement practices and efforts to integrate accessibility into tender evaluation framework.	Complete	YLV continues to follow the City of Kelowna’s procurement policies to integrate accessible and inclusive practices.



Design and delivery of services and programs

YLV continues to prioritize accessibility in the design and delivery across all services and programs. We are committed to providing a barrier-free experience for all passengers and employees.

Since the last Progress Report was published, YLV has signed a commitment to partner with Good Maps for inclusive wayfinding and mapping. Activities to advance the partnership between YLV and Good Maps are scheduled to begin in Q3 of 2026.

YLV is also currently developing the training and deployment strategy for the Hidden Disabilities Sunflower program which is targeted to launch in Q3 of 2026



Year	Commitment	Status	Progress
2024	<p>In 2024, YLV 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.</p>	<p>Complete</p>	<p>YLV continues to engage with the accessibility community through our volunteers at the airport who initiate outreach and relay feedback.</p> <p>We have hosted representatives from organizations, such as CNIB, at YLV where we gained feedback from people with lived experience.</p> <p>We are committed to strengthening our collaboration and engagement with the community, including advocacy organizations. This initiative is being developed independently of the City of Kelowna.</p>
2025	<p>By the end of 2025, YLV will launch a campaign intended to increase awareness of the accessible services available at our airport among passengers and employees.</p>	<p>Deferred</p>	<p>This campaign was deferred due to ongoing construction activities and launch preparation will resume in the second half of 2026</p>
2024	<p>In 2024, YLV 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.</p>	<p>Complete</p>	<p>YLV 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 YLV 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.</p>

Transportation

Over the past year, we have made progress on several transportation commitments. Notably, we explored the opportunity to add accessible electric vehicle (EV) charging stations. We are pleased to share that accessible EV charging stations will be installed in the new parkade that is currently under construction and is anticipated to be available for use in Q1 of 2027. We have also increased accessible parking capacity with the addition of 12 accessible parking spaces in the current YLOW Long-Term Parking Lot.

As described on the Parking page of our website, YLOW continues to offer a Temporary Accessible Parking Permit Program. This program allows passengers to take their personal Accessible Parking Permit with them as they travel, so it can be used at their destination.

Year	Commitment	Status	Progress
2025	By the end of 2025, YLOW will review all commercial agreements with ground transportation services to ensure accessibility-related services are included.	Deferred	Progress on this commitment has been delayed. Implementation activities are deferred in the second half of 2026.
2026	In 2026, YLOW will explore the opportunity to add accessible electric vehicle (EV) charging stations.	Complete	YLOW is pleased to report that Accessible EV charging stations will be installed in the parkade that is currently under construction and anticipated to open in Q1 of 2027.
2025	In 2025, YLOW will explore opportunities to modify pay parking machine features to be more accessible.	In Progress	Audio instructions have been added to all entry, exit and pay on foot machines. YLOW is also adding tactile indicators for some actions. YLOW is exploring installing an audio jack feature on the pay on foot machines.

Built environment

Since publishing our last Progress Report in 2025, we have made improvements and additions to our facilities. We continue to identify and remove potential barriers to accessibility through reviews of terminal, curbside, and parking spaces.

As part of the terminal expansion project, YLV will be opening a new Designated Relief Area (DRA) for service dogs. The new DRA is anticipated to be available for use in Q3 of 2026 in addition to the two existing DRAs. YLV will also be adding dedicated accessible washrooms complete with a universal changing table. In the departures area of the terminal, YLV recently opened a parenting room. This space offers a calm quiet space for parents to feed and care for their infant children.



Year	Commitment	Status	Progress
2024	In 2024, YLV will incorporate considerations for accessibility including features such as curb ramps and evaluate access paths as we undergo construction.	Complete	At YLV, all construction projects are designed and built to the most up-to-date requirements. We considered accessibility impacts during construction of the terminal expansion.
2024	In 2024, YLV 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, YLV will evaluate the elevation changes and slopes to ensure accessibility.	Complete	Slopes and elevation changes at YLV meet minimum code requirements. Improvements can be made to exceed minimum standards and will be assessed in conjunction with future projects.
2025	By the end of 2025, YLV will introduce high contrast markings to indicate the transition of surfaces from airside ramps.	Complete	YLV has installed high contrast tactile surface markers on all new exterior transition changes and will be updating existing in conjunction with future projects.



Provisions of CTA accessibility-related regulations

YLOW 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, YLOW is subject to "Part 1—Requirements Applicable to Transportation Service Providers" and "Part 4— Requirements Applicable to Terminal Operators."

Additionally, YLOW 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 require YLOW to outline plans to deliver on commitments to improving the passenger experience for people with disabilities.

Provisions of federal employer-related regulations

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

Feedback information

YLOW remains committed to fostering open communication and timely responses from both our passengers and employees. YLOW has not received any feedback specific to the *Accessibility Plan and Feedback Process 2024-2027* but has received feedback about the accessibility of facilities and services which has been taken into consideration.

Feedback regarding areas for improvement which YLOW has since actioned, as described earlier in the Progress Report, includes the availability of a nursing room for parents, additional accessible parking spaces, and participation in the Hidden Disabilities Sunflower Lanyard program.

We have also received positive feedback such as: "I would like to express my sincere appreciation for the autism-friendly resources you have made available on your website, as well as for your commitment to supporting individuals with hidden disabilities. These initiatives genuinely help make travel more accessible, inclusive, and less stressful for many of us."

Consultations

YLV recognizes the importance of consulting people with lived experience, as well as support persons and carers. These perspectives are critical to identifying barriers, informing priorities, and ensuring accessibility initiatives reflect diverse needs.

In developing the 2026 ATPRR Progress Report, Kelowna International Airport (YLV) undertook a targeted consultation process to solicit input from individuals with a range of accessibility experiences and YLV visitors.

To further broaden our understanding and solicit feedback on the barrier-free experience at YLV, the Airport partnered with InterVISTAS to conduct an online, in-terminal survey. For sixteen days in April 2026, the survey was made available through the YLV Wi-Fi login page.

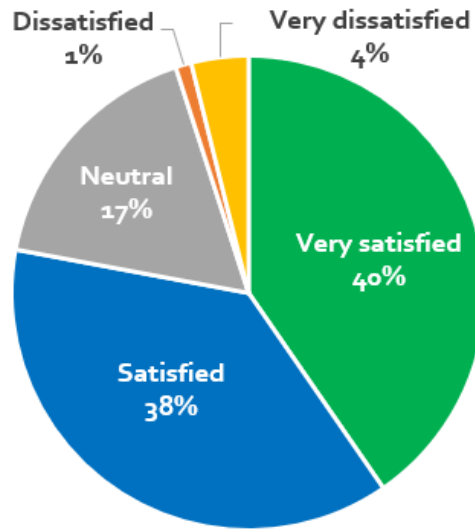
The survey was designed to collect anonymous, direct input from the public on accessibility at YLV including the progress made and commitments outlined in our *Accessibility Plan and Feedback Process 2024-2027*.

Links to the *YLV Accessibility Plan and Feedback Process 2024-2027* and Accessibility page of our website were included in the introductory text of the survey. This survey was also conducted in 2025, and the results are detailed in YLV's 2025 Progress Report.

The first 4 questions were in radio-button answer format. Question 5 was in open-form text answer format. We received 2130 complete responses to the survey and overall, we received positive responses. The survey questions and results are described on the following page.

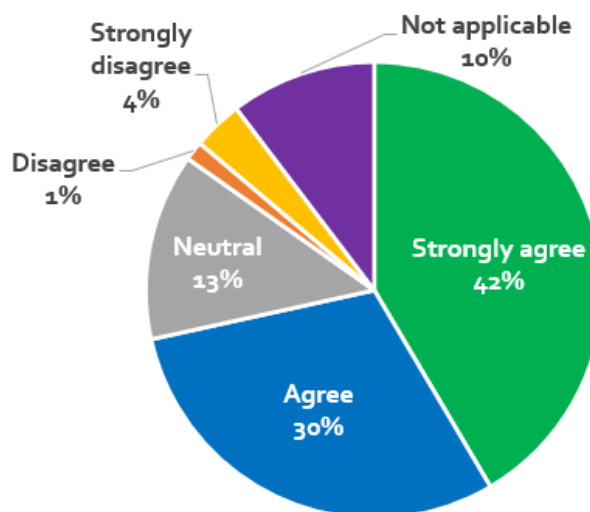
Question 1: How would you rate the overall accessibility of YLV?

78% of 2130 survey respondents were very satisfied or satisfied with the overall accessibility of YLV.



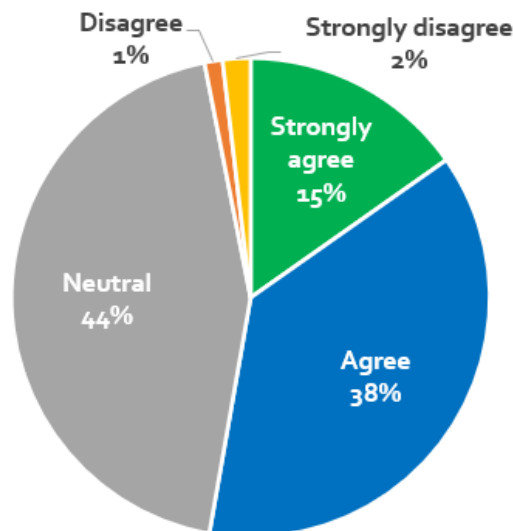
Question 2: Were airport staff members knowledgeable and respectful when assisting with your needs?

72% of 2130 survey respondents strongly agreed or agreed that airport staff members were knowledgeable and respectful when assisting with their needs.



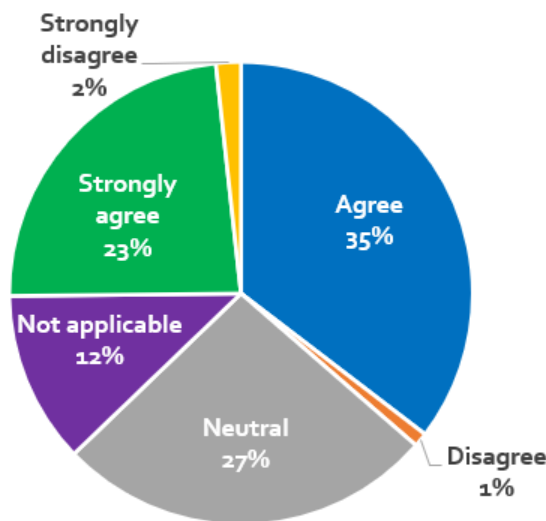
Question 3: After reviewing the Airport Accessibility Plan, do you feel the plan addresses relevant barriers you have encountered at YLOW?

53% of 2130 survey respondents strongly agreed or agreed that the Accessibility Plan addresses relevant barriers they have encountered at YLOW while 44% were neutral.



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

58% of 2130 respondents strongly agreed or agreed that the airport has 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 invited respondents to share additional comments, suggestions, or personal experiences related to accessibility at YLW. In total, 212 anonymous comments were submitted, offering valuable insight into the barriers, positive experiences, and improvement opportunities identified by airport users.

The feedback has been reviewed to focus on accessibility-related themes and exclude general feedback not directly linked to accessibility. Feedback reflected that the airport is widely perceived as spacious and accessible. In the built environment, positive feedback emphasized the wide corridors, automatic doors, and terminal layout. Many respondents expressed appreciation for the new terminal expansion and described pleasant interactions with airport staff and volunteers.

The most prevalent opportunities for improvement identified in the feedback from the survey include enhancements to the accessibility of washroom facilities and wayfinding. In conjunction with the terminal expansion project, YLW will introduce accessible washrooms complete with a universal changing table. YLW has engaged a consultant to assess and provide recommendations for improved and standardizing wayfinding across the passenger journey. Implementation is scheduled to begin later in 2026.

Survey respondents were anonymous and results did not distinguish between passenger and employee responses. We have not received any feedback from employees through other mechanisms on the accessibility of the workplace environment or other related employment areas. The “Employment” section of this Progress Report highlights YLW’s ongoing commitment to accessible and inclusive employment starting with the recruitment process. Progress has been made in incorporating inclusive language in job advertisements. In alignment with the Plan, YLW has begun updating its recruitment processes to reflect the City of Kelowna’s accessibility commitments, with a focus on removing barriers. These actions contribute to a more inclusive hiring and equitable hiring approach for all candidates.

As part of consultations, YLV also partnered with InterVISTAS to engage its Barrier-Free Advisory Board to provide external perspectives and expert input throughout the process. This group brings together a diverse range of lived experience and professional expertise in accessibility, including representation from organizations such as:

- Canadian National Institute for the Blind
- Canadian Hard of Hearing Association
- Canadian Paraplegic Association
- Accessible travel specialists, including agencies focused on inclusive travel planning

The Advisory Board reviewed earlier versions of this Progress Report and provided feedback on YLV's commitments and progress.

Participants were invited to identify barriers, highlight gaps, and suggest opportunities to strengthen accessibility across key areas, including the built environment, communications, services and programs, transportation, employment, and procurement.

Consultation Questions

To guide the consultation process, the Barrier-Free Advisory Board engaged through InterVISTAS was asked to consider the following key questions:

1. Do the commitments and progress align with the principles of dignity, independence, and equitable access?
2. Are there any barriers that have not been identified in the report?
3. Are the commitments and progress described in clear and plain language?
4. What opportunities exist to strengthen accessibility outcomes across priority areas, including the built environment, communications, programs and services, transportation, employment, and procurement?
5. Do you have any other feedback to provide on this report?

Feedback Received

The following feedback was received from the Barrier-Free Advisory Board, engaged through InterVISTAS, who reviewed earlier versions of this Progress Report. The Board provided valuable insights based on lived experience and professional expertise to help strengthen the plan and further advance accessibility at YLOW.

Question 1: Do the proposed commitments and progress align with the principles of dignity, independence, and equitable access?

Overall, reviewers agreed that the commitments and progress outlined in the report align with the principles of dignity, independence, and equitable access. Positive feedback was provided regarding future initiatives such as the partnership with Good Maps, implementation of the Hidden Disabilities Sunflower Program, upgrades to the Flight Information Display System, visual paging, designated relief areas (DRAs), universal changing tables, and the addition of sign language modules to pre-recorded airline announcements. These initiatives were viewed as meaningful steps toward creating a more accessible and inclusive airport experience.

Reviewers also appreciated the improved consistency in accessibility features throughout the airport and the effort to engage accessibility organizations and advisory groups in the planning process. The Temporary Accessible Parking Permit Program was highlighted as a particularly strong example of promoting independence for travellers with disabilities.

Feedback noted that accessibility training is key to staff awareness and emphasized that training should be ongoing, scenario-based, informed by lived experience, and focused on creating long-term culture change across the organization.

Question 2: Are there any barriers that have not been identified in the report?

While the report identifies many important accessibility considerations, reviewers noted several additional barriers and areas where more detail could strengthen the report:

- More information could be provided regarding curbside-to-gate accessibility, including transitions from public transit and drop-off areas into the terminal and check-in areas.
- Reviewers noted that acoustic barriers, echo concerns, and sensory overload related to announcements and crowded airport environments should be considered, particularly for individuals with sensory sensitivities, autism, or hearing loss.
- Reviewers suggested introducing more commitments regarding facilities and services for Deaf and hard-of-hearing travellers, including accessible emergency announcements, captioning, and hearing accessibility features in the future.
- Future commitments should consider braille signage, audio cues, tactile wayfinding, mobility pathways, washroom accommodations, and sensory-friendly spaces for neurodivergent travellers.
- Awareness should also be placed on the accessibility of social media content, mobile applications, digital kiosks, and online consultation tools.
- Reviewers also emphasized the importance of ensuring equal non-digital options remain available, recognizing that not all travellers use or prefer digital tools and applications.

Question 3: Are the commitments and progress described in clear and plain language?

Overall, reviewers found the report to be written in a generally clear and understandable language. The report structure and website were described as user-friendly and easy to follow. For consideration, reviewers recommended:

- Explaining acronyms and technical terminology more clearly for readers outside the aviation industry.
- Providing more detailed explanations regarding accessibility features already implemented or planned.
- Clarifying the purpose and functionality of ASL modules and hearing accessibility features.
- Providing more detail about accessibility training, wayfinding systems, and mobility accommodations.

- Reviewing some accessibility symbols and icons to ensure they clearly represent the intended barrier categories.

Overall, the language used in the report was viewed positively, with opportunities to further improve clarity through additional detail and plain-language explanations.

Question 4: What opportunities exist to strengthen accessibility outcomes across priority areas, including the built environment, communications, programs and services, transportation, employment, and procurement?

Reviewers identified several opportunities to continue strengthening accessibility outcomes across the airport:

Built Environment

- Continue updating older facilities alongside new construction projects to ensure consistent accessibility standards throughout the airport.
- Add tactile floor pathways to compliment the Good Maps initiative for blind or low-vision travellers who may not use smartphones.
- Consider installing ceiling track lifts and rentable patient slings alongside universal changing tables.
- Ensure accessible parking stalls and EV charging stations include sufficient side clearance for wheelchair ramp deployment.
- Strategically locate designated relief areas throughout the airport.
- Explore creating quiet or sensory-friendly spaces for travellers.

Communications and ICT

- Consider extending sign language modules and accessible communication tools to emergency announcements and gate changes.
- Continue improving digital accessibility through independent WCAG 2.2 AA audits, user testing with people with disabilities, accessible PDFs and forms, and accessible social media practices.
- Continue to use plain language in accessible signage throughout the airport.
- Ensure digital kiosks, apps, and feedback systems remain accessible and are paired with equitable non-digital alternatives.

Programs and Services

- Continue ongoing disability awareness and accessibility training for staff, including scenario-based learning and lived-experience input.
- Measure whether training results in meaningful behaviour change and improved customer experiences.
- Collect customer feedback regarding the Hidden Disabilities Sunflower Program after implementation to evaluate effectiveness.
- Ensure all training and workplace materials are available in accessible formats for employees with disabilities.

Transportation

- Ensure accessible EV charging stations and parking spaces include additional clearance space for side-entry wheelchair users and does not reduce accessible parking availability.
- Explore mobile payment options for parking systems.

Employment

- Clearly communicate accommodation supports within all employment postings and hiring processes.
- Continue promoting inclusive employment practices and accessible workplace training.

Procurement

- Ensure vendors, restaurants, retail shops, and technology providers operating within the airport meet accessibility standards for both physical and digital services.
- Continue involving people with lived experience of disability in procurement and accessibility-related decision-making.

Question 5: Do you have any other feedback to provide on this report?

Overall, the feedback on the report was positive and supportive of the work YLOW is undertaking to improve accessibility. Reviewers acknowledged that the airport is making meaningful progress and appreciated the commitment to consultation and continuous improvement.

Reviewers encouraged YLOW to continue providing more detailed information about completed and planned accessibility modifications, particularly regarding mobility access, hearing accessibility, wayfinding systems, and washroom accessibility.

Additional feedback emphasized the importance of focusing on real-world traveller experiences during stressful situations such as delays, boarding changes, and crowded travel conditions. Reviewers noted that accessibility planning should account not only for standard travel pathways but also for moments of disruption and unpredictability.

Overall, reviewers expressed appreciation for the positive direction of the accessibility initiatives and look forward to seeing continued progress and implementation of these improvements throughout the airport experience.