North Peace Regional Airport Accessibility Plan Progress Report

Version 1.0, 2025

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General

As part of our commitment to meeting our requirements under the *Accessible Canada Act* (ACA), the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR) (SOR-2019-244), and the *Accessibility Transportation Planning and Reporting Regulations* (SOR/2021-243), and as part of our goal to increase accessibility in our organization, the North Peace Regional Airport has prepared this Accessibility Plan Progress Report.

This Accessibility Plan Progress Report, additional information about Airport accessibility services, and an accessibility feedback form, are available online on the [Airport Accessibility page](#).

To request information in an alternate format, to provide accessibility feedback, or if you have any accommodation requests, contact the Airport at:

Mailing Address

Stacy Smith, Managing Director

North Peace Airport Services

Box 6490

Fort St John, BC V1J 4H9

Email

info@yxj.ca

Phone

250-787-0426 (Monday to Friday, 8 am to 4 pm, excluding holidays)

Our Progress

Under the Accessible Canada Act, we issued our first Accessibility Plan on June 1, 2024. Beginning June 1st, 2025, we are pleased to publish our first progress report. We are excited to share our achievements so far across the key areas and now that the framework is in place, we will continually improve our goals and practices to create an airport experience that everyone can enjoy.

Feedback Received

At the North Peace Regional Airport, we continually track and collect feedback from the public, which is shared at weekly meetings to improve the accessibility of the airport.

What we heard

- Difficulty identifying the accessibility drop-off zone
- Too many persons <u>without</u> disabilities use the accessibility drop-off zone for parking or drop-off.
- Difficulty with picking up persons with mobility issues within the time limit when parked in the main parking lot.

How we listened

- Flashing lights were installed on the accessibility drop-off zone sign in January 2025, and a plan was developed to increase visibility in the wintertime by increasing the blue paint from the road and curb out onto a section of the sidewalk.
- Terminal Services has been instructed to increase enforcement of the accessibility drop-off zone rules. The number of warnings and tickets for parking or blocking this zone has increased significantly.
- Free parking in the main parking lot has been extended from 30 minutes to 1 hour. This was programmed into the pay parking terminals the day it was discussed, and a sign was ordered to notify the public about the change.

Information and Communication Technologies (ICT)

Our focus this year

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- Finish updating our website to meet the Web Content Accessibility Guidelines (WCAG) and continually review its accessibility to ensure compliance with these guidelines.

Commitments achieved

- The Airport has published the Airport Accessibility Plan online.
- Created an online location for employees to have access to information on how to create content in accessible formats.
- Airport website accessibility was reviewed as part of a regular check.
- A review of the accessibility of the Airport public (PA) and sound system was conducted.

Information and Communication (other than ICT)

Our focus this year

- The Airport will continue to review the Airport's Goals and Accessibility Plan on an annual basis.

Commitments achieved

- The Airport's Statement of Commitment to Accessibility has been shared within the organization and is now available to the public.
- The Airport Accessibility Plan's annual review has been completed.
- The Airport's accessibility goals status has been reviewed.

Procurement of Goods, Services, and Facilities

Our focus this year

- Monitoring third-party vendors to ensure they are meeting their commitments to provide accessible services.

Commitments achieved

- Reviewed legal agreements related to the procurement of accessible goods, services, and facilities to ensure precise wording and procedures that meet accessibility requirements.

- Reviewed specific commitments to accessibility before making initial agreements, before contract renewals, and through occasional random service checks. This was done by creating a section dedicated to accessibility in Request for Proposal (RFP) documentation.

Design and Delivery of Programs and Services

Our focus this year

- Coordinate with airport team members and committee members to develop, promote and deliver National Accessibility Week awareness.
- Continue to incorporate accessibility feedback into ongoing department meetings, reviews, and discussions.

Commitments achieved

- Partnered with the Fort St. John Association for Community Living to promote awareness of the international Hidden Disabilities' Sunflower Lanyard Program, to provide a method for travellers with invisible disabilities to discreetly indicate that they may require assistance or additional time to complete tasks while travelling through the airport.

Transportation

The Airport is committed to ensuring that any transportation it manages or controls will be accessible upon request. Currently, management and control of public transportation services is not an area of Airport operations.

Built Environment

Our focus this year

- To continue to review and improve wayfinding and signage to create a more accessible experience when navigating the facility.
- To continue ensuring that accessibility reviews, including those with lived experience where possible, are provided on all airport design proposals and to

ensure that any identified barriers are addressed before the approval of design and the development of new facilities (internal or for stakeholders).

Commitments achieved

- The Airport has reviewed and improved wayfinding and signage to create a more accessible experience when navigating the facility.
- The Airport has incorporated accessibility reviews on all airport design proposals (when applicable) to ensure that any identified barriers are addressed before the approval of design and the development of new facilities.

Employment

Our focus this year

- To continue to ensure that accessibility and accommodation commitments are monitored and efficacious.

Commitments achieved

- Ensured that employee accessibility and accommodation requests were addressed and reviewed regularly, upon request by employees, and during annual performance reviews (where applicable).
- Ensured emergency response teams review and are aware of individual accommodation plans for employees with documented support requests during emergencies or evacuations.
- Review job descriptions before posting to ensure requirements are accurate and potential accessibility barriers are removed where possible
- Include accommodation request information and commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.
- Update job offer letter and agreement, as well as employee orientation and onboarding material, to ensure content includes information on the accommodation request process and available accessibility supports.
- Ensure new technology, software, and processes created for use by employees meet relevant accessibility guidelines or can be made available in an alternate format upon request.

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Training

Our focus this year

The Airport will continue to monitor and provide training and training opportunities on:

- Assisting persons with disabilities
- Unconscious bias
- Appropriate language use
- Attitudinal barriers
- The need for inclusion
- Sensitivity and awareness of barriers.

Commitments achieved

- The Airport has provided and requires training for all staff on how to assist persons with disabilities.

Provisions of CTA Accessibility-Related Regulations

The following CTA accessibility-related provisions apply to the Airport.

Part 1: Requirements Applicable to Transportation Service Providers

Sections 4, 5, 6, 7, 8, 9, 10(2), 11, 12, 13, 14, 15, 16, 17, 18, 19(1), 20, 21, 22, 23

Part 4: Requirements Applicable to Terminal Operators

Sections 212(a), 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 225(1)(2)(a), 226, 227, 229, 230, 231

The Airport ensures that it complies with or exceeds each of these accessibility-related requirements.

Where to find Airport Accessibility Policies, Plans, and Procedures

Airport accessibility policies, plans, and procedures are available on [Airport accessibility page](#).

For more information on Airport accessibility services or to request any of these documents in an alternate format, email us at info@yxj.ca. The Airport will make every effort to provide these documents in an alternate format, upon request.

Alternate print, large print, plain text, and electronic formats for most documents can be provided within 20 days of a request. Requests for braille or audio format for content may require longer to arrange, however information will be provided in as timely a manner as possible.