



North Peace
REGIONAL AIRPORT

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North Peace Regional Airport Accessibility Plan Progress Report

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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 (<https://yxi.ca/passenger/accessibility/>)

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@yxi.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, and our first Progress Report on May 26, 2025. We are pleased to publish this report, our second progress report and 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 Information

At the North Peace Regional Airport, we continually track and collect feedback from the public, which is shared at weekly meetings to improve the airport's accessibility. Most feedback is received anonymously, verbally, in person or over the phone. Even if the person receiving the report knows the person giving the feedback, their information isn't passed along or recorded unless required for follow-up to preserve anonymity.

A portion of the following is a continuation of the previously identified:

What we heard

1. A portion of the accessible parking spots from departures front/east in the main parking lot have ice/drainage issue and are a bit far to pickup passengers at arrivals.
2. Suggestion that we create a Ground Transportation Policy for Taxis like other airports.
3. Too many members of the public were parking in accessibility parking.
4. The previous Airshow was difficult for seniors to enjoy during showtime and they were too hot.
5. While there was signage for accessibility parking and drop off, snow obscures the ground markings making it hard to see. There was a plan to extend the blue curb markings to increase visibility but worker and public observation as well as documented slips and falls revealed that sections painted with the new water-based paint increased the slipping hazard.
6. The Airport should partner with accessibility advocate organizations.

How we listened

1. The Airport increased the amount of accessibility parking and moved a portion of the accessibility parking to the east side of the main parking lot, closer to arrivals.
2. Reached out and gathered information from other airports, laying the groundwork to create our own Ground Transportation Policy for Taxis.
3. Increased the parking signage and the instances of ticketing offenders.
4. During the Airshow the Airport dedicated a spot at the firehall to seniors with mobility issues and dedicated a tent for shade for high-risk groups.
5. Staff were directed to sweep the accessibility parking/ground markings of snow. This was additionally added to the Airports Winter Maintenance Plan, Priority 1 Areas. The increased paint marking coverage was cancelled until an appropriate traction aid could be added to the paint.
6. The Airport registered with the Rick Hanson Foundation. They will conduct an audit late spring/early summer 2026.

(Previous Report) What we heard

- Difficulty identifying the accessibility drop-off zone.
- Too many people without disabilities use the accessible 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.
- Difficulty reaching soap dispensers while using wheelchairs.
- Requests for free parking for families of Make-A-Wish recipients.

(Previous Report) 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. The change was programmed into the pay parking terminals the day it was discussed, and a sign was ordered to notify the public.
- In the bathrooms, additional soap dispensers were installed closer to the front of the counters and at a lower height.
- Administrative staff learned how to create QR codes to scan in and out of the main parking lot for discreet use. Created upon request for two Make-A-Wish recipient families.

Information and Communication Technologies (ICT)

Our focus this year

- 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. It went from 31 issues to 21 issues.
- A review of the accessibility of the Airport public (PA) and sound system was conducted and the amplifier replaced.

Information and Communication (other than ICT)

Our focus this year

- The Airport will continue to review its Goals and Accessibility Plan annually.

Commitments achieved

- The Airport's Statement of Commitment to Accessibility has been shared within the organization and is now available to the public on the Airport's website.
- 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 AccessAbility Week awareness.
- Continue incorporating 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.
- Ensured the Accessibility page on the Airport's website is updated as new content is created.
- When there is any accessibility feedback, it is reviewed by Airport staff on a weekly basis.

Transportation

The Airport is committed to ensuring that any transportation it manages or controls is accessible upon request. Currently, the management and control of public transportation services are 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 continued to review and improve 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 ensure that accessibility and accommodation commitments are monitored and effective.

Commitments achieved

- Ensured that employee accessibility and accommodation requests were addressed and reviewed regularly, upon employee request, 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 information about accommodation requests and a commitment to accessibility in job applications, when scheduling interviews, and at all stages during the recruitment process.
- Update the job offer letter and agreement, as well as employee orientation and onboarding material, to ensure the content includes information on the accommodation request process and available accessibility supports.
- Ensure that new technology, software, and processes created for employees meet relevant accessibility guidelines or can be made available in an alternate format upon request.

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. Accessibility For All Training is completed upon initial hire and refresher training done every three (3) years.
- The Airport has developed and implemented mandatory reading of Procedure – Accessibility – Curbside Assistance for all staff.
- The Airport has started scheduling staff to participate in webinars concerning accessibility and is currently subscribed to several in order to take advantage of the opportunities.

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.

Consultation

Background

The North Peace Regional Airport continues to welcome and respond to all feedback from airport visitors, employees, volunteers, and the broader community. This feedback is reviewed weekly. Consultation for Plans and Progress Reports are promoted or requested in the month previous to publishing.

How the Accessibility Plan Progress Report consultations took place

A draft of the Progress Report was made available on the North Peace Regional Airport's website, along with a link to a consultation survey made available for public review online.

When consultations took place

Consultations took place from May 1, 2026, to May 24, 2026.

Consultation Promotion, and Invitations to Provide Feedback

The request for consultation and feedback was published on the Airport's website, and invitations went out to local community organizations.

Individuals and organizations directly invited to provide consultative feedback

All Airport Staff were invited to share their observation either through the survey or in-person. One staff member, who wishes to remain anonymous did participate. The Coordinator of Programs and Training inputted their answers into the survey.

The Airport sent invitations to numerous local organizations such as the Fort St. John Association for Community Living. There was no response. The Rick Hanson Foundation was invited to do a complete audit of the Airport but were unable to schedule it before this progress report deadline and so will be included in next year's report. The Airport's website was reviewed by accessiBE.

Number of review participants

The Airport had 2 participants.

Airport consultation response

The Airport reviews all consultations. Feedback on the Accessibility Progress Report will be directly incorporated into this report, and any accessibility feedback will be filed for review at the next Airport Weekly Meeting.

Where to find Airport Accessibility Policies, Plans, and Procedures

Airport accessibility policies, plans, and procedures are available on the Airport Accessibility Page. <https://yxi.ca/passenger/accessibility/>

For more information on Airport accessibility services or to request any of these documents in an alternate format, email us at info@yxi.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.