# PROGRESS REPORT for Fort McMurray Airport Accessibility Plan & Feedback Process 2024-2027 V1.2



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# Record of Amendment

Version	Date	Reporting Year	Prepared By	Approved By
1.2	May 2025	1 (2024/2025)	Manager, Health,	Vice President,
			Safety, Security,	Operations &
			& Environment	Infrastructure

An updated plan is published every three (3) years.



## Our Shared Future 2024-2027

# Accessibility Goals & Action Plan Status Update

YR 1 (2024/25)		
Goal	Status Summary	References <sup>1</sup>
Community event promotion of the Hidden Disabilities program, YMM's involvement, and how it enhances customer experience.	Completed. Hidden Disabilities graphics published internally and externally around terminal on advertising screens. Reminders about the program published in YMM News in Brief Fall 2024 and on social media channels. Published social media posts of YMM participation at Keyano College International Day of Persons with Disabilities on Dec 3, 2024 and Fuse Social's Volunteer Appreciation Day (showcasing the Hidden Disabilities program). All community events showcased the program and how it enhances the customer experience.  Membership renewed April 2024.	
Confirm that all FMAA personnel and applicable contractors have received the updated Canadian Airports Accessibility Training	<ul> <li>FMAA: In progress.</li> <li>As of May 14, 2025, 76% of FMAA employees have completed the new Canadian Airports Accessibility Training. The remainder of employees are due by end of Q3 2025.</li> <li>Applicable Contractor: Security: In progress.</li> <li>As of May 14, 2025, 43% of personnel completed the new training. The remainder hold a valid "Disability Awareness" certificate. The remainder of employees are due to transition by end of 2025.</li> </ul>	LMS

<sup>&</sup>lt;sup>1</sup> References are intended for internal use to provide the location where evidence is documented (e.g. work order identifier, project planning software links)

Paint the Departures Level 2 to conform	In Progress. Work assigned to Manager, Airport Maintenance. Task	WO# 2024-
to current accessibility best practices	planning underway. Expected completion end of Q2 2025.	7355
and clearly indicate the existing		
accessible loading/unloading area.		

YR 2 (2025/26) Goal	Status Summary	References
Internal promotion of the Hidden	Completed. Digital ads are currently in place on all Pattison	
Disabilities program and how it benefits	screens about the program and benefits.	
organizational culture and performance.	<b>NEW: Pending.</b> FMAA met with Hidden Disabilities Program. The	
	program is encouraging airports to host a 1 HR training session with	
	stakeholders and give them a refresher. FMAA has plans to host 1-2	
	refresher sessions by the end of 2025.	
Establish an accessibility information	In Progress. Positioned to start in 2025 with Marketing team.	HSSE
campaign to enhance awareness of	Campaign kick off anticipated by end of Q2 2025 with the launch of	SharePoint
YMM's accessible services, features, and	the virtual 360 wayfinding.	site
initiatives. Promote awareness of	Completed. A 360-view photo shoot was initiated in Q1 2025. The	Accessibility
features and communicate the benefits	images will show up via goggle to support wayfinding for people	folder
to all people who may experience	planning their trip.	
accessibility requirements either		
temporarily (e.g. broken ankle) or		
permanently.		
Described in the distribution of a continuous state of the	O a marilla to d	
Provide individuals participating in	Completed.	
FMAA's Customer Experience Volunteer	All active YMM Volunteers were provided the opportunity to	
program with the opportunity to take the	complete the training.	
Canadian Airports Accessibility Training	As of April 1, 2025, 100% of active volunteers completed the	
course.	training.	

Formally review and decide on	In Progress. Recommendations such as signage improvements	HSSE
recommendations generated from the	from the 2023 tour have been implemented. A follow up terminal	SharePoint
2023 barrier free terminal tour	tour is scheduled for Q4 2025.	site
opportunity register.		Accessibility
		folder
<b>NEW:</b> adult change table	In Progress. Manager, Air Service & Customer Experience and	
	Manager, Facilities & Terminal Operations are doing a feasibility	
	assessment as part of the planning for this upgrade.	
<b>NEW:</b> replacement of entry/exit rotating	<b>Pending.</b> FMAA is working with architect to replace rotating doors	
doors	with sliding Stanley doors. The item has been added to YMM	
	Committee agenda under "New Items" for monitoring so that	
	accessibility features are considered in the design phase (e.g.	
	contrasting colour for the frame).	
<b>NEW:</b> evaluate Good Maps opportunity	<b>Completed.</b> Waiting to see how 360 project turns out. Project was	
	completed in April 2025. Manager, Marketing & Communications	
	will provide update at the 2025 Q3 Committee Meeting.	
<b>NEW:</b> Changed out Accessibility floor	Completed. Earls, Tim Hortons, Food Court. Observation area	Completed
decals in concessions and food court	decal is located on table instead of floor. Due to seating area being	on March
area. Non-slip with the accessibility	arranged for events.	20, 2025
symbol for area of seating.		WO# 2025-
		1653
<b>NEW:</b> Changed Accessibility decals	In Progress. New decals have been received. A work order is	WO# 2025-
around Carousel 1 and 2. Non-slip with	assigned to replace existing decals.	2619
the accessibility symbol. Better material		
purchased for less wear and tear.		

YR 3 (2026/27)		
Goal	Status Summary	References
Gap analysis on integration of accessibility best practices into FMAA's operational, financial, and strategic planning processes.	<b>In Progress.</b> Q1 2025 FMAA began meeting monthly with its taxi service provider and incorporates a routine review of the service provider's conformance with the accessibility requirements of its contract.	
Upgrade select facility features such as bi-level or adaptable tables and/or other recommendations generated from the barrier free terminal tour.	Pending.	