

Progress Report
Fort McMurray Airport (FMAA)
Accessibility Plan & Feedback Process
2024-2027

Reporting Period: June 1, 2024 – May 31, 2025



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Record of Reports

Version	Date	Change(s)	Prepared By	Approved By
Progress Report Year 2025	Submitted May 2025		Manager, Health, Safety, Security, & Environment	Vice President, Operations & Infrastructure
Progress Report Year 2025	August 2025 Resubmitted October 2025	Amendments in response to regulator compliance feedback.	Manager, Health, Safety, Security, & Environment	Vice President, Operations & Infrastructure

An updated report is published annually.



General

FMAA remains committed to improving accessibility through the prevention and removal of barriers. The Accessibility Plan is guided by six principles of accessibility, including dignity, equal opportunity, barrier-free participation, meaningful choice, inclusive design, and active involvement of persons with disabilities.

Feedback Process & Alternate Formats

Designated recipient for feedback: Manager, Marketing & Communications

Feedback on our progress report and/or accessibility plan can be provided online through our [feedback form](#) or through the email, mail, or phone options listed below. Submissions are acknowledged in the same way as received, unless provided anonymously.

How to provide feedback or request an alternate format of the Accessibility Plan¹

Alternate formats (Accessibility plan, description of feedback process, and progress report): print, large print, braille, audio format, or an electronic format compatible with adaptive technology intended to assist persons with disabilities.

Requests are received through any method that FMAA communicates with the public (see below).

Timelines: As soon as feasible after the request is received, but at the latest, in the case of a request for a plan in braille or audio format, on the 45th day after the day on which the request is received; and in the case of a request for a plan in any other format, on the 20th day after the day on which the request is received.

Mail: 300-100 Snow Bird Way, Fort McMurray, Alberta, T9H 0G3

Phone: 780-793-8970

Email: accessibility.request@flyymm.com

Website: [Contact Us - FMAA | FMAA](#)

Social Media Platforms:

[Fort McMurray International Airport - YMM | Fort McMurray AB | Facebook](#)

[FlyYMM \(@flyymm\) • Instagram photos and videos](#)

[Fort McMurray Airport \(@FlyYMM\) / X \(https://x.com/FlyYMM\)](#)

<https://www.linkedin.com/company/fort-mcmurray-airport-authority/>

¹ Accessible Transportation Planning and Reporting Regulations subsection 7(1), 7(2), and 7(3),



Implementation of Accessibility Plan

Employment

- **In Progress:** Over 75% of FMAA employees completed the updated Canadian Airports Accessibility Training (as of May 2025). Remaining staff are scheduled for completion by end of Q3 2025.
- **Contractor Training:** 43% of contracted security personnel completed the new Canadian Airport Accessibility training; others hold a valid Disability Awareness certificate and are being upgraded as training comes due.
- **Opportunity Register:** Recruitment processes and onboarding procedures are under review for inclusivity.

Information and communication technologies (ICT)

- **Completed:** Accessibility tool available on website; public announcements are both visual and audio.
- **In Progress:** Adoption of visual messaging and paging services is underway.

Communication, other than ICT

- **Completed:** All active YMM volunteers completed accessibility training by April 1, 2025.
- **In Progress:** Accessibility information campaign initiated with a 360° virtual wayfinding photo shoot completed in Q1 2025.

Procurement of goods, services, and facilities

- **In Progress:** Monthly reviews with taxi service provider began in Q1 2025 to assure and address contract compliance with accessibility standards.

Design and delivery of programs and services

- **Completed:** Signage improvements from the 2023 barrier-free terminal tour implemented.
- **In Progress:** Follow-up tour scheduled for November 14th, 2025 .

Transportation

- **Ongoing:** Curbside assistance, wheelchair availability, and participation in the Hidden Disabilities program continue.
- **In Progress:** Working with Hidden Disabilities Program on a presentation as part of FMAA onboarding training programs.



Built Environment

- **In Progress:**
 - Departures Level 2 repainting scheduled for completion in Q3 2025 (WO# 2024-7355)
 - Accessibility decals replaced in food court (WO# 2025-1653)
 - Decals around carousels completed replacement (WO# 2025-2619)
 - Replacement of rotating doors with sliding Stanley doors in design phase

Challenges Identified

- **Training Completion Gaps:** Some staff and contractors have yet to complete updated training.
- **Facility Upgrades:** Accessibility improvements such as adaptable tables and adult change tables are pending feasibility assessments.
- **Communication Enhancements:** Accessibility campaign and signage upgrades are in progress by FMAA Marketing team.



Provisions of CTA Accessibility Related Regulations

As a regulated Transportation Service Provider (TSP) subject to the [*Accessible Transportation for Persons with Disabilities Regulations*](#) (ATPDR), FMAA complies with the applicable accessibility related requirements in the following ways.

Parts of the following sections (wherever applicable to airport operators) under ATPDR govern FMAA and our activities related to accessibility:

- [Part 1 – Requirements Applicable to Transportation Service Providers](#) (includes [Training Program Information](#))
- [Part 4 – Requirements Applicable to Terminal Operators](#)

Our Accessibility webpage ([Accessibility - FMAA | FMAA \(flyymm.com\)](https://flyymm.com/accessibility-fmaa-fmaa)) is dedicated to information about accessibility at YMM. The webpage contents include all regulatory information.

Personnel Training

All applicable personnel are required to complete the *Canadian Airports Accessibility Training* which covers the Principles of Accessibility.

Front line customer facing personnel receive both the *FMAA Curbside Assistance (Mobility Aid) Training* and *Canadian Airports Accessibility Training* which together cover the Principles of Accessibility and the various types of assistance that may be needed by persons with disabilities and the duties of the transportation service provider in relation to those needs.



Feedback Information

During the reporting period, FMAA monitored and received feedback through its designated channels including the YMM Accessibility Committee, email, website form submissions, and social media.

Feedback themes included requests for improved signage, additional training for staff, more visible accessibility information, and reliable access to accessible taxi service.

This feedback was reviewed by the YMM Accessibility Committee and informed several initiatives including the 360° virtual wayfinding photo shoot, signage upgrades, and training matrix updates.

Anonymous feedback was also considered and contributed to the prioritization of visual messaging technologies and the feasibility study for adult change tables.

Consultations

Progress reporting was conducted in consultation with the **YMM Accessibility Committee**, which includes internal representatives and external persons with disabilities who use airport services. Committee members received electronic copies of the report in the form of an email attachment, with alternative formats made available upon request and were encouraged to share the information with their network and invite new membership.

Meetings² were held on:

- September 17, 2024
- December 17, 2024
- March 17, 2025

Through the Committee, FMAA:

- reported on action plan items and received feedback on the content and FMAA's accountability;
- raised awareness of the report and associated Accessibility Plan both internally and externally; and
- solicited proposals of new ways it can improve accessibility, including encouraging existing members to identify new members to expand committee representation.

² (Ref: Work Order 2024-2977)