

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

Reporting Period: June 1, 2025 – May 31, 2026



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## Record of Reports

Version	Date	Change(s)	Prepared By	Approved By
<b>Progress Report Year 2025</b>	Submitted May 2025		Manager, Health, Safety, Security, & Environment	Vice President, Operations & Infrastructure
<b>Progress Report Year 2025</b>	August 2025 Resubmitted October 2025	Amendments in response to regulator compliance feedback.	Manager, Health, Safety, Security, & Environment	Vice President, Operations & Infrastructure
<b>Progress Report Year 2026</b>	Submitted June 1		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 Plan<sup>1</sup>**

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](mailto: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/>

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<sup>1</sup> Accessible Transportation Planning and Reporting Regulations subsection 7(1), 7(2), and 7(3),

# Implementation of Accessibility Plan

## Employment

- **Ongoing:** All current FMAA employees completed the Canadian Airports Accessibility Training. Course assignment is integrated into the standardized onboarding checklist for both FMAA and contracted personnel.
- **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

- **Ongoing:** All active YMM volunteers had completed accessibility training as of December 8, 2025.
- **Completed:** Accessibility information campaign produced a 360° virtual wayfinding tool.

## Procurement of goods, services, and facilities


- **Ongoing:** FMAA conducts monthly reviews with taxi service provider to monitor contract compliance with accessibility standards.

## Design and delivery of programs and services

- **In Progress:** Gap analysis on integration of accessibility best practices into FMAA's operational, financial, and strategic planning processes.
- **Completed:** Signage improvements from the 2023 barrier-free terminal tour implemented.
- **Completed:** A follow up barrier-free terminal tour occurred in November 2025 with external partners including the Canadian National Institute of the Blind (CNIB). A second tour occurred on for those who could not make the initial tour due to weather.

## Transportation

- **Ongoing:** Curbside assistance, wheelchair availability, and participation in the Hidden Disabilities program continue.
- **Completed:** FMAA participated in a video recording for Keyano College that was shared at the school on December 3<sup>rd</sup>, 2025, for International Day of Persons with Disabilities.



Graphics from the video recording were shared throughout the terminal from Q2-Q4 2025 and in the “YMM News in Brief” newsletter. See [Community Newsletter - FMAA | FMAA](#).

## Built Environment

- **In Progress:**
  - 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
- **Completed:**
  - In March 2026, FMAA & CATSA collaborated to adjust the bi-level tables in the back of CATSA to create space for passengers in wheelchairs. Additionally, CATSA installed a braille sign to help customers identify accessibility lane.
  - Departures Level 2 repainting (*WO# 2024- 7355*).

## Challenges Identified

- **Gap Analysis:** This effort has progressed slower than expected due to resource constraints and a learning curve with respect to best practices.

## 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 \(flyymm.com\)](#)) 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.

Meetings<sup>2</sup> 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.

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<sup>2</sup> (Ref: Work Order 2024-2977)