

**PACIFIC COASTAL AIRLINES**  
**2025 Accessibility Progress Report**

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## GENERAL

### Appointed Contact Person

Our appointed contact position for acknowledging, responding and tracking feedback, and to provide alternate formats for information is our Customer Relations Coordinator. The Customer Relations Coordinator works standard Monday to Friday hours and is responsible for both the mailed in content and the accessibility email account. Our Call Centre Agents are available with extended coverage, with ranging hours due to seasonal volumes, and can provide information on our accessible processes as well as receive feedback over the phone, which they relay to the Customer Relations Coordinator.

### Feedback Handling Process

The process for feedback and complaint handling is as follows:

1. Feedback and complaints to accessibility are received by online form submission, email, phone, or mail. Pacific Coastal Airlines accepts feedback submitted anonymously and will treat such feedback with equal weight to all other accessibility feedback being provided. All named feedback will be acknowledged within five business days of receipt.
  - a. If received through our call centre, the feedback is considered received by Pacific Coastal Airlines from the time the Customer Service agent received the feedback, or from the time a voicemail is listened to.
  - b. If received by mail, the feedback is considered received by Pacific Coastal Airlines from the time the letter is received by the address listed below.
2. Action and/or follow-up on the feedback/complaint may take more time depending on the nature of the comment:
  - a. If the feedback/complaint is in relation to Pacific Coastal Airlines employees, policies or processes, Pacific Coastal Airlines will take reasonable steps to rectify the concern and provide the information of what was actioned to the passenger. It is important to note that some topics may require significant investigation or exploration. In those instances, the airline will do its best to provide timely updates on a resolution or on what steps it has taken to address the concern.
  - b. If the feedback/complaint is in relation to a contractor who provides a service on behalf of Pacific Coastal Airlines, the same process will be followed as the point above, and Pacific Coastal Airlines will take the responsibility to follow-up with that contractor and provide the resolution back to the passenger.
  - c. If the feedback/complaint pertains to employees, policies or procedures of an airport authority/operator or other service provider not operating directly on behalf of Pacific Coastal Airlines, the passenger is to provide that feedback directly to the appropriate company.

Pacific Coastal Airlines records all feedback and complaints received in relation to accessibility to track and identify trends. This aids the airline in keeping accessibility at the forefront of our operation and ensures we can affect positive change wherever possible.

## **Online Form Submission**

Found at <https://www.pacificcoastal.com/accessibility/>

## **Mailing Address**

Customer Relations  
Pacific Coastal Airlines  
4980 Cowley Crescent,  
Richmond, B.C. V7B 1C1

## **Email Address**

[accessibility@pacificcoastal.com](mailto:accessibility@pacificcoastal.com)

## **Phone Number**

Pacific Coastal Airlines Call Centre:

Toll free: 1-800-663-2872

Local: 604-273-8666

## **PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS**

All accessibility features provided by Pacific Coastal Airlines (PCA) have been developed to ensure compliance with the Accessible Canada Act (ACA), the Air Transportation Regulations (ATR) and the Personnel Training for the Assistance of Persons with Disabilities Regulations as they apply to our services, with the ultimate goal of identifying, removing and preventing barriers to accessible travel.

Pacific Coastal Airlines is subject to and meets the following CTA Accessibility-related Regulations:

- *Air Transportation Regulations Part VII, Sections 146-156*
- *Personnel Training for the Assistance of Persons with Disabilities Regulations, Sections 4-11*
- *Accessible Canada Act Part 4, Sections 60-72*
- *Accessible Transportation Planning and Reporting Regulations*

To enhance our compliance with the Personnel Training for the Assistance of Persons with Disabilities Regulations, Pacific Coastal Airlines has re-written our initial Ground Operations Training to include more extensive training on the handling of mobility aids for our ground operations staff. As discussed in greater detail in the *Design and Delivery of Programs and Services* section of this report, we will additionally be enhancing our Airports Department Accessibility training programs as well.

## **INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)**

The goals, as listed in the Accessibility Plan published June 1, 2023, for this section of the plan are to investigate the viability of moving towards voluntary compliance with Web Content Accessibility Guidelines (WCAG) standards as well as to begin using the “Check Accessibility” feature when making documents in MS Word. We continue to work towards both of these goals.

## **COMMUNICATION, OTHER THAN ICT**

The goal, as listed in the Accessibility Plan published June 1, 2023, for this section of the plan included the updating of documents to reflect appropriate reference to persons with disabilities as well as an enhanced training program for customer service and call centre agents.

We continue to update all documentation with appropriate terminology, including referring to the person before the disability, and have ongoing review of documentation with accessibility in mind.

Our enhanced training, which was expanded to include all Airports agents, is on track to be launched in summer of 2025. Already completed previously was a revamp of our new hire Ramp agent training which encompasses more accurate and well-rounded training on the handling of mobility aids, and the assistance of passengers with disabilities.

## **PROCUREMENT OF GOODS AND SERVICES AND FACILITIES**

The goal, as outlined in the Accessibility Plan published June 1, 2023, is a continued commitment to consulting with persons with disabilities prior to investing in new purchases. While there were no broad new purchases related to our passenger programs this year, we took a meaningful step by procuring a new boarding ramp for Penticton Airport—reflecting our shift away from Mobi-Lift equipment in response to earlier feedback. In past consultations with Return on Disability, the Mobi-Lift equipment in use at several stations was identified as providing a less-than-positive experience for passengers. Guided by that input, we have continued to focus our business planning on more accessible boarding solutions. We recognize that accessibility equipment represents a significant investment and often requires considerable time and financial approval before procurement can begin. With that, we are looking at ways to improve service in cost effective ways, such as transfer kits to aid in our manual transfers rather than larger and less feasible monetary investments such as lifts. We remain committed to advancing this goal and ensuring that future decisions are shaped by the lived experiences of persons with disabilities.

## **DESIGN AND DELIVERY OF PROGRAMS AND SERVICES**

The goals, as listed in the Accessibility Plan published June 1, 2023, for this section of the plan are to work with our consultation partners to improve the programs and services offered by Pacific Coastal Airlines including having them provide mystery shops on our behalf. We completed the mystery shops as planned, with a report having being provided. Using that report, we identified that the transparency of procedures surrounding the transportation of passengers with disabilities was the biggest gap for both employees as well as passengers. With that report, along with feedback from our passengers, the following programs were decided upon.

1. The development of a One Person, One Fare policy which is intended to be launched in the remainder of 2024 was achieved, and was reflected in our December 2024 Tariff amendment. This information, while available in our tariff, will still be published in a more transparent manner on our accessibility page for passengers. This is intended to be completed in 2025.
2. A detailed table of aircraft specifications is being compiled to publish on our website, and is still in progress. The intent of this is to allow passengers to reference this information independently, as well ensure we have a consistent and reliable source of information for our staff to reference when assisting passengers.
3. Our Regulatory Compliance & Policy Committee continues to meet monthly with representatives of each department to review all active and known upcoming changes to policy and procedure. Accessibility has been imbedded as a part of this committee to ensure all policy and procedure is reviewed against accessibility regulations and general best practice.
4. We are still in development for an Accessibility Committee, which is intended to be separate to the existing regulatory and policy committee to have dedicated time reviewing policy and procedure for accessibility, including reviewing accessibility training as well as the Accessibility Plan itself. The intent is to have this committee meet bi-annually, however frequency will be reviewed once the committee has been launched.

5. While still to be published on our accessibility page for transparency purposes, passengers who require assistance completing digital forms online will be able to contact our call centre for support for digital forms. The agents will assist with transcribing and submitting the forms on behalf of the passenger.

Feedback was received from passengers regarding our lack of published programs and procedures surrounding limitations on the acceptance of mobility aids, and feedback was received from staff regarding an inconsistent policy surrounding limitations on mobility aid weight and for assisting passengers during boarding when the passenger needs exceed the capability of the allocated staff on shift. Due to the small aircraft we fly, and our often-remote operations, we are limited to manually pushing and assisting passengers in wheelchairs, as well as manually loading mobility aids. To ensure safe operating parameters for staff, we limit each agent to lift no more than 70lbs each. Due to staffing contingents' network wide, sometimes being as little as 2 for a given flight, this limits us to 140lbs per mobility aid for loading. With this feedback, we will be publishing more information online for passengers on the limitations and have added this to internal training for staff. The feedback regarding outlining better policy and procedure for staff and passengers surrounding fitness to travel independently, including non-ambulatory passengers who are unable to assist with their own seat transfers, is actively being prioritized for 2026. Currently, Pacific Coastal Airlines is limited to manual operations and techniques, however transfer boards were acquired to assist with the process for seat transfers.

## **TRANSPORTATION**

The goals, as listed in the Accessibility Plan published June 1, 2023, include validating existing transportation options outside of Pacific Coastal Airlines in the individual communities we serve as well as creating and maintaining useful internal resources for our staff to reference when communicating with our passengers. While not owned or operated by Pacific Coastal Airlines directly, ensuring our passengers are able to access accessible transportation before and after taking a flight will ensure a consistent experience for our passengers. This project is ongoing.

Additionally, over the past year, Pacific Coastal Airlines conducted a thorough review and update of its Domestic Scheduled Tariff, with a focus on improving clarity, consistency, and alignment with key accessibility-related regulatory requirements. As a result, the tariff language was significantly enhanced to better reflect the airline's commitment to accessible air travel. These improvements make it easier for passengers to understand Pacific Coastal's policies and practices regarding accessibility. The updated tariff was officially published in December 2024.

## **THE BUILT ENVIRONMENT**

The goals, as listed in the Accessibility Plan published June 1, 2023, for this section of the plan included improving the quality of our on-board speakers, engaging with our community partners to evaluate our built environment as well as publishing our aircraft specifications online for transparency for the community.

As noted in last year's progress report, replacing the on-board speakers was assessed and found to be unfeasible. Our focus remains on improving in-flight communication through clearer, slower

announcements by crew, along with continued use of personal briefings for passengers who request additional assistance and the dissemination of earplugs to passengers to assist with noise management.

As part of our original consultation with Return on Disability, they evaluated our built environment during the mystery shops in 2023. It was noted that our aircraft are very restrictive, and therefore have necessary limits in what can be safely boarded in regards to mobility aids as well as the general support we can provide to passengers depending on the needs related to their disability. While it was acknowledged that this is reasonable given the type of aircraft we serve, the lack of information available regarding that information was and remains a concern. Our goal of publishing our aircraft specifications for transparency is still in progress and is on track to be published during summer of 2025.

As reported last year, we have developed a program with our Maintenance department to ensure consistency and transparency moving forward regarding our aircraft. This continues to be maintained, and includes cataloguing aircraft specifications, and having accessibility features added to our onboarding and maintenance checklists to ensure ongoing oversight for consistency.

While working to gather aircraft specifications to publish on our website for transparency, it was identified that the smaller of the two fleet types, the B1900, has too narrow of an aisle to accommodate an aisle chair, which is needed for non-ambulatory passengers to get to their seat. This also means the wheelchair being used to load the passenger cannot be placed directly beside seat 2F for transferring between seats, it must be placed in front of the seat, limiting the agent's ability to safely transfer passengers who are unable to assist in the transfer. This aisle restriction limits non-ambulatory passengers to a single on-board location, seat 2F, and limits the number of non-ambulatory passengers that we can guarantee transit to on a given flight to only 1. Based on feedback from a passenger and staff, it was then identified that should a non-ambulatory passenger also have a service dog, they are unable to be accommodated on the smaller B1900 aircraft as there is insufficient leg space to accommodate an animal in 2F due to a bulkhead. For the limitations related to service dogs for non-ambulatory passengers, this information will be published online for transparency while internal discussions continue on the procedures and policies needed to ensure passengers are not restricted from traveling on the smaller fleet.

## **FEEDBACK INFORMATION**

Feedback was received through all our dedicated feedback channels and was acknowledged accordingly. The feedback primarily surrounded the limitations of services available to passengers with disabilities due to the nature of our small aircraft type and manual operations, such as restrictions for acceptance of and seating onboard for non-ambulatory passengers, as well as those travelling with larger mobility aids.

Feedback from employees primarily surrounded a lack of established program for identifying passengers who are not fit to fly independently or at all, and the safety concerns surrounding that for staff who are tasked with assisting those passengers. Details around the steps being taken regarding the feedback can be found in the relevant heading of the report.

## **CONSULTATIONS**

Pacific Coastal Airlines consulted with the company Return on Disability for the creation our Accessibility Plan, which included a presentation and report compiled based on the mystery shopping of multiple flights by passengers with disabilities through their organization. The Report allowed us to determine what the priorities should be and those have been used as the basis of the accessibility program since September, 2023 when the report was received. We continue to consult with those with lived experience in the community to best adapt changes as we progress, ensuring that decisions are made with care and attention.