

PACIFIC COASTAL AIRLINES
Accessibility Plan and Feedback Process

2026-2029

Page Intentionally Left Blank

TABLE OF CONTENTS

| | |
|--|----------|
| Table of Contents | 1 |
| General | 2 |
| Designated Person(s)..... | 2 |
| Feedback Process..... | 2 |
| Provisions of CTA Accessibility-Related Regulations | 3 |
| Consultation | 3 |
| Information and Communication Technologies (ICT) | 3 |
| Communication, other than ICT | 4 |
| Procurement of Goods and Services | 4 |
| Design and Delivery of Programs and Services | 4 |
| Transportation | 5 |
| The Built Environment | 5 |

GENERAL

Pacific Coastal Airlines considers accessible travel a priority and welcomes all feedback regarding accessibility to services, facilities, and the way that Pacific Coastal Airlines employees, including contractors, interact with our passengers.

Designated Person(s)

Our Customer Relations Coordinator has been designated to receive and respond to feedback on behalf of Pacific Coastal Airlines.

Our Manager, Corporate Training, Security and Accessibility is responsible for the preparation and publication of this accessibility plan and all future progress reports.

Feedback Process

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 non-anonymous feedback will be responded to and where able, through the method it was received. For feedback supplied via phone through our call centre team, that information will be relayed from our call centre agents to Customer Relations as appropriate.

➔ Online Form Submission:

<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

➔ Phone Number

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

CONSULTATION

Pacific Coastal Airlines consulted with persons with disabilities for the creation of this plan by requesting passengers who self-identified as a someone with a disability (visible or hidden) to answer a question on our post flight digital customer survey. The question asked that they provide their experience with being our passenger and highlight areas that went well and or that required improvement. These digital survey results were collected over the course of 3 months and used to identify the key areas where customers with disabilities utilize our service, including highlighting specific gaps, and therefore the key areas to focus our accessibility efforts.

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

Pacific Coastal Airlines is committed to ensuring all persons have access to our services, including all information in print, digital and audio forms. All in-flight information is provided via in flight announcements and individual briefings as needed. Safety cards are available in print form including braille versions available upon request. Should the information we provided not be accessible to a passenger, all information will be made available in alternate forms upon request as applicable stage of the passenger's journey. During consultation, the biggest area of focus identified was ensuring information is available online for passengers to make informed decisions.

- ➔ Our website includes a dedicated Accessibility Assistance page that outlines the supports available to passengers and explains how to access or request these services. Some information identified as missing during the recent consultations include the need to publish the number of steps required for boarding each aircraft type, and where able the distance required to walk during boarding as a way for passengers to better determine their level of assistance needed. Pacific Coastal will work towards publishing at minimum the number of steps for each aircraft type within 2026.
- ➔ We do not currently meet the Web Content Accessibility Guidelines (WCAG) for our website, but remain committed to researching the viability of migrating our website to

compliance with those standards and voluntarily complying with those guidelines where feasible.

COMMUNICATION, OTHER THAN ICT

Since the 2023–2026 plan, PCA has continued to prioritize inclusive, respectful, and accessible communication across all platforms. Training programs, along with regular reviews of website and social media content, support our commitment to best practices and person-centred language. Our accessibility webpage will be maintained to ensure that policies and procedures for assisting passengers with disabilities are readily available. This content will be reviewed quarterly, incorporating feedback and inquiries received through our customer service channels, to ensure it remains clear, user-friendly, and accessible.

While progress has been made, we acknowledge that the goal of specifically enhancing call centre training for accessible communication was not completed. This remains an important focus area. As we look ahead to the next three-year plan, strengthening call centre training will be carried forward as a priority to ensure consistent, respectful interactions across all service channels. Additionally, a quarterly review of policies and procedures related to assisting passengers with disabilities will be conducted to assess feedback and requests for clarification, and to ensure information is communicated clearly, consistently, and accessibly.

PROCUREMENT OF GOODS AND SERVICES

PCA includes accessibility as a key criterion during the procurement process when evaluating goods and services that will be used by, or to assist, persons with disabilities. PCA commits to consulting persons with disabilities prior to investing in purchases of new equipment types. While already identified by senior leadership, a significant focus from passenger consultations was the lack of consistent accessibility equipment available network wide. A dedicated budget has been assigned for the maintenance and procurement of express ramps for the remaining bases that do not have equipment currently, and to replace the Mobilift equipment with ramps. Given the reliance on external factors, this timeline is fluid and progress will be monitored and reported.

In addition, all contracted personnel providing passenger-facing services are required to complete accessibility training equivalent to that provided to Pacific Coastal Airlines employees. This training includes nationally recognized accessibility resources and tailored instruction on meeting the obligations of air carriers under Canadian accessibility regulations, ensuring consistent, respectful, and informed service for passengers with disabilities.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Pacific Coastal Airlines considers the needs of all customers, including those with disabilities, in the design and delivery of its programs and services. Customer feedback, including accessibility-related comments and concerns, is collected and reviewed monthly by representatives from all departments. This collaborative review process helps identify barriers, trends, and opportunities for improvement, enabling the airline to continuously refine its services, policies, and procedures to better support accessibility and ensure an inclusive travel experience. A need was identified

for the creation of a simpler fit to fly program to allow passengers who meet specific criteria to have a more transparent and seamless booking process. The goal is to have this completed and published by 2027. As identified during the consultation period with passengers, while generally considered positive, gaps in training for staff were identified and will be one area for focus for the upcoming plan period. This includes enhanced training for flight crew on the handling of passengers in wheelchairs which is to be completed in 2026.

TRANSPORTATION

Pacific Coastal Airlines does not provide ground transportation between passengers' homes or other locations and the airport terminal; however, we do provide assistance to passengers with disabilities once they arrive at the terminal. Support is available to help passengers move between key areas, including from curbside to check-in, through security and boarding, and from arrival gates to baggage claim or connecting transportation points, such as to the shuttle stop at YVR South Terminal that connects passengers to the Main terminal.

THE BUILT ENVIRONMENT

PCA operates two different types of aircraft, Beechcraft 1900 and Saab 340. These are both small turboprop aircraft with limited features on board. All feedback received regarding our built environment is escalated monthly for review by the senior management of our Flight Operations department.

There are limitations to our aircraft that we are unable to change due to the nature of our aircraft types and the airports we serve, and as highlighted in the previous plan, lack of transparent access to that information presented a barrier to passengers making informed decisions regarding their travel. We remain committed to being transparent with these limitations by publishing this information online and working with our passengers to identify alternative options that may exist. A quarterly review of published built environment information will be conducted to assess requests and feedback from passengers with disabilities and ensure online content remains clear, relevant, and responsive.