

North Cariboo Air- Accessibility Plan Progress Report 2024

General:

North Cariboo Air is committed to providing a seamless travel experience for all passengers, and we welcome feedback and complaints related to accessibility. We value the opinions and experiences of our customers and strive to continuously improve our services. Feedback can be submitted anonymously and they will be processed in the same manner they are received. If passengers have any feedback, suggestions, or concerns regarding accessibility on our flights or at terminals, they may contact Accessibility Support at the following:

Name: Chelsey Wright

Email: cwright@flynca.com

Telephone: 403-371-3363

Mail: 600 Palmer Road NE

Calgary, AB T2E 7R3

Complaints will be addressed promptly, and appropriate actions will be taken to resolve issues and prevent reoccurrence. We appreciate your input and look forward to serving you better.

Alternate Formats

North Cariboo Air understands the importance of providing our accessibility plan, description of our feedback process and progress report in alternative formats to accommodate diverse needs.

Passengers can request the accessibility plan in the following formats

- Print
- Large print (16pt, sans serif unless requested otherwise)
- Braille
- Audio format or
- An electronic format compatible with adaptive technology.

Requests can be made utilizing any of the communication channel listed above, such as mail, telephone, or email. We are committed to fulfilling these requests within 15 days for print format requests or within 45 days. for braille and audio formats. We also encourage passengers to communicate specific formatting needs and will work to accommodate each person, as preferences may vary.

Information and Communication Technologies (ICT)

Progress Update:

- All meetings now include a virtual option to accommodate mobility issues, remote work due to physical restrictions and employees working in northern communities

Communication other than ICT

No progress to report.

Procurement of Goods, Services and Facilities

No progress to report.

Design and Delivery of Program and Services

No progress to report.

Disability Awareness Training

Progress Update:

Disability awareness training has been updated to ensure new position titles, roles and responsibilities reflect the current organization structure.

Hazard Identification and Reporting

NCA inspects the facility and aircraft monthly to ensure no hazards arise during this time period. This inspection includes any risks that would affect the accessibility of our passengers and our staff. These inspections are documented and unloaded electronically

Change Management

No Progress to report

Regulatory Review

No progress to report

Transportation

For transportation within the aircraft: For passengers who require assistance specifically within the aircraft, we offer Washington chairs or aisle chairs. These chairs have been rented when needed from our fueling and ground handling vendor to ensure the most comfortable and fitting experience for our passengers.

Personal Mobility Aids

No progress to report

Built Environment

No progress to report

Facilities

Progress to report:

NCA is currently in the design stages of our office remodel and the accountable executive has been in conversation with the Director of SMS to ensure that the upgrades follow our accessibility plan needs and desires. This project is set to be completed the 1st quarter of 2025.

Aircraft

No Progress to report

Provision of CTA Accessibility-Related Regulations

North Cariboo recognizes the importance of complying with the relevant accessibility regulations in order to ensure equal access and eliminate barriers within our operations. We committed to meeting the requirements set forth by the following regulations:

Accessible Canada Act

Canada Transportation Act

Accessible Transportation Planning and Reporting Regulations

Air Transport Regulations Part VII

Removing Communication Barriers for Travelers with Disabilities (Communication Code)

Aircraft Accessibility for Persons with Disabilities: Code of Practice for Fixed Wing Aircraft with 30 or More Passenger Seats (Air Code)

Aircraft Accessibility for Persons with Disabilities: Code of Practice for Fixed Wing Aircraft with 29 or Fewer Passenger Seats (Small Aircraft Guidelines)

Passenger Terminal Accessibility (Terminal Code)

By following and monitoring these regulations, we are dedicated to creating an inclusive travel experience where all passengers, regardless of their abilities, can access our services safely, comfortably, and with dignity.

Consultations:

In alignment with our commitment to enhancing accessibility and fostering an inclusive travel environment, our airline is dedicated to consulting with persons with disabilities in the development and refinement of our accessibility plans. We recognize the importance of input from individuals with lived experiences to ensure that our services meet the diverse needs of all passengers.

As part of our ongoing efforts, we are planning a few consultations to gather valuable feedback from persons with disabilities and other key stakeholders. These consultations will focus on various aspects of the passenger experience, including but not limited to booking procedures, airport facilities, in-flight services, and the overall accessibility of our services.

We will be preparing and conducting these consultations over the next two years, with a goal of reporting on the outcomes and integrating the feedback into our accessibility plans by **June 1, 2026**. Detailed plans for these consultations, including the timeline, stakeholder engagement strategies, and specific topics to be addressed, will be included in this next years progress report. This will ensure that our efforts are transparent, well-coordinated, and aligned with the needs and expectations of persons with disabilities.

We remain committed to creating an accessible and equitable travel experience for everyone, and we look forward to sharing the progress of these consultations in our future reports

Feedback

Our airline will be sending out a survey to our top four clients to gather valuable feedback on our services related to passenger accessibility and the needs of disabled passengers. This survey will focus on key areas such as ease contracts, FBO and checkin accessibility, in-flight services, and overall satisfaction. By directly engaging with our key clients, we aim to assess how well our current accessibility measures meet their expectations and identify areas for improvement. The feedback will play a critical role in guiding our ongoing efforts to enhance accessibility and inclusivity for all passengers. This Survey will be distributed to our clients Dec 2024. Feedback will be documented and put into action in 2025.