



Passenger Accessibility Progress Report Plan
June 1, 2025

2024-2027

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General

In 2024, the Greater London International Airport Authority (GLIAA) created and launched an accessibility plan to reflect the Canadian Transportation Agency (CTA) regulations. In preparation for this progress report, the airport authority has consulted with employees and other stakeholders, including those with lived experiences as persons with disabilities.

Alternate Format(s)

Upon request, an accessible alternate format of this feedback process (e.g., print, large print, braille, audio format, or an electronic format compatible with adaptive technology) may be provided. Please contact us by using the email, mailing address, or phone number listed below, or through any other links provided on this page.

E-mail:

Supervisor of Airport Terminal Services

accessibility@flylondon.ca

Mailing Address:

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London International Airport

10 Seabrook Way

London ON N5V 3B6 Canada

Phone Number: 519 452 4036

Feedback Process

If you have feedback about how YXU is implementing this Accessibility Plan, and/or have feedback regarding any encountered barriers with YXU as a guest, traveller, or employee. Please contact us personally or anonymously using the email, phone, or mailing address above. You can also submit an online feedback form through our website or our social media channels through direct messaging (links provided below). Our feedback options provide an acknowledgement of receipt and maintain anonymity.

Feedback will be acknowledged in the same way that it was received or in the preferred manner requested, except for feedback that was indicated as anonymous, and responses will be provided in a timely manner.

The Supervisor of Airport Terminal Services is the designated person to receive feedback on behalf of YXU.

Website	flyyxu.ca/contact-us
Facebook	facebook.com/flyyxu
X	x.com/flyyxu
Instagram	instagram.com/flyyxu
Linkedin	linkedin.com/company/flyyxu

Feedback Information

Via our numerous feedback platforms, we have mostly received feedback from emails and in person. Most of the feedback was positive and complimentary to the services provided. Any negative concerns were traced back to the root cause, either CBSA or ground handlers and the information was shared with them. YXU has offered to share training materials and resources.

Future updates: to launch a WIFI survey to collect information from our passengers. We will host this for a scheduled period over our peak winter season.

Consultations

YXU conducts personalized tours for persons with disabilities. This service allows someone with a disability and their family or support person to visit the airport prior to their trip to rehearse their upcoming journey. GLIAA works with the individual one-to-one to identify any barriers they may encounter during their travel.

In preparation for our Progress report, we discussed our plan with:

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- October 28, 2024, Consult with Vision Loss Rehabilitation, Sheila Dinnin. They have provided a detailed report for suggestions.
- On March 25, 2025, consult with Miriam Barry from Community Living London. She brought a group of five people with different intellectual and/or physical disabilities.
- April 25, 2025. Consult with the Roberts School of the Deaf. We conducted an in-person tour with deaf students and teachers using an interpreter.
- In April 2025, we discussed our accessibility plan at our AOC meeting to obtain feedback for this report. Before this meeting, we met with our two local airline representatives and food service provider for feedback.

Information and communication technologies (ICT)

YXU provides all flight information and schedules, including delays and cancellations, on our website, <https://flyyxu.ca>. Our website remains compliant with Web Content Accessibility Guidelines (WCAG) 2.1. level AA. (recertified May 2025) We maintain our service disruption alerts at the bottom of our website. Individuals can use our online platform, HONK, to pay for parking, which is available through our website and the HONK app.

Initiatives for the future in information and communication technologies (ICT) Progress

- We are continuously working on improving our public address system (PA) for better hearing quality. We have accomplished having all airlines' boarding announcements pre-recorded by December 2024
- We are researching American Sign Language (ASL) to be available “on demand” or through our mobile device so that the ACE staff can provide accessible communication formats for passengers with hearing disabilities. This is still ongoing, and with our new connection with the Roberts School of the Deaf, we will work with them for solutions. Completion is May 31, 2026.

Communication, other than ICT

The team at YXU continues to use best practices for interacting with persons with disabilities at all points during the airport travel experience. Accessible communication means that passengers, guests, and employees can receive and understand information in a manner that works best for them.

Initiatives for the future in communication, other than ICT

- In October 2024, we conducted awareness training on the hidden sunflower program. Our airport is not a member, but it is imperative that staff can recognize the lanyard if someone is wearing one and offer support for their invisible disability.

We have also explained the process for Air Canada passengers requesting a lanyard. In May 2025, WestJet will start the sunflower program, so we will update our materials to recognize their process. The completion date is June 2025.

- Creating an ASL welcome slide for the video wall before passengers enter the passenger screening. With our new connection with the Robarts School of the Deaf, we have a teacher willing to participate in this project. The Estimated Completion date is September 2025.

Procurement of goods, services, and facilities

GLIAA understands that accessibility and responsible procurement practices are best practices for a smooth airport experience.

Initiatives for the future in the Procurement of goods, services, and facilities:

- All public tendering documents will be reviewed through the lens of accessibility to prevent barriers. We have not had any tenders for the ongoing project from 2024 to 2025.
- Creating an internal procurement checklist to hold GLIAA accountable for working with diverse, equitable, and inclusive suppliers. Delayed till May 31, 2026
- Developing a policy to track and report when we work with diverse suppliers. Delayed till May 31, 2026

Design and delivery of programs and services.

GLIAA provides accessibility awareness training to all ACE and SOC staff members. They are directly engaged in providing customer service on behalf of the airport. Our ACE and SOC team is available 24/7 for contact, whether in person, via text, or via phone call. The ACE staff are often the first point of contact for customer service when arriving at YXU and facilitate curbside assistance.

YXU is part of the Airports CAC Accessibility team. We have purchased the Harper training module for accessibility and deployment.

Initiatives for the future in the Design and delivery of programs and services.

- Implementing recognition of the Sunflower Program. Passengers may arrive with lanyards, and customer service staff must understand what this means to assist them best. Training was completed in October 2024.
- Reinstate the pet therapy program with St. John's Ambulance. This initiative offered stress relief and comfort to both staff and passengers. It was delayed until June 2026, as we do not have the passenger traffic loads to support it.

Transportation

At YXU, our parking lot has 22 designated accessible parking spaces for persons with disabilities. These spots are all closest to the terminal building. At the terminal's departure and arrival doors, we have designated drop-off accessible passenger loading zones with signage with our curbside assistance number. Our parking kiosk was upgraded in 2023 and offers improved accessibility features.

Passengers with disabilities continue to have their choice of ground transportation providers, and ACE staff members will contact that provider for pickup.

Initiatives for the Future in Transportation

- Enhancing the accessibility requirements in the ground transportation request for proposal (RFP). No RFP was conducted in 2024-25 and was delayed till June 2026.

Built Environment

YXU is continuously improving our built environment. Our terminal was built in 1964, and we had major expansion and/or renovations in 2003 and 2010. We strive to be an easy and comfortable airport. Most of our airport is within visual line of sight from one area to the next and supports easy-to-find wayfinding and overhead signage. Our passenger screening and food services are centrally located inside the terminal. We offer a pet relief area inside the boarding lounge in addition to the grass areas outside the departures and arrivals doors. Our living wall is well-received for its calming and green initiatives.

Initiatives for the Future in the Built Environment

- Accessibility will be a priority in future washroom upgrades. This includes updating with more hands-free toilets, soap and towel dispensers, and an adult changing table. No renovations were conducted in the past reporting year. We will keep this open as an action item.
- Engaging with an accessibility consultant to conduct an Accessibility Infrastructure Assessment for the terminal, including public and employees' areas. Maintain an open action item.

Employment

The GLIAA strives to create a workplace environment where all individuals are welcomed. We encourage applications from all qualified candidates. We post our openings on our website and share them with our partners to increase opportunities for diverse work groups, including high school co-op and summer students.

Our progress on commitments for removing barriers to accessible employment:

- The Diversity, Equity, and Inclusion (DEI) LMS program. All existing employees will complete it by September 30, 2024, and new employees must complete it within 30 days of employment.
- Maintaining our participation with other airports in accessibility compliance training under the Accessible Transportation for Persons with Disabilities Regulations (ATPDR). Our two new customer service employees completed the online and hands-on training within 30 days of employment. Will continue this goal for future customer service employees.
- Supervisor of Terminal Services is active in the monthly CAC Accessibility Working group meetings. Ongoing
- For new job postings, we have added the sentence “GLIAA is committed to Employment Equity and maintaining a diverse, equitable and inclusive workplace where everyone can thrive.” -May 2025

Provisions of CTA accessibility-related regulations

GLIAA is committed to meeting the requirements of the Accessible Canada Act (ACA), the Accessible Transportation Planning and Reporting Regulations (ATPRRs), and Accessible Canada Regulations (ACRs).

YXU is subject to the Canadian Transportation Agency’s Accessible Transportation for Persons with Disabilities Regulations (ATPDRs) and the provisions of these regulations that apply to it. YXU is subject to “Part 1 – Requirements Applicable to Transportation Service Providers (TSP) and Part 4 Requirements Applicable to Terminal Operators.”