



The Greater Toronto Airports Authority

# **Accessibility Plan Progress Report**

2024



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# General

## Alternate format(s)

Should you require an accessible alternate format of the Accessibility Plan, this Progress Report or the Feedback Process (e.g., print, large print, Braille, audio format or an electronic format that is compatible with adaptive technology), please contact us by using the email, phone number, mailing address, feedback form or social media channels outlined on this page.

### Email



Manager, Passenger Care  
[Customer Service Online Contact](#)  
[customer\\_service@gtaa.com](mailto:customer_service@gtaa.com)

### Phone number



(416) 247-7678  
(we accept Video Relay Service calls at this number)  
or  
1 (866) 207-1690 (toll free)

### Mailing address



Manager, Passenger Care  
Toronto Pearson International Airport  
PO Box 6031, 3111 Convair Drive  
Toronto AMF, ON L5P 1B2  
Canada

## Social media channels



[X](#)



[Instagram](#)



[Facebook](#)



[LinkedIn](#)



[YouTube](#)

## Feedback process

If you have feedback about how the Greater Toronto Airports Authority (GTAA) is implementing its 2023 to 2026 Accessibility Plan and Progress Reports, and/or if you have encountered any barriers at Toronto Pearson as a passenger or employee, you can reach out to us personally or anonymously. Contact us using the email, phone number or mailing address, submit an online feedback form through our website or direct message us on our social media channels using the links provided. Our feedback options provide an acknowledgment of receipt and can maintain anonymity.

Our designated Manager of Passenger Care will review and keep records of all feedback.



[Feedback Form](#)

If your feedback is for airline services (check-in, boarding, baggage, or mobility assistance), security screening, or customs and immigration, please use the links below to contact them directly:



[torontopearson.com/en/contact-us](https://torontopearson.com/en/contact-us)

[torontopearson.com/en/airlines](https://torontopearson.com/en/airlines)

All communication records are kept for a minimum of seven years as required by the applicable Regulations.



# Our progress

Under the *Accessible Canada Act*, we issued our first Accessibility Plan on June 1, 2023. As of June 1, 2024, we have published this first Progress Report, which is intended to capture and update the public on our progress toward implementing our 2023 to 2026 Accessibility Plan – our pathway to becoming the most accessible airport in the world. This report demonstrates our ongoing commitment to preventing, identifying and removing barriers at Toronto Pearson, in addition to our continued efforts to consult with passengers and employees with disabilities, and be proactive towards feedback we receive.

We are thrilled to report on our achievements across seven key focus areas and to identify what is on our horizon for the next year. Notably, Toronto Pearson was awarded “Best Airport Over 40 Million Passengers in North America” by Airports Council International World for 2023. This prestigious award is recognized and celebrated by airports around the world and recognizes Toronto Pearson’s commitment to excellence in passenger experience.

This year, one of our proudest achievements has been receiving the Rick Hansen Foundation Accessibility Certification™ (RHFAC) Accessibility Certified Gold for Terminals 1 and 3. Obtaining RHFAC Gold Certification means that Toronto Pearson has been recognized for exceeding accessibility standards and making great efforts to increase the overall level of meaningful access for people of all abilities. This accomplishment is a testament to our efforts to ensure Toronto Pearson is a global leader in accessibility.

At Toronto Pearson, we’re dedicated to making our airport accessible to everyone and putting the joy into travel. While we have made significant progress, we know there’s more to be done. Our Accessibility Plan and Progress Report demonstrate our commitment to removing barriers and creating a safe and uplifting experience for all travellers. With your feedback and our passion for innovation, collaboration, and adaptation, we’re excited to continue this journey together, making Toronto Pearson a welcoming place for everyone, now and in the future.

## **Kurush Minocher**

Executive Director,  
Customer Experience  
and Airline Relations



# Consultations

Our consultation efforts have been essential in guiding our actions. We are proud to have met and exceeded many of our accessibility commitments while maintaining avenues and opportunities for those with lived experience to guide our approach. We are dedicated to seeking the input of our local and national partners, passengers with disabilities, and our employees as we strive for continuous improvement towards becoming a fully barrier-free airport.

In preparation for this Progress Report, the following actions took place to ensure that our advocacy partners, passengers with disabilities and employees were consulted in a meaningful and accessible way. All consultations were accessible and included various options, such as captioning and a live sign language interpreter.

## Community partners consultation

- Invited our expanding list of disability groups, advocacy partners, community agencies, and members of the public to attend a virtual consultation session.
- Provided an accessible presentation to discuss the content and development of this Progress Report. Attendees provided encouraging and positive remarks regarding our progress as well as validation and feedback regarding our accessibility initiatives, all of which have been incorporated into this Progress Report.

- This session resulted in additional beneficial outcomes such as enhanced community partnerships and stakeholder relationship-building.

## ProHara Accessibility Advisory Team focus group

- Hosted and facilitated a virtual focus group (led by our accessibility partner, ProHara) with passengers from across Canada with a diverse range of disabilities, backgrounds and experiences.
- Captured feedback about the prevention, identification and removal of barriers as well as this Progress Report to ensure that the lived experiences of passengers with disabilities are represented in the Progress Report and our ongoing efforts.

## Working session with the GTAA's 'Sky's The Limit' employee resource group (ERG)

- Our project team was invited to present at a Sky's The Limit meeting with members of the GTAA's internal accessibility-focused ERG to provide an opportunity for employees with disabilities to give input, guidance and feedback, which have been directly incorporated into this Progress Report.

# Feedback received

Over the past year, we have collected and tracked all feedback related to the Accessibility Plan and any barriers encountered at Toronto Pearson as a passenger or employee. Feedback from passengers with disabilities, employees and advocacy partners has been and continues to be essential to informing and implementing our accessibility improvements.

We maintain open lines of communication, provide multiple ways for our passengers and employees to provide feedback, and carefully document our responses to ensure transparency and accountability.

Since publishing our Accessibility Plan, people have provided us with feedback using some of the following methods: phone, email, feedback survey via our website, feedback units or QR codes placed throughout the terminal or digital or in-person surveys.

In the last year, we have not received a lot of feedback regarding our Accessibility Plan; however, where we did, it primarily reflected items under the employment and built environment headings. Examples of how we proactively responded to the accessibility feedback are as follows:

## What we heard

- Employees asked us how GTAA ensures its employees can access their workspaces or work areas if we hire someone with a disability.
- Passengers and advocacy groups provided feedback on how to improve the airport experience for individuals with Autism or neurodivergent needs.
- Passengers provided feedback asking for improvements regarding the seating options throughout the Terminals.

## How we listened

- We partnered with the Rick Hansen Foundation to conduct assessments and provide recommendations for employee workspace accessibility.
- We created a new program called 'Ready, Set, Fly...with YYZ' in partnership with Autism Ontario and Air Transat. We hosted more than 100 individuals and families for an immersive experience, including check-in, security, Canada customs and boarding a real aircraft.
- Between Terminals 1 and 3, we installed 88 new seating options throughout the interior and 70 new seating options throughout the exterior and dispersed them at 15 to 30 metre intervals to maximize convenience.
- We initiated a refresh program to address accessible seating options in all gate areas.

# Built environment

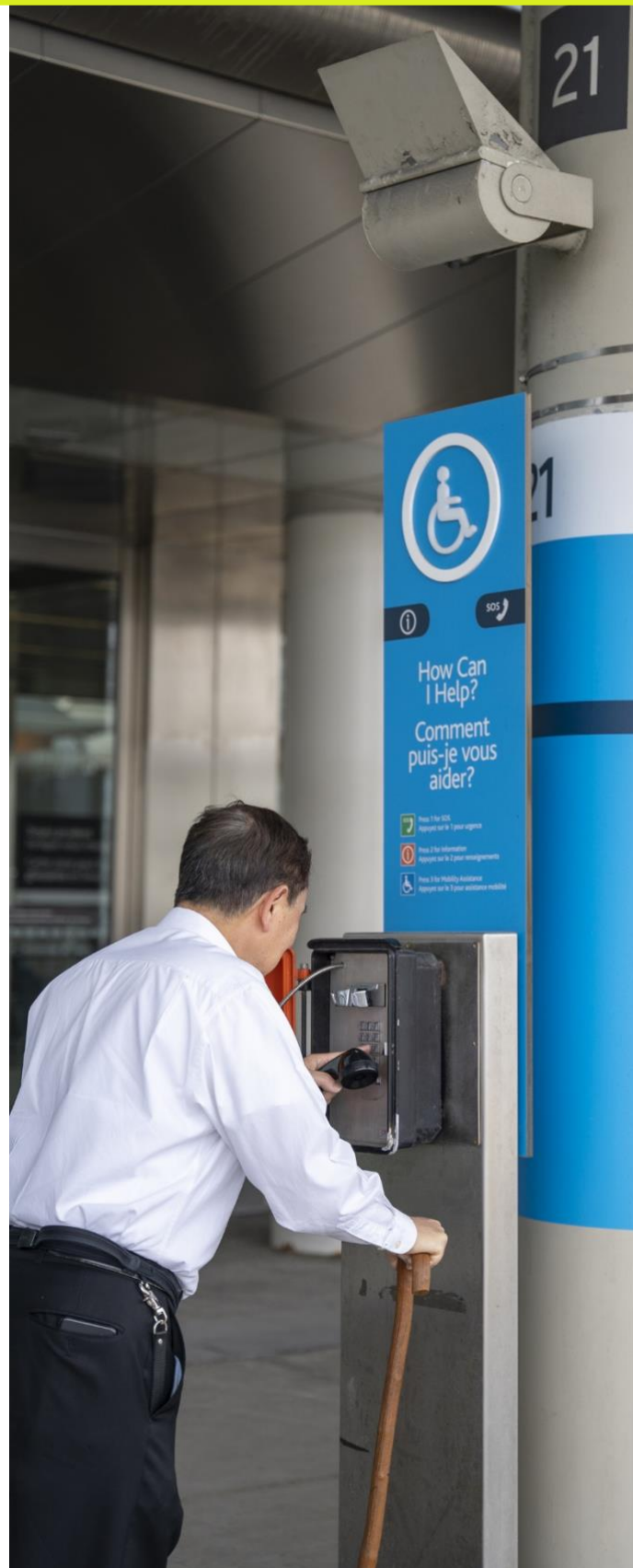
We are on a continuous journey to elevate, ease and support your journey throughout Toronto Pearson. An important part of that is paying close attention to maintaining and sustaining a fully barrier-free environment by consistently identifying, preventing and removing barriers.

## Our focus this year:

Our actions have led us to undertake substantial investments and improvements in our infrastructure to increase Toronto Pearson's overall level of meaningful access. As a result, we are excited to share with you our progress and the significant strides we have taken to implement over 1400 accessible changes throughout our built environment and will continue to do so as we set out to accomplish our other commitments. In addition, it is with great joy that we announce that Terminals 1 and 3 have each achieved RHFAC Accessible Gold Certification.

## Commitments achieved:

- Added over 50 assistive listening systems (hearing induction loop technology) across a variety of service counters throughout Terminals 1 and 3, including airline check-in counters, ground transportation and pre-arranged desks, boarding gates and within the chapels.
- Installed 13 new power door operators in Terminal 1 on universal washroom and nursing room doors.
- Opened a new quiet space in April 2024 within our infield concourse serving Terminal 1 and 3 air carriers.



## How we have gone above and beyond:

- Removed the raised platform from the Terminal 1 chapel to ensure that the entire space is level and accessible for everyone.
- Installed adjustable height speaking podiums within Terminals 1 and 3 chapels.
- Equipped the chapels and interfaith prayer rooms with power door operators.
- Installed frosted film on solid glass panels and vision strips on sliding doors in Terminals 1 and 3 to make the sliding doors more visible and easier to locate.
- Improved lighting in our Terminal 1 elevator lobbies on the ground level.
- Improved room signage at passenger amenity spaces by incorporating raised text, raised symbols and braille.
- Installed the International Symbol of Access signage on the latch side of all existing accessible washroom stalls to enhance their visibility for easier wayfinding.
- Upgraded the accessories in assisted changerooms (called 'Changing Places') in Terminals 1 and 3 by adding a fold-down seat or dry bench, grab bars and a soap niche for convenience.
- Added adequate back support to all toilets in accessible stalls and universal washrooms in Terminals 1 and 3.
- Installed additional visual fire alarm signal devices in Terminals 1 and 3, including parking garage lobbies and in the Terminal 3 washrooms. This measure ensures adequate visual alarm coverage in all public areas to enhance safety and emergency awareness for people who are deaf or hard of hearing.
- Installed tactile attention indicators at the top landings of all stairs in Terminals 1 and 3 including the adjoining parking garages. Tactile attention indicators are colour-contrasting steel, porcelain or rubber surfaces with truncated domes (bumps that can be detected under foot), which indicate to someone who is blind or partially sighted to stop and assess their surroundings before proceeding.
- Installed a variety of seating along all interior primary paths of travel at 15 to 30-metre intervals to serve as added rest areas, for a total of 88 additional seating options. Seating includes different height options, as well as options with or without backrests or armrests to support various comfort preferences.
- Constructed a new accessible passenger workplace in Terminal 1 in partnership with Rogers.



# Transportation

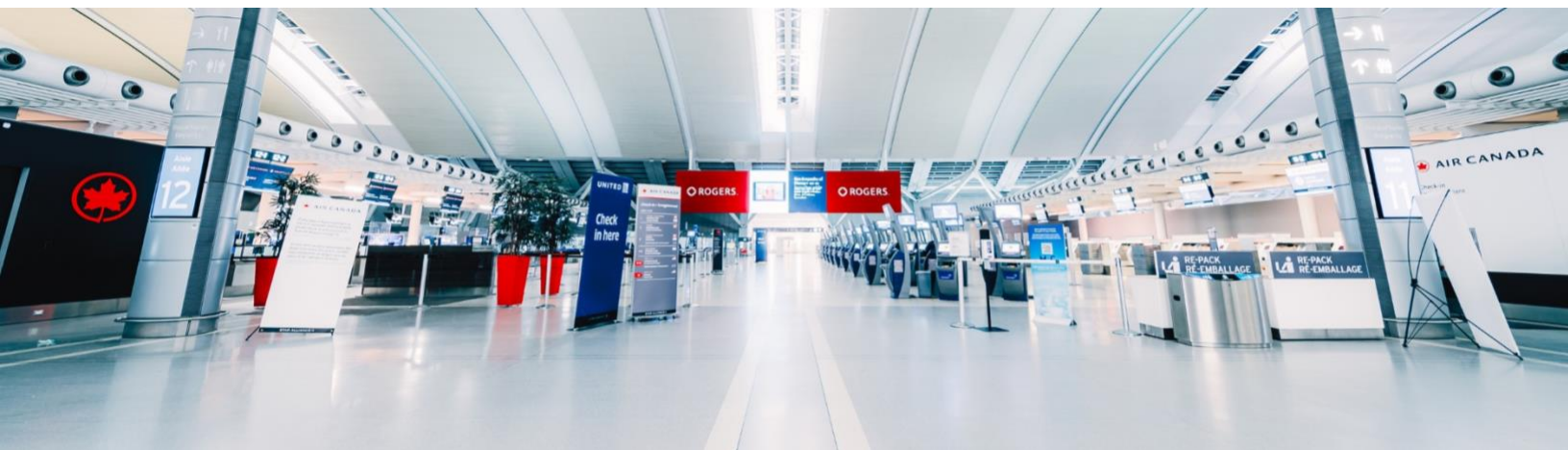
At Toronto Pearson, we know that accessible transportation options are essential to provide our passengers with a seamless journey. Before you even enter the airport, our robust network of options is designed to ensure that everyone can arrive and leave in whichever manner they choose.

## Our focus this year:

We focused on increasing safety and making it easier for people to navigate to and from our airport entrances. We focused on these elements to improve accessibility, prevent confusion and reduce the likelihood of accidents.

## Commitments achieved:

- Completed painting of curbside edges in bright high-contrast yellow along 17 exterior sidewalks outside both terminals to improve visibility of the leading edge of pedestrian paths along vehicular routes, which also increases the visibility of transit areas and signals warnings to pedestrians and drivers.
- In Terminals 1 and 3 parking garages, between specific accessible parking areas and elevator lobbies, we delineated 14 pedestrian paths by applying high-contrast yellow paint with a cross-hatching pattern. This ensures that people using accessible parking have a safe and direct means of access up to the elevator lobby from their adjoining access aisle.
- Installed over 90 tactile attention indicators along Terminals 1 and 3 curb junctions where there is a level transition between a sidewalk and vehicular route.
- Applied high contrasting yellow strips at the tops and bottoms of exterior ramps and along exterior step edges at Terminal 3 to increase visibility.
- Installed a diverse range of new seating options along the exterior curbside of Terminals 1 and 3 every 15 to 30 metres, for a total of 70 new exterior seating options. These include benches with and without backrests and armrests. All the new seating options are sturdy, weatherproof and intended to colour-contrast from their surroundings.



# Information and communication technologies (ICT)

Our ICT plays an important role in enhancing the airport experience for passengers with disabilities. Our goal is to ensure our technologies not only empower passengers with disabilities to travel with confidence but also contribute to a more seamless travel experience for all our passengers.

## Our focus this year:

Carefully researching and evaluating our current and future ICT offerings ensures that we are making strategic decisions to maximize the benefits to our passengers. We have been exploring the potential of our current systems and researching and evaluating the options that can be integrated into all aspects of the passenger journey.

## Commitments achieved:

- Installed over 500 new accessible self-serve kiosks used at various airline check-in areas and Canada customs processing spaces in Terminals 1 and 3.
- Developed new accessibility standard operating procedures for our stakeholder relations and communications department. These procedures involve sharing and distributing monthly accessibility website reports, offering an opportunity to review and address accessibility challenges more efficiently.
- The Toronto Pearson website underwent a third-party compliance review and has since undergone a series of updates to simplify language, make navigation easier and continue to aid in improving access to accessible information.
- Established preliminary research goals to explore new wayfinding technology and evaluate current adaptive technology for longevity.
- Increased awareness of assistive technology options for our employees through the new accessibility-focused ERG, Sky's The Limit.



# Communications (other than ICT)

At Toronto Pearson, we use multiple communication platforms, forums, and channels to strategically communicate with our employees and passengers. Ensuring that all communication can be delivered in an accessible and inclusive way is critical to the success and safety of our operations.

## Our focus this year:

We believe that our active presence through our online platforms, including X, Instagram, Facebook, YouTube and LinkedIn, can help ensure that passengers with disabilities have the information they need. Whether it be about operational updates or information on our ASL video interpreter services, we want to use all our resources to increase awareness inclusively.

## Commitments achieved:

- We are proud to report that we have integrated accessibility into our social media platforms and are continuing to learn how to best integrate accessible features, such as alternative text to enhance the user experience for passengers and members of the public with disabilities.
- Expanded our list of national awareness days to include seven observances, including World Braille Day, Neurodiversity Celebration Week, Purple Day, Disability Pride Month, International Day of Older Persons, ADHD Awareness Month and World Sight Day. We execute a robust communication campaign for each observance for employees, passengers and the broader airport community.





# Design and delivery of programs and services

We are proud of our diverse range of programs and services to support passengers with disabilities, including mobility aid and power device charging stations, MagnusCards®, the hidden disabilities Sunflower Lanyard Program, therapy dogs and much more. Our Passenger Experience Team works diligently to deliver our programs and services to foster an accessible and inclusive atmosphere that enables choice, comfort and independence.

## Our focus this year:

After working hard to set up the programs and services currently in place, we focused our attention on raising awareness of our services while deepening our community partnerships.

## Commitments achieved:

- Partnered with the Canadian Airports Council and Canadian airports to develop and implement a National Accessibility Training Program across Canada. This program ensures compliance with the *Accessible Transportation for Persons with Disabilities Regulation (ATPDR)*. By receiving this training, passenger-facing airport staff will provide passengers with a consistent experience regardless of their travel destination.

- Facilitated more than 10 in-terminal training sessions for the Lions Foundation of Canada Dog Guides Service Animal Training Program. These monthly events allow service dogs in training to practice a mock airport experience including check-in, security, Canada customs and boarding a plane, thanks to our partners at WestJet.
- Hosted three in-person awareness events for all Toronto Pearson airport workers to learn about the Sunflower Lanyard Program and how it supports passengers with hidden disabilities who may need extra time or assistance during their journey.
- Hosted 'Ready, Set, Fly...with YYZ', which is now an on-going annual event, in partnership with Autism Ontario and Air Transat. It creates a practice travel experience for passengers who are neurodiverse to enhance familiarity with the airport and reduce barriers to travel.





# Employment

When you are at Toronto Pearson, you belong. Our commitment to accessibility means embracing everyone for who they are, which extends to all airport staff. Whether you work for the GTAA or the broader Toronto Pearson Employee Community, we are positively cultivating a safe and inclusive place to work. At the GTAA, we strive to provide seamless accommodations and want to create a culture where all employees, including people with disabilities, are supported and championed.

## Our focus this year:

We have been working hard to set up the essential tools and frameworks necessary to create an accessible workplace of belonging. We have focused on prioritizing skills development among our workforce to foster collaborative awareness and communication channels with our employees. This includes training programs that explore the physical built environment and building partnerships.

## Commitments achieved:

- Completed a GTAA-wide Diversity Census Survey to learn more about employees and their diverse abilities.
- Established our first internal ERG dedicated entirely to accessibility-focused: Sky's The Limit. Formalizing this group has realized several benefits such as providing a collaborative, safe space for employees passionate about accessibility to share their

lived experiences, connect and work across departments to achieve a united vision of inclusion for the GTAA.

- Hosted and took part in accessibility-focused awareness events including:
  - Invited Stephanie Cadieux, Chief Accessibility Officer of Canada, who spoke to our employees on National AccessAbility Week.
  - Welcomed Joze Piranian as a keynote speaker on International Day of Persons with Disabilities to speak to our employees about disability, neurodiversity and inclusion in the workplace.
  - Participated in the 2023 Special Olympics Limitless Gala.
  - Visited Holland Bloorview Kids Rehabilitation Hospital and took part in their Capes for Kids fundraiser.
- Continued our partnership with ACCES Employment to support our efforts to recruit job seekers with disabilities.
- Completed in-depth GTAA-specific refresher training for all Passenger Service Representatives on accessibility program offerings.
- Partnered with the Rick Hansen Foundation to begin evaluating the accessibility of the built environment of GTAA workspaces.

# Procurement of goods, services and facilities

Social procurement and supplier diversity means the GTAA intentionally works with a variety of suppliers including businesses owned by minorities and people with disabilities. By prioritizing supplier diversity, we aim to create equal opportunities for vendors from historically underrepresented groups to work with us.

Whether small routine purchases or large multi-year contracts, we value collaborating with suppliers who reflect our diverse community. We prioritize accessibility within our contracts and through our ongoing vendor management and quality assurance programs.

## Our focus this year:

With more than 400 companies working to make Toronto Pearson operations possible, we focused on learning more about our current

vendors. To achieve measurable enhancements in supplier diversity and accessibility, we have started by evaluating our current status as a baseline.

## Commitments achieved:

- Included social procurement as a scored metric for Request for Proposal evaluation criteria.
- Established relationships with recruitment agencies representing diverse vendors.
- Developed and implemented a supplier diversity checklist and reporting tool within our online system. Information and instructions were sent to our entire supplier community, and vendors are now updating their profiles.



# On the horizon for 2025

Our next Progress Report will be published on June 1, 2025. We will continue to work towards delivering on our commitments set forth within our 2023 to 2026 Accessibility Plan so that everyone can access the joys of air travel within a safe, barrier-free and welcoming environment. We are on a journey to make Toronto Pearson the most accessible airport in the world, which means taking daily actions to support our goal.

In the coming year, we will prioritize several commitments, including:

- Establishing the Toronto Pearson Accessibility Council to guide and provide continuous feedback on accessibility initiatives.
- Conducting RHFAC assessments of GTAA workspaces.
- Developing the Toronto Pearson Guide for Inclusive Communications to increase consistency and best practices in accessibility.
- Rolling out the national *ATPDR* accessibility training to key passenger-facing staff.
- Establishing disability and accessibility training focused on internal employees and leadership.





# Provisions of CTA accessibility-related regulations

As the GTAA is considered a terminal operator forming part of the federal transportation network as a Transportation Service Provider (TSP) under the *Canada Transportation Act (CTA)*, this Accessibility Plan Progress Report has been developed in accordance with the applicable regulations, principles and provisions of the following accessibility-related legislation:

## Progress Reports

Regulations Under the CTA, and Regulations under the *Accessible Canada Act (ACA)*:

- ACA – Principles
- ACA, Part 4, Duties to Regulated Entities – Regulated Entities in the Transportation Network: Progress Reports
- ACA - *Accessible Canada Regulations (ACR)* – Progress Reports
- Canadian Transportation Agency, ACA - *Accessible Transportation Planning and Reporting Regulations (ATPRR)* – Progress Reports
- CTA PART V Transportation of Persons with Disabilities

## Additional Resources:

- Government of Canada, [Guidance on the Accessible Canada Regulations: Progress Reports](#), 17 March 2023
- Canadian Transportation Agency, [ACA and ATPRR: A Guide on Feedback Processes](#), 22 December 2021
- CTA - Accessible Transportation for Persons with Disabilities Regulations (ATPDR) Part 1 and Part 4 Divisions 1 and 2

## Agency Notifications:

Within 48 hours of publishing this Progress Report and its Feedback Process the following agencies were notified:

- The Accessibility Commissioner, and
- The Canadian Transportation Agency

Should any edits or changes be made to this Progress Report and the information within it, the same Agencies listed above will be notified upon re-publication.



# Our partners in accessibility

