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2026 Accessibility Progress Report

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0 General

In June of 2024 McMurray Aviation published its first Accessibility & Feedback Plan. This allowed us the change to assess how we engage with our clientele on a daily basis and see how we could continue to improve our services for those with disabilities. Through this process we were also able to see where accessibility improvements could be made for our employees as well.

This document marks 2 years of the Accessibility & Feedback Plan being in place. Through this document we will continue to outline the successes, challenges and overall progress that has been made over the last year towards a more accessible business.

Accessibility is an evolving concept that changes as new technology and solutions become available. For this reason, McMurray Aviation is always open to and encourages feedback on the accessibility of our services.

Concerns regarding accessibility barriers, the contents of this document or our Accessibility and Feedback Plan, including obtaining alternate formats, may be addressed to the Accountable Executive at the main McMurray Aviation Hangar Base through any of the below methods:

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Feedback may also be provided through the Accessibility Feedback Form on <https://mcmurrayaviation.com> , as outlined in our Accessibility & Feedback Plan.

1 Provisions of CTA Accessibility-Related Regulations

1.1 Accessible Transportation for Persons with Disabilities Regulations

Not Applicable

As noted in the initial Accessibility & Feedback Plan, McMurray Aviation does not meet the definition of a large air carrier to which this regulation would apply.

1.2 Air Transportation Regulations, PART VII

Not Applicable

As noted in the initial Accessibility & Feedback Plan, McMurray Aviation does not have any aircraft operating with 30 or more passenger seats and does not meet the definition of a large air carrier and therefore does not meet the applicable criteria.

1.3 Personnel Training for the Assistance of Persons with Disabilities Regulations

McMurray Aviation continues to distribute *Disability Awareness* training on an annual basis to all employees. This training requires employees to watch through all 6 modules of the Canada Transportation Agency's 'Accessibility for All' program and complete a comprehensive exam based on the module contents and corrected to 100%.

Progress:

In 2025 the Company identified a gap in the ability to complete the *Disability Awareness* training offsite due to internet usage restrictions. In facing hurdles rebuilding content from a digital multi-media style to a paper read-and-test format, the decision to purchase and install *Starlink* internet services in our primary offsite location was made. The successful installation of new internet services removed the previous barrier created by usage restrictions. Offsite employees are now issued and can complete all digital training, including *Disability Awareness* through the same browser-based training program used at our main hangar base.

Goal	Action	Progress
Provide more consistent education on the needs, services and considerations of disabled passengers.	Distribute online training annually and maintain records.	<i>Completed.</i>
	Increase offsite employee access to online training modules, including the <i>Disability Awareness</i> training.	<i>Completed.</i>

2 Employment

2.1 Identified Barrier: Licensing, Medicals and Manual Labour

Identified by: Company

There are some barriers in eligibility surrounding some employment positions within McMurray Aviation that fall beyond the control of the Company – positions which require the ability to pass an aviation medical (pilots), for example. While we are limited outside of our control on the accommodations that can be safely made in these positions, McMurray Aviation continues to be open to adapt to personal needs so long as safety is not compromised in doing so. Positions outside of the ones listed continue to be open to all individuals presenting the skillset and willingness to learn.

3 The Built Environment

3.1 Identified Barrier: Upper-Level Offices

Identified by: Company, Consultation

The main hangar base at McMurray Aviation is comprised of 2 floors, the upper of which only has access by way of stairs. This restricts or eliminates access to individuals with mobility limitations or injuries. Since the time of creating the initial plan, no changes have been made to the facilities upstairs that would require the public or staff to access.

Progress:

**Newly Identified by Consultation*

Currently the upstairs area is primarily comprised of offices and a meeting/ ground school room. Alternate locations for meetings, briefings, and workstations can be used on the lower level where injury or mobility restriction creates an inability to travel up the stairs. However, some individuals which have mobility restrictions can still and may still choose to travel up the stairs on occasion, in these instances, railings on either side of the stairs allow them the stability to work their way up at their own pace. It has been noted that a support bracket for the railing has punched through the drywall has created an instability in the railing. This can create uncertainty for individuals using the railing to help balance or bear weight and generally creates a safety concern.

For this reason, the railing has been inspected, and the corrective repairs shall be carried out to secure the railing in a manner which will both repair and prevent reoccurrence and allow all individuals accessing the upper offices confidence in the railing security.

Goal	Action	Progress
Provide a safe and secure means of accessing the upper-level offices.	Inspect and determine the repairs required to correct the issue and prevent future reoccurrence.	<i>Completed.</i>
	Complete the identified repairs and monitor for effectiveness.	<i>In Progress.</i> <i>The issue and the required fix have been identified. A knowledgeable individual shall complete the fix at their next availability.</i>

3.2 Identified Barrier: Aircraft Accessibility

Identified by: Company, Consultation

Since the creation of the initial Accessibility & Feedback Plan, McMurray Aviation has not added any new airframes to the fleet which may require the implementation of new accessibility aids. We will continue to offer a variety of accessibility options to our passengers and allow them the choice of which accommodation meets them best to maintain their safety, access and dignity through their time with us.

Progress:

Identified by: Email Feedback

Since obtaining the wheelchair lift, primarily used for moving mobility restricted passengers onto our 1900BE, an onlooker noted that the process from individual to individual seemed to be slightly different. This can create uncertainty in passengers or community members who have seen or

experienced the use of the lift before. For this reason, the use of the wheelchair lift was reassessed and a more structured methodology for training on the equipment is being implemented.

Additional staff consultation noted that pilots would like to have access to more stools/ steps at our main points of operation, as well as the need to repair or rebuild some steps.

Staff consultation also identified the availability of seatbelt extensions within the aircraft, particularly when arriving at offsite locations, reducing the accessibility and use of the seats within the aircraft for individuals which require the use of a seatbelt extension. Seatbelt extensions are primarily stored in the main hangar.

Goal	Action	Progress
<p>Provide a variety of accessibility accommodations for a range of mobilities which maintain the safety and dignity of our passengers.</p>	<p>Develop and obtain a range of accessibility tools and processes.</p>	<p><i>Completed, Daily Operational Normal</i></p> <p><i>Multiple options are available including:</i></p> <p><i>Stool/ step for individuals that need assistance with the higher first step.</i></p> <p><i>Wheelchair lifts for individuals that are unable to safely use the airstairs.</i></p> <p><i>Ramps and adapted platforms for access away from main base or when wheelchair lift is unserviceable.</i></p> <p><i>Pre-boarding on request at check-in for individuals requiring additional assistance or may need more time getting on the plane.</i></p>
	<p>Create a more structured training methodology for the operation of the wheelchair lift.</p>	<p><i>In Progress.</i></p> <p><i>Re-formatting of checklist required. Training videos additionally sourced to create a safety training module to accompany practical.</i></p>

	Increase number of accessibility steps at main points of operation.	<i>In Progress.</i> <i>No new updates.</i>
	<i>*Newly identified – Company Consult</i> Repair or rebuild older steps to maintain stability.	<i>In Progress.</i> <i>Suggestion made that steps should be rebuilt slightly bigger to allow passengers more stability and prevent loss of balance.</i>
	<i>*Newly Identified – Company Consult</i> Availability of seatbelt extensions in the aircraft and at offsite locations.	<i>In Progress.</i> <i>The barrier has been identified and is to be assessed for appropriate mitigation to increase extension availability.</i>

3.3 Identified Barrier: Door Threshold

Identified by: Company Consult

As there was not a significant amount of feedback received, members of staff were consulted that interact with passengers on a daily basis. This would allow us to potentially capture things that are repeat occurrences that individuals might deem as ‘too small’ or ‘not worthy’ of submitting feedback for.

Through this, multiple employees brought up issues regarding door thresholds coming in and out of the main door as well as the airside lobby door, where they consistently saw users of both walkers and wheelchairs struggling as they get caught on the crack/ledge between the door threshold and the outside ground. They reported individuals often requiring assistance from one or multiple people to get their mobility aids over the lip of the door threshold.

Progress:

There is one door which was identified as good/ideal. On this door, the metal threshold panel extends out a little further with more of a slope, effectively removing the ‘ledge’ that occurs here.

Goal	Action	Progress
	Replace old threshold plates on public access doors with newer, more sloped threshold	Main Entrance – <i>In Progress</i> <i>No new updates.</i>

Increase the ease of entering the building with a mobility aid.	plates to eliminate the ‘lip’ that mobility aids catch on.	Front Desk Entrance – <i>Completed</i> <i>This door has the newer threshold panel already installed.</i>
		Airside Lobby Entrance – <i>In Progress.</i> <i>No new updates.</i>

4 Information and Communication Technologies

4.1 Identified Barrier: Computer Visibility

Identified by: Consultation

During the initial consultation when creating the Accessibility & Feedback Plan, it was found that there were issues as it pertains to the use and visibility of the software applications used by our staff. At that point in time, the Company was using older programs installed directly to the server and workstations where accessibility settings did not exist and basic tools such as magnification commands would have no impact. This led to individuals with even mild visual impairments struggling to read the utilize these programs efficiently.

Progress:

Since identifying this issue, numerous programs have been replaced or updated to newer, browser-based software. These programs allow for constant updating and have web-based designs which have more accessibility settings and the ability to use basic browser accessibility tools as well – including basic magnification. Some programs are still in the process of making this migration, the individual that primarily struggled with visibility now has monitors on adjustable brackets that allow him to move the screens closer to aid with visibility restrictions in these older programs.

Goal	Action	Progress
Reduce visual restrictions found in Employee-used	Upgrade old software to newer, more user-friendly	Skyline v.9 – <i>Completed.</i> <i>Phased out to browser-based version 10 software.</i>

computer software in daily operations.	programs that include better accessibility settings.	GFO – <i>Completed.</i> <i>Phased out to browser-based Flight Schedule Pro software.</i>
		Flight Duty XLS – <i>Completed.</i> <i>Phased out to browser-based Cirro software.</i>
		AMS – <i>In Progress, Challenge Encountered</i> <i>Process has started but a definitive date for implementation has not been set.</i> <i>The Company continues to work with AMS program developers toward the implementation of the new version of this software.</i> <i>Monitors for the individual in need have been put on moveable brackets which allow the screen to be brought closer for easier viewing.</i>

4.2 Identified Barrier: Telephone Systems

**Newly Identified by: Consultation, Company Consult*

Within the last year, the Company has updated to a new telephone system. While many features of the old system still exist within the new system, some differences are present. The new system has an automated voice which announces that the call is being recorded which is followed by consistent beeping throughout the call to ‘remind’ people that the call is recorded. Multiple individuals identify that the beeping is both distracting and can cut off what people are saying as it cuts over the discussion, making communications more difficult and causing staff to have to repeat themselves or ask others to repeat themselves. The previous system did not have the beeping overlaying the phone calls.

Progress:

The new phone system has not been trained to staff, and the settings can be adjusted through an online portal. Currently, an individual is to be appointed as the person in charge of the phone system management and training.

Goal	Action	Progress
Reduce difficulties with telephone communications through optimizing the use of the phone system and its settings.	Appoint an individual to be in charge of the management of the phone system, including the training of staff.	<p><i>Completed.</i></p> <p><i>An individual has volunteered to manage the phone systems, learn the system, train it and address issues as they arise.</i></p>
	Reduce the frequency of or remove entirely, the beeping to improve telephone communications.	<p><i>In Progress.</i></p> <p><i>Once the employee is given an account login, they can read through and optimize the settings as necessary.</i></p>

5 Communication (Other than ICT)

5.1 Communications

No identified barriers.

At the time of the initial building of the Accessibility & Feedback Plan, McMurray Aviation did not have any identified communication barriers. We continue to offer the use of a variety of platforms and methods to book flights and contact personnel within the company. Individuals can use the online booking service on our website, call in, email, or visit us in person or through social media messaging such as Facebook or Instagram.

This variety allows individuals to use written word, voice, and even speech to text and read screen capabilities on whatever device they are comfortable with. Should new barriers arise, McMurray Aviation is always open to considering new and innovative ways to communicate with our customers and work toward removing those barriers.

Company training is largely distributed using a combination of media including visual aids such as videos, power-point presentations, images and diagrams as well as audio voice-overs and written text. This allows individuals not only better accessibility but allows staff to retain their learning through whichever method best suits them.

At this time, there has been no feedback or barriers identified pertaining to communication and accessibility.

6 Procurement of Goods, Services & Facilities

6.1 Identified Barrier: Lack of Accessibility Parking/ Handicap Parking

Identified by: Company, Consultation

When creating the initial Accessibility and Feedback Plan it was noted by both consultation and the general employee body that there were no accessibility parking stalls in either the staff parking area or the public parking area.

Progress:

Once identified, action to remedy the issue was immediately taken.

Goal	Action	Progress
<p>Increase access to the main hangar facility for Employees and Customers alike.</p>	<p>Designate at minimum 1 public parking stall and 1 staff parking stall as accessibility parking.</p>	<p>Public Parking Stall – Completed</p> <p><i>The first stall closest to the building was designated for accessibility parking. The stall was appropriately signed and painted.</i></p>
		<p>Staff Parking Stall – Completed</p> <p><i>The staff parking stall most used by the impacted employee(s) and closest to the building was designated, signed and painted.</i></p>

7 Design and Delivery of Programs & Services

7.1 Identified Barrier: Delivery of Safety Briefings

Identified by: Company

Employees identified a potential barrier with in-cabin safety briefings to be missed by individuals that may be hard of hearing or hearing impaired. Briefings are given verbally with the accompaniment of the pictographic briefing card in the seat-back pockets. Seatbelts are checked with assistance given as needed, however, this leaves room for misinterpretation or loss of information.

Progress:

This mitigation has been halted at this time.

Following the approval for the jettison door install on the Cessna 206 airframes, as well as the realization that different aircraft within the same type have important emergency equipment stowed in different locations, it was assessed and noted that the size and scope of this mitigation was significantly larger than originally anticipated. The time involved, cost, practicality and additional hazards introduced through carrying out this mitigation were determined to outweigh the outcome.

The initial scope was identified as 6 videos, one for each of the different types of aircraft in the Company fleet, requiring review and update every couple of years. The issues identified above would change the scope to 13+ videos – one for each individual aircraft currently in the fleet, and any that are added in the future. Should the location of something be changed within the aircraft, the video would also have to be changed to reflect this. Were the Company to proceed through with creating a video for each aircraft, the potential to show the passenger the video for the wrong aircraft but correct type is introduced.

Ultimately, the time, cost, practicality and potential for new hazards to be introduced was deemed to far outweigh the time spent assisting those passengers which require additional help during the briefing.

Passengers will continue to receive verbal briefings with the accompaniment of the pictographic briefing card in the seat-back pockets. Assistance will continue to be provided for those that need it.

Goal	Action	Progress
<p>To increase accessibility to briefings and safety awareness with on-board passengers.</p>	<p>Create safety briefing videos that go through different fleet aircraft which would allow visual aid, audio accompaniment and use of captions as necessary</p>	<p><i>Halted</i></p> <p><i>This mitigation has been halted following reassessment of its practicality.</i></p> <p><i>Multiple items were identified as problematic in this solution, particularly surrounding its long-term practicality which were determined to outweigh the additional time spent helping those that need it individually.</i></p>

8 Transportation

As an air operator, the general act of transporting passenger is a part of our daily operations. As the aircraft as so engrained to the operations they have been interpreted as a part of the workplace and have therefore been included in ‘the built environment’ portion of this report. For the purpose of this section, we sought to identify barriers in transportation outside of the aircraft.

8.1 Identified Barrier: Passenger Van

Identified by: Company

The Company passenger van is used on a semi-regular basis to shuttle passengers primarily to the main terminal on the other side of the airport. The passenger van does not have a built-in system to aid in the loading of mobility restricted passengers.

Progress:

At this time there have been no accessibility issues encountered with the passenger van. The Company is prepared to use the lift, ramps, or an additional step as necessary to aid customers on a case-by-case basis as their needs require.

9 Feedback Information

Since it’s creation in 2024, the Accessibility & Feedback Plan has received 1 feedback response.

Feedback Category	Number of Feedback Responses	
	2024 – 2025	2025 - 2026
Request for Alternate Format	0	0
Accessibility Related	1	0
Not Accessibility Related	0	0

The feedback that was received during the 2024 – 2025 year was reviewed and assessed to be accurate. The challenge was subsequently added within our progress report and mitigations are being carried out. Please see section 3.2 for more details on the items brought forth and the subsequent actions taken.

10 Consultations

McMurray Aviation’s progress in removing barriers since the initial Accessibility & Feedback Plan was published has been largely based on information gathered through various consultations and consultation follow-ups. Through attempting to address the barriers identified we have encountered challenges and identified new barriers which continue to allow us the opportunity for progress.

We will continue to gather more valuable information on how we can improve accessibility within our operations and throughout our Company through consultation with a range of sources.

10.1 Follow-up Consultation

In preparation of this progress report, we sat down once more to follow-up on barriers that were previously identified within our initial development of our Accessibility & Feedback Plan, as well as discuss any potential new barriers that may have been encountered. This allowed us to gauge how an individual that had self-identified as having a level of disability or restriction felt we had progressed on the issues that impacted them. A new barrier was identified in the phone system, specifically with the distractibility and difficulty listening to individuals on the phone. This new barrier can be found in Section 4.2.

Items identified through consultation or follow-up consultations can be found above, denoted by ‘Identified by: Consultation’ beneath the header.

10.2 Staff Consultation

As we have not received large amounts of feedback, we have opted to expand the consultation range to the general staff body.

Due to the nature of our small facility, our employees have the advantage of seeing and hearing our passengers from the time they enter the door until they’re disembarking the aircraft. Our employees see the things customers experience that they may not want to report themselves, or they may not see as ‘rational’ to report. An individual that stumbles entering the door may write it off as ‘just

them' but an employee may see it occurring repeatedly in that area with a particular demographic of passengers. This ability to identify issues across a larger body of passengers, was identified as information valuable to our accessibility growth.

Through these consultations, we were able to identify a number of areas where existing elements can be improved as well as identified some new accessibility barriers. These findings are denoted by the term 'Company Consult' under the header.

10.3 Community Consultation

McMurray Aviation also conducted a phone consultation with members of the medical transport team in our main fly-in community - Fort Chipewyan. While this did not identify any new barriers it opened the floor to further discussion with other members of their team, the opportunity to share the ability to give feedback on accessibility, as well as answer questions about existing policies both related and unrelated to accessibility.

Interaction with our regular customers and communities allows us to open the door to progress in creating more accessibility but also in improving company relations. We will continue to seek out community input on accessibility concerns here at McMurray Aviation.