

November 17, 2020

Ms. Marcia Jones
Dirigeante principale, Stratégies/Chief Strategy Officer
Office des transports du Canada/Canadian Transportation Agency
15, rue Eddy/15 Eddy Street
Gatineau, QC, K1A 0N9

Dear Ms. Jones

RE: Exemption Request (Supplemental) - Accessible Transportation for Persons with Disabilities Regulations

As identified in our April 3, 2020 letter to you, the Victoria Airport Authority (VAA) had requested temporary exemptions to the Accessible Transportation for Persons with Disabilities Regulations for the following requirements:

1. Part 1, Sections 8 and 9 – Website
2. Part 1, Section 10 – Public announcements inside terminals
3. Part 4, Section 216 – Assistance to persons with disabilities
4. Part 4, Section 227 – Designated relief area

This request was due to the financial challenges facing VAA in terms of having to make major adjustments to our operating budget due to the impact of the COVID-19 pandemic. The VAA was appreciative upon learning of the deferral of certain requirements for airport operators announced by your office on June 1, 2020 (which took effect on June 10), and although the timeframe of December 31, 2020 was not in alignment with all of our requests, it did allow us sufficient time to address a number of the requirements.

Since that time, I can report that the VAA has made progress in working towards completing the following requirements by the December 31, 2020 deadline:

- Section 216 – Assistance to persons with disabilities: (Status) The VAA team is developing operational procedures and installing facilities to meet the requirement for curbside assistance by December 31.
- Section 9 – Website: (Status) The VAA can confirm that following some platform and formatting modifications, our current website does meet Level AA conformance as set out in the Web Content Accessibility Guidelines.

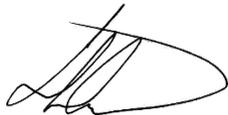


- Section 227 – Designated relief area: (Status) A designated post-security pet relief area was put into operation in June of this year as part of Phase 2 of our Lower Holdroom Expansion project.
- Section 15-23 – Develop new training programs in consultation with the community of persons with disabilities: (Status) The VAA has taken a collaborative approach to developing our new disability awareness training program by aligning the content and format with both Kelowna and Vancouver Airports. The new training program is currently in development and anticipated to be complete by early-to-mid December.

In terms of Section 10 – Public announcements inside terminals, the VAA had previously requested a temporary exemption to allow for us to prepare and issue a Request for Proposals for a new flight information system (FIDS) system which would incorporate fully functional visual paging capabilities as our current system does not have that ability without significant modification. As the VAA will not be in a position to meet the December 31, 2020 deadline for this requirement, we are requesting an extension of the temporary exemption to December 31, 2021 to allow us sufficient time to further review the financial requirements and system options to best meet both our needs and regulatory obligations.

The Victoria Airport Authority strongly believes that through our efforts these past few months we have demonstrated our commitment to meeting our regulatory requirements in regards to the Accessible Transportation for Persons with Disabilities Regulations and we look forward to a favourable response to this request.

Sincerely,



Geoff Dickson
President and CEO
Victoria Airport Authority

cc: Mr. Wayne Harvey, Canadian Airports Council

