

PORTER AIRLINES ACCESSIBILITY PLAN - 2024 PROGRESS REPORT

PORTER AIRLINES INC. and PORTER AIRLINES (CANADA) LIMITED

June 1, 2024, updated November 8, 2024

Introduction

This Progress Report on the Porter Airlines Accessibility Plan is a joint report of Porter Airlines Inc. (“PAI”) and Porter Airlines (Canada) Limited (“PACL”) (collectively, “Porter” or “Porter Airlines”).

On June 1, 2023, when PAI and PACL published their Accessibility Plan, neither qualified as a “large air carrier”, but both entities nonetheless undertook to voluntarily comply with the requirements of the *Accessible Transportation for Persons with Disabilities Regulations* (“ATDPR” or the “Act”) applicable to large air carriers. As of January 1, 2024, PAI became a “large air carrier” formally subject to the ATDPR, and PACL continues to voluntarily comply with the requirements of the ATDPR. To the extent that PACL will not become a “large air carrier” prior to January 1, 2025, it has nonetheless undertaken to voluntarily comply with the requirements of the ATDPR applicable to large air carriers.

Porter remains confident that its accessibility policies and procedures meet and exceed the regulatory requirements applicable to PAI and PACL, and this Progress Report provides updates on action items identified in its 2023 Accessibility Plan, and otherwise reports on Porter’s ongoing efforts to incorporate passenger feedback to improve its service delivery to persons with disabilities.

I. General

A. Designated Persons

1. Preparation of Accessibility Plan and Progress Reports

This Progress Report was prepared by Greg Sheahan, Porter’s General Counsel and Corporate Secretary, in consultation with team members overseeing various departments responsible for delivery of accessible services.

2. Receipt of and Response to Feedback

The designated person for receipt of and response to feedback under the feedback process designed below is Porter’s Specialist, Customer Relations and Regulatory Affairs.

B. Feedback Process

Members of the public may provide feedback to Porter on this Progress Report or on barriers encountered by passengers travelling with Porter via the following means:

- Telephone: 1-855-542-3707
- Voice relay service: TTY – dial 711
- Email: disabilityassistance@flyporter.com
- Web form: <https://www.flyporter.com/en-ca/customer-service/help-contact/accessibility-feedback>
- via Facebook Messenger: <https://www.facebook.com/porterairlines>
- via Twitter direct message: @porterairlines
- via Instagram message: @porterairlines
- In person or by mail at:
 - Porter Airlines
 - 250 Yonge Street, Suite 2800
 - Toronto, Ontario M5B 2L7
 - Attention: Accessibility Plan Feedback

Feedback may be provided anonymously: (a) by mail; (b) by telephone, by disabling the caller ID function, or (c) by email or social media via an anonymous account that does not identify you.

C. Progress on 2023 Action Items, Identification and Removal of Barriers

As set forth in greater detail below, Porter has completed the action items identified in its 2023 Accessibility Plan, and has been successful in taking additional steps toward the identification and removal of barriers in delivering its services, including:

- (a) implementing accessibility features in its common use airport kiosk application;
- (b) upgrading accessibility functions in its mobile application and planning the launch of a new mobile application, to be launched in July 2024, designed for and tested to ensure accessibility;
- (c) launching a Digital Accessibility Newsletter for its internal IT team members;
- (d) re-engaging Fable Tech Labs Inc. to provide ongoing support and accessibility testing of digital platforms and products, including by persons with a variety of disabilities;
- (e) consulting with Inclusion Canada to make revisions to its online content to ensure it meets current standards of inclusion and accessibility, particularly the sections pertaining to Disability Assistance; and
- (f) collecting feedback from passengers who travel with battery-powered wheelchairs to enable improvements to its customer service and operations functions relating to the carriage of such wheelchairs on board its aircraft.

D. Alternate Formats

Porter will make this Progress Report, Porter’s Accessibility Plan, and description of the Feedback Process available in alternate formats including (a) print, (b) large print, (c) braille, or (d) audio format upon request when the request is made via any of the below-listed channels for providing feedback.

- Telephone: 1-855-542-3707
- Voice relay service: TTY – dial 711
- Email: disabilityassistance@flyporter.com
- Web form:
<https://www.flyporter.com/en-ca/customer-service/help-contact/accessibility-feedback>
- via Facebook Messenger: <https://www.facebook.com/porterairlines>
- via Twitter direct message: @porterairlines
- via Instagram message: @porterairlines
- In person or by mail at:
Porter Airlines
250 Yonge Street, Suite 2800
Toronto, Ontario M5B 2L7
Attention: Accessibility Plan Feedback

II. Information and Communication Technologies (ICT)

With respect to the Action Items identified in the 2023 Accessibility Plan:

- Porter successfully launched its common use airport kiosk application with accessibility features as required by the ATDPR. As well, Porter continues to work cooperatively with airport authorities to troubleshoot accessibility features arising from hardware issues in the airport-furnished kiosks, and otherwise conducts ongoing testing of any new releases or updates to its application on an as-needed basis.
- Shortly following the publication of this Progress Report (July 2024), Porter will be launching its new and improved mobile application, designed to include required accessibility features, tested with the support of Fable Tech Labs Inc.
- Porter made revisions to certain of its web content, particularly in its Disability Assistance section, based on collaboration with Inclusion Canada, to ensure its language and content reflects current standards of inclusion and accessibility.

In addition, Porter completed the following additional actions relating to the identification and removal of barriers to accessibility:

- In October 2023, Porter launched a Digital Accessibility Monthly Newsletter, intended as a resource for its IT team members and providing information on ongoing accessibility

initiatives at Porter, available accessibility training resources and learning opportunities, and news stories on accessibility developments in the airline industry.

- In response to feedback from passengers regarding obstacles encountered when attempting to travel on Porter with battery-powered wheelchairs, Porter has undertaken revisions to its related online content to improve clarity to passengers seeking to travel with such mobility devices, and is concurrently improving scripting and information collection by its Disability Desk customer relations processes (as also described below in “Communications, other than ICT”).

III. Communication, other than ICT

With respect to the Action Items identified in the 2023 Accessibility Plan, Porter has received feedback from passengers, including directly from those passengers and via voluntary mediated discussions with the Canadian Transportation Agency, concerning obstacles or potential obstacles during their travel, resulting in the following steps:

- In addition to undertaking clarifications to its web content concerning the carriage of battery-powered mobility devices, Porter has undertaken revisions to its processes for information collection by its Disability Desk customer relations processes to ensure passengers travelling with such devices are aware of the requirements, including without limitation the need for the passenger to furnish information on battery disconnection or removal where applicable (as also described below in “ICT”)
- In response to feedback from passengers regarding obstacles encountered when attempting to travel on Porter with battery-powered wheelchairs, Porter has undertaken revisions to its related online content to improve clarity to passengers seeking to travel with such mobility devices, and is concurrently improving scripting and information collection by its Disability Desk customer relations processes (as also described above in “Information and Communications Technology (ICT)”.
- In one instance, through discussions facilitated by the Canadian Transportation Agency, Porter assisted a passenger with extreme pet allergies to ensure they could contact Porter on short notice to ensure they would not need to travel on a flight that had any in-cabin pets and ensuring she could change her booking if needed, on short notice and at no cost to the passenger.

IV. Procurement of Goods, Services and Facilities

Porter has received no feedback from passengers or otherwise identified any obstacles pertaining to its procurement procedures since the publication of its 2023 Accessibility Plan.

V. Design and Delivery of Goods and Services

As discussed in Sections II and III above, Porter has undertaken improvements to its information and communication procedures and content relating to the carriage of battery-powered mobility

devices, but has not received feedback on nor otherwise identified any material obstacles relating to Design and Delivery of Goods and Services since the publication of the 2023 Accessibility Plan.

VI. Transportation

Porter has not received feedback on nor otherwise identified any material obstacles relating to Transportation (as contemplated by the ATPRR) since the publication of the 2023 Accessibility Plan.

VII. Built Environment

Porter has not received feedback on nor otherwise identified any material obstacles relating to Built Environments (i.e. its aircraft) since the publication of the 2023 Accessibility Plan.

VIII. Provisions of CTA Accessibility-Related Regulations

Porter continues to comply with the portions of the ATDPR applicable to “large air carriers” (notwithstanding that, in the case of PACL, it is not a “large air carrier” as defined in the ATDPR) since the publication of its 2023 Accessibility Plan.

IX. Feedback Information

In its 2023 Accessibility Plan, Porter sets out various communication channels through which feedback on its Accessibility Plan may be provided. These are also restated in the General section above, as well as in Porter’s Accessibility Plan.

Since its publication of its 2023 Accessibility Plan, Porter has received feedback through email, through direct discussions with passengers (in person and telephone), and discussions facilitated through the Canadian Transportation Agency.

As described in the pertinent sections of this Progress Report, Porter received feedback on matters including:

- Delivery of services relating to carriage of battery-powered wheelchairs, including communications and at-airport service delivery
- Timeliness of assistance provided (generally wheelchair services or embarkation/disembarkation of aircraft)
- Facilitation of service delivery to passengers with acute pet allergies

X. Consultations

Since the publication of its 2023 Accessibility Plan, Porter has continued to consult with disability organizations, and incorporated their feedback into its procedures and action plans under the Plan, more particularly:

- Porter has renewed its engagement of Fable Tech Labs to provide feedback on the design of accessibility features – including the overall accessibility of content and functions – of its website www.flyporter.com, its self-service kiosk and mobile applications. As well, Fable provided testing by persons with various kinds of disabilities on its website and mobile application.
- Porter consulted with Inclusion Canada, including by updating certain written website content to reflect current standards of inclusivity and accessibility, based on input and feedback from Inclusion Canada.
- Porter has received feedback from numerous passengers with disabilities via voluntary mediated discussions with such passengers facilitated by the Canadian Transportation Agency.
- Porter has hired as Supervisor of its Call Centre a person with a mobility disability, which Supervisor also heads up Porter's Disability Desk and who provides valuable feedback on an ongoing basis concerning Porter's delivery of information and services to its passengers with disabilities.