



ACCESSIBILITY PLAN: PROGRESS REPORT 2026

Prince Rupert Port Authority

May 2026

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Message from the Prince Rupert Port Authority

The Prince Rupert Port Authority (PRPA) operates in a coastal Canadian community of less than 13,000 people, but the work we do impacts millions of people worldwide.

From a neighbour requiring wheelchair access to our Port Interpretive Centre for a community event, to an importer on the other side of the world navigating our website using a screen reader, accessibility matters. It means being thoughtful about every point of interaction we make, whether in person or online.

In this progress report, you will learn about almost \$1 million in new community investments that better accessible outcomes in Prince Rupert and northwest B.C., how we added ramps and railings to our Atlin Terminal to improve access to our main public space, and new ways we are testing our online application process to make sure our jobs are open to all candidates, and more.

Thank you for taking the time to read about the efforts our team makes to ensure the Prince Rupert Port Authority is accessible to all.

Sincerely,

Kurt Slocombe

President & CEO

Introduction

The Prince Rupert Port Authority (PRPA) is committed to creating an inclusive and accessible environment for everyone. This second Accessibility Progress Report, representing efforts as of May 2026, outlines the steps PRPA has taken to identify and remove barriers across the organization, reinforcing its dedication to meaningful change.

Guided by the seven priority areas of the [Accessible Canada Act](#) as well as the [Accessible Transportation Planning and Reporting Regulations](#), PRPA's approach to accessibility has been collaborative and informed.

This report reflects the work and insights of internal working groups and committees, feedback from staff surveys, and valuable input from consultations with external stakeholders, and members of the disability community.

Through these efforts, PRPA continues to gain a deeper understanding of the challenges faced by persons with disabilities and take important steps toward identifying, removing, and preventing physical, digital, and attitudinal barriers in its facilities, policies, practices, and services.

While work is ongoing, this report marks an important milestone in PRPA's ongoing journey to support a barrier free Canada by 2040. PRPA continues to be committed to continuous improvement and meaningful action, ensuring that accessibility remains fundamental to how it operates.

Building Accessible Communities

PRPA seeks opportunity to improve accessibility both in its organization and in the communities it serves. The [PRPA Community Investment Fund](#) has contributed \$5,333,534 to support 47 projects in the region that resulted in identifiable benefits to accessible outcomes since 2010. The value and frequency of projects with accessible benefits has increased significantly since 2018, with notable projects from 2025 alone totaling \$949,605. These projects include:

- **Mariners Park Outdoor Theatre** (Rotary Club of Prince Rupert)
 - Accessible outdoor theatre venue with easy access to view performances for people with mobility challenges and a variety of seating options
- **Lax Kw'alaams Church & Community Centre** (Grace United Church Board of Stewardship)
 - Newly built accessible community centre for both church and community events central to Lax Kw'alaams
- **Robin's Place Private Counseling Expansion** (North Coast Transition Society)
 - Additional counseling services that are private and accessible from the outside for discreet family/trauma counseling support

- **Gitanmaax Community Recreation Path** (Hazelton Trail Society)
 - Accessible paved walking path for wheelchairs, bikes, strollers, and more
- **Seal Cove Salt Marsh Shelters** (Prince Rupert Rainmakers Interact Club - Rotary Club of PR)
 - Covered shelters to allow for enjoyment of community picnic tables while being covered from the elements
 - Large enough to accommodate wheelchairs, strollers, and other supportive devices
- **Trinity Recovery House Enhanced Storage** (333 Recovery Homes Society)
 - Accessible and private storage for each client to house their belongings separately with direct personal access
- **Dehumidifier Purchase & Installation** (Prince Rupert Curling Club)
 - The dehumidifier reduces bumps in the ice to allow safer smoother play for youth, Special Olympians, and other curlers

General

The Prince Rupert Port Authority has prepared this progress report according to obligations set out in the [Accessible Canada Act](#) (ACA), the [Accessible Canada Regulations](#) (ACR), and the [Accessible Transportation Planning and Reporting Regulations](#) (ATPRR) to provide updates on the progress PRPA has made in implementing its accessibility plan.

Designated Person to Receive Feedback

The Director of Health, Safety and Wellbeing is responsible for receiving and monitoring feedback from the public and employees on the accessibility plan and accessibility related inquiries.

How to Provide Feedback

PRPA is committed to providing the highest standards of accessibility and values your feedback. For inquiries, to provide feedback on PRPA's accessibility plan or progress report, on accessing PRPA locations and services, or to request alternate formats of the plan or progress report, please contact PRPA through email, our website form, phone, or mail through the information provided below:

Email: accessibility@rupertport.com

Phone: 250 627 8899

Mailing Address:

PRPA Accessibility Plan Feedback
 #200 - 215 Cow Bay Rd.
 V8J 1A2

All correspondence will be replied to in the format it was received unless requested otherwise. PRPA will use submitted feedback to identify potential barriers and opportunities to improve accessible outcomes at PRPA, while continuing to report on feedback received, and actions taken to address that feedback, in future accessibility plans and progress reports.

How to Request Alternate Formats

You can use the contact information listed above to ask for PRPA's feedback process, accessibility plan, or progress report in alternate formats, such as print, large print, Braille, audio, or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. PRPA will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 15 days.

Anonymous Feedback

You can also comment or provide feedback anonymously on accessibility at PRPA by email, phone, mail, or using this [feedback form](#). This form is also available through [PRPA's accessibility page](#). Anonymous feedback will be collected, reviewed, and reported on, but will not be replied to.

About the Accessible Canada Act

PRPA is a Canada Port Authority (CPA) established by Letters Patent issued by the Minister of Transport, with the approval of the Governor-in-Council, pursuant to Section 8 of the [Canada Marine Act \(Canada\)](#). As such, it must comply with the requirements of the [Accessible Canada Act \(ACA\)](#) and its associated regulations.

The core principles of the ACA state that:

- everyone must be treated with dignity,
- everyone must have the same opportunity to make for themselves the life they are able and wish to have,
- everyone must be able to participate fully and equally in society,
- everyone must have meaningful options and be free to make their own choices, with support if they desire,
- laws, policies, programs, services, and structures must take into account the ways that different kinds of barriers and discrimination intersect,
- persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures, and
- accessibility standards and regulations must be made with the goal of achieving the highest level of accessibility.

In support of these principles, PRPA is required to:

- prepare and publish an accessibility plan every three years that identifies, removes, and prevents barriers related to policies, programs, practices, and services,
- prepare and publish progress reports on years where no plan is required,
- consult people with disabilities to inform these plans and progress reports, and
- establish a process to receive and incorporate feedback into accessibility planning.

Learn more about the [requirements set out in the *Accessible Canada Act*](#).

Feedback Information

This section provides an overview of systems in place to generate feedback on accessibility needs, barriers, and accomplishments. It also includes data on feedback received through the formal feedback process, and actions taken to address information received.

As part of the requirements under the *Accessible Canada Act*, a feedback process was developed to invite input from employees, cruise guests, visitors, and the public. Feedback could be submitted by telephone, email, mail, or through an anonymous online form. Between June 1, 2025, and May 1, 2026, PRPA did not receive any feedback through any of these channels.

PRPA continues to encourage this process to be used online and in areas where the public has access to PRPA property through signage and by team members with roles interacting with the public. Staff are also encouraged, when comfortable, to identify concerns for themselves and others at all levels of the team, committee, and working group meetings.

Printed tent cards are also placed in common areas and staff gathering places, such as kitchens, to direct people to the feedback submission form.

Consultations

External Consultations

Between January and May of 2026, PRPA conducted external consultations focused on identifying, removing, and preventing barriers with both community organizations that support individuals facing accessibility barriers and port operators identified as working with the public.

Community Organizations

Building on the community consultations conducted in 2025, PRPA continued engagement with community organizations in 2026 to maintain open and accessible feedback channels related to accessibility.

In 2025, PRPA's Accessibility Sub-committee, under the Equity, Diversity, Inclusion, and Belonging (EDIB) Committee, undertook community research to identify local organizations that support individuals facing accessibility barriers. Through this work, PRPA identified a broad set of organizations in the Prince Rupert area, including First Nations, community groups, schools and educational institutions, and faith-based organizations, and conducted outreach with 27 organizations where contact information was available at the time.

To support external public consultations, PRPA developed a structured questionnaire focused on identifying, removing, and preventing accessibility barriers related to PRPA's spaces, services, communications, and interactions with the public. Organizations were invited to participate through multiple accessible formats, including in-person and virtual workshops, email, phone, and print submissions. Participants were encouraged to choose the method that best suited their needs, and PRPA offered individualized support to enable inclusive participation. Opportunities to provide feedback were not time-limited, allowing organizations and individuals to respond at their convenience.

Consultations were designed to enable input from a range of perspectives, including people with disabilities, caregivers or family members, employees or volunteers supporting people with disabilities, and others with relevant lived experience. Feedback received through the 2025 consultations informed PRPA's understanding of accessibility strengths and opportunities and contributed to actions and commitments reflected throughout the progress report.

In 2026, PRPA reviewed and updated its community contact list and conducted follow-up outreach to community organizations that were previously invited to participate in consultations. In March 2026, PRPA contacted these organizations by email with a renewed invitation to provide accessibility feedback. The outreach

emphasized PRPA's ongoing commitment to accessibility and directed organizations to PRPA's established feedback channels.

Organizations were invited to share feedback by email, phone, or mail, with no requirement to respond and no deadline imposed. This approach was intended to maintain an open, low-barrier feedback process that respects organizations' capacity and priorities while ensuring accessibility feedback opportunities remain available year-round.

In total, 28 community organizations were contacted as part of the 2026 outreach. As of May 1, 2026, no additional feedback had been received through this follow-up process. The opportunity for community organizations, their members, and the individuals they support to provide accessibility feedback remains open.

PRPA will continue to engage with community organizations and encourage ongoing dialogue to inform accessibility improvements, support inclusive outcomes, and strengthen relationships with community partners.

As PRPA approaches the next phase of its three-year accessibility planning cycle, input from community organizations will continue to be an important source of insight. PRPA anticipates reconnecting with community partners later in the planning period to help inform the development of its next Accessibility Plan.

Cruise Terminal Consultation

Prince Rupert Cruise Terminal, operated by Global Ports Holding (GPH) as Prince Rupert Cruise Port under a terminal operating agreement with the Prince Rupert Port Authority (PRPA), is PRPA's only terminal facility with regular cruise passenger access during the cruise season.

As part of PRPA's broader accessibility consultation efforts, in-person and online discussions were held with the General Manager of Prince Rupert Cruise Port in April 2026 at the beginning of the 2026 cruise season. These discussions focused on accessibility measures in place to support cruise passengers, operational practices, and opportunities to identify, remove, and prevent barriers throughout the cruise passenger journey.

In addition to operator-level consultation, PRPA continues to invite accessibility-related feedback from cruise passengers, visitors, and the public through PRPA-managed feedback channels. Printed tent cards placed at the cruise terminal and the adjacent Port Interpretive Centre direct passengers to PRPA's anonymous accessibility feedback form. These materials were introduced in 2025 and remain in place to support ongoing feedback during the cruise season.

During the reporting period, on-site terminal tours led by the terminal operator were attended by members of PRPA's Accessibility Sub-committee. These tours focused

on understanding the measures currently in place to support persons with disabilities, as well as how accessibility is addressed across the cruise passenger journey, from vessel to terminal and from terminal back to the vessel.

Accessibility Measures Identified Through Consultation

Accessibility measures currently in place at Prince Rupert Cruise Port include:

- Prince Rupert Cruise Port staff presence during ship calls to assist guests with specific needs and to support communication of accessibility-related considerations between ship and shore.
- Ship stewards present during ship calls to assist passengers who require assistance or additional support. Stewards are identifiable to passengers and positioned along key points of the passenger route.
- The ramp to move passengers from ship to shore adjusts based on tides to minimize challenges.
 - It was noted that, even with adjustability, low tide conditions may still require greater effort for some passengers with mobility limitations.
- Rest areas, including a sheltered lounge space prior to terminal entry and sheltered seating near the terminal, offer a range of seating options to support comfort during embarkation and disembarkation.
- Accessible washroom facilities in the terminal, including automatic push-button door openers, large accessible stalls with grab bars, and in-stall sinks.
- Wayfinding supports, including high-contrast signage, braille on signage, ground markings, and delineators to guide passenger movement through the terminal area.
- Shore excursion options that are designed to better support participation by persons with disabilities.

In addition to existing training, Prince Rupert Cruise Port has identified further staff development opportunities. In 2026, terminal staff are expected to participate in Hidden Disabilities Sunflower training to further strengthen awareness and support for passengers with non-visible disabilities.

PRPA will continue to engage with the terminal operator to support ongoing review of accessibility conditions and share information related to emerging considerations at Prince Rupert Cruise Terminal.

Open consultation

In 2024, PRPA placed printed tent cards describing how to submit anonymous feedback on PRPA's accessibility in common areas used by cruise guests, the public, and PRPA staff. Public-facing areas include the Port Interpretive Centre, Scott Road Credentialling Office, and Atlin Front Reception and office. A tent card was added at Prince Rupert Cruise Port in 2025. PRPA regularly checks to ensure tent cards are visible and prominently displayed. All are in place at the time of reporting.

The feedback form includes three optional questions presented in both English and French:

- What is your relationship to the Prince Rupert Port Authority? (options provided)
- Have you ever encountered an accessibility issue or barrier while interacting with the Prince Rupert Port Authority? If so, please provide comment.
- Do you have suggestions on how to improve accessibility at the Prince Rupert Port Authority?

Although PRPA did not receive any feedback through this mechanism over the 2025/2026 reporting period the tent cards remain in place and available for anyone who wishes to submit comments.

PRPA continues to provide an open call for feedback on PRPA's accessibility performance, potential barriers, and accessibility plan at www.rupertport.com/accessibility which includes identified and anonymous options, using a variety of available means (digital, phone, and mail), to submit feedback.

In April 2026, PRPA also shared an accessibility-focused social media post highlighting recent improvements and inviting feedback from the community. And in May 2026 PRPA developed and distributed a community newsletter to households across Prince Rupert and Port Edward. The newsletter included a dedicated accessibility section featuring a QR code linking to the anonymous accessibility feedback form and the web address for PRPA's accessibility webpage, along with plain language messaging inviting community members to provide feedback on PRPA's accessibility performance and potential barriers.

Internal consultations and engagement

In April and May of 2024, PRPA conducted an internally facing digital survey with 53 participants. Responses helped inform improvements to barriers across the organization and factored into PRPA's Accessibility Plan.

In March 2025, PRPA further supported internal consultation by leveraging existing questions within the Employment Equity Act Survey to better understand staff accessibility needs and opportunities. With permission from PRPA's Program Officer in the Workplace Equity Division of the Labour Program at Employment and Social Development Canada (ESDC), two accessibility-focused questions were included.

A total of 112 employees responded, with 11 identifying as persons with disabilities and 16 preferring not to disclose. Feedback highlighted the value of optional remote work to support health-related needs and the importance of hands-on learning and repetition for employees with learning disabilities. This input reinforced PRPA's ongoing commitment to flexible work arrangements and providing learning opportunities through a variety of methods.

In April of 2026, PRPA reinforced internal consultation and awareness efforts by strengthening how accessibility information and feedback opportunities were communicated, understood, and applied across the organization. Accessibility-focused content was shared through PRPA's intranet platform and the staff monthly newsletter, directing employees to established feedback channels and reinforcing awareness of PRPA's ongoing accessibility work.

Internal engagement extended beyond communications into practice. PRPA's Accessibility Sub-committee met with its Social and Recreation Committee to discuss opportunities to make workplace events more inclusive and accessible, including inclusive event planning approaches, the use of alternative activities to support participation, active-offer communications, and proactive invitations for accommodation requests.

Together, these efforts supported ongoing awareness, consistent messaging, and practical application of accessibility principles, reinforcing accessibility as a shared responsibility across PRPA.

Internal training and education

PRPA made a significant organizational investment in strengthening internal knowledge and awareness of accessibility through dedicated training and education. In 2026, PRPA secured 51 seats for the Rick Hansen Foundation's Inclusion and Accessibility Training, enabling broad participation across the organization.

Participants included members of the Equity, Diversity, Inclusion, and Belonging (EDIB) Committee, Accessibility Working Groups, leaders, public-facing employees from Community Relations and the Port Interpretive Centre, and representatives from other committees, ensuring accessibility concepts were shared across a wide range of roles and functions. This online training provided participants with a

common foundation in accessibility principles, inclusive design, and disability awareness, supporting more informed decision-making and day-to-day practices.

By prioritizing this training opportunity, PRPA strengthened internal capacity to identify and address barriers, reinforced shared accountability for accessibility, and supported a more consistent, organization-wide approach to inclusion.

Working groups

Since March of 2024, PRPA has maintained active working groups for each of the 7 priority areas. These working groups span the entire organization (and include persons comfortable with self-identifying disabilities) and have subject matter experts from respective departments to help support the development of the accessibility plan and progress reports, the removal of identified barriers, and the identification of new barriers.

PRPA's working groups are key participants in the understanding, planning, and actioning of the accessibility improvements outlined in this progress report. They lead cross-departmental collaboration on accessible outcomes, effectively integrating accessibility considerations into day-to-day operations and long-term planning.

In addition, PRPA has an active Equity, Diversity, Inclusion, and Belonging (EDIB) Committee, which includes a dedicated Accessibility Sub-committee focused on supporting the development of the progress report. This sub-committee's primary role is to strategize and support engagement efforts with persons with disabilities. They identified local organizations that support individuals facing accessibility barriers, developed the outreach questionnaire, offered consultation opportunities with organizations across the community, participated in site tours and assessments, and compiled received feedback. The insights gathered through these processes played a key role in shaping the content and direction of the progress report.

Priority Area: **Employment**

PRPA is built on the shared values of integrity, innovation, diversity, teamwork, and sustainability. Having an accessible employment environment is fundamental in delivering on those values, both in how PRPA supports and creates opportunities for staff and in its interactions with the public.

Recruitment

PRPA continues to maintain improvements made to its recruitment processes, including the use of gender-neutral, person-centred language and the inclusion of diversity and accommodation statements on all job postings. French translations

remain available on the external job board to support access for bilingual applicants, and this practice continues for future recruitment.

The launch of PRPA's Career Opportunities portal addressed previous gaps by ensuring that each job posting includes an Equity, Diversity, Inclusion, and Belonging (EDIB) and accommodation statement. In 2025, additional accessibility improvements were confirmed, including compatibility of the job board with common browser-based screen readers and text-to-speech tools such as Microsoft Narrator, Non-Visual Desktop Access (NVDA), and Apple VoiceOver. These features support applicants who use assistive technologies to access job postings and application information.

While PRPA did not host career events during the 2025/2026 reporting period, staff continued to participate in externally hosted career fairs and events. To support consistent messaging, in 2026, PRPA developed accessibility-specific speaking notes for staff attending these events, enabling them to effectively communicate PRPA's approach to accessibility, accommodations, and inclusive employment practices.

PRPA continues to recognize opportunities to more actively reach individuals with disabilities seeking employment. Investigation into the use of job boards and posting locations that specifically support diverse candidate pools, including persons with disabilities, remains ongoing.

Accessible Hiring Practices

PRPA continues to identify the need to strengthen organizational knowledge related to accessible hiring practices. While formal training for hiring managers specific to accessible hiring was not implemented during the reporting period, the importance of offering virtual interviews, flexible scheduling, and accommodations upon request remains an identified area of focus.

PRPA remains committed to improving awareness of reasonable accommodation practices throughout the recruitment process. Existing measures, including accommodation language embedded in recruitment communications (for example, "If you require an accommodation during the recruitment process, please let us know"), continue to ensure that candidates are informed of available supports from the first point of contact.

Disability Management and Return-to-Work

In 2025 and 2026, PRPA advanced efforts to strengthen its disability management and return-to-work practices through targeted technical work. PRPA worked with an external consultant to support Occupational Health and Safety staff in developing Job Demands Analyses (JDAs) and to establish a structured approach

for identifying and assessing high-risk roles. These assessments examined physical, cognitive, and task-based demands across identified positions.

This work resulted in the development of JDA documentation and a strategic foundation for a multi-year approach to expanding job demands analysis across the organization. While formal training for leaders and employees was deferred, the process provided employees and leaders in assessed roles with increased understanding of job demands, accommodation considerations, and return-to-work planning. This work will continue in 2026, with plans to expand into office-based roles that include higher cognitive and psychosocial demands.

Data Collection

PRPA continues to recognize opportunities to improve how data related to disability is collected. Improvements introduced in 2024, including the addition of a “chooses not to disclose” option in surveys, remain in place. At this time, disability-related data continues to be collected post-onboarding through the Employment Equity Act Survey, rather than during recruitment.

Equity, Diversity, Inclusion & Belonging (EDIB)

PRPA is committed to building a more inclusive organization by supporting employee engagement, inclusion, and accessibility. This includes reinforcing policies, practices, and procedures that support EDIB initiatives, with particular attention to the experiences of persons with disabilities. This work continues as part of PRPA’s broader Employment Equity Act (EEA) obligations and ongoing employment equity efforts.

As part of this work, PRPA established an internal equity email address to support the identification and reporting of barriers experienced within the organization. This mechanism provides employees with an additional, accessible way to share concerns or identify barriers or opportunities for improvement related to equity and accessibility.

Inclusive Events and Activities

PRPA continues to advance efforts to ensure that internal events and activities support inclusive participation. Members of the Accessibility Sub-committee met with the Social Recreation Committee (SRC) to discuss how internal events are planned and delivered, with a focus on proactively considering access needs. As a result, event planning practices now more consistently incorporate active-offer language and questions related to accommodations within event registration materials.

Discussions also focused on offering a broader range of activities to support inclusive participation and, where appropriate, selecting or adjusting venues to better support accessibility. These conversations support a more intentional approach to inclusion in workplace events.

Accessible and Inclusive Meetings

In 2026, PRPA strengthened its approach to meeting practices, recognizing that meeting structure influences participation, comfort, and engagement. Guidance was advanced to support clearer agendas shared ahead of time, more intentional participation, and meeting practices that reduce cognitive and physical strain, such as shorter meeting times, built-in breaks, and flexibility in how individuals participate.

These practices have been reinforced through leadership and board discussions, including safety moments related to accommodation, ergonomics, and the importance of breaks. PRPA also continues to enhance accessibility in meetings and events through the use of technological supports, including closed captions, transcription, AI-enabled tools, and the installation of new interactive screens in meeting rooms to support collaboration and information sharing.

Priority Area: Built Environment

PRPA continues to advance accessibility improvements using a comprehensive, itemized workback strategy that tracks identified barriers and improvement opportunities across PRPA locations. This workback approach supports consistent planning and coordination across built environment improvements, transportation-related access, and non-digital communication needs.

Office Refresh and Workplace Improvements (All Locations)

During the 2025/2026 reporting period, PRPA advanced significant workplace improvements through office refresh and renovation work across its three office locations, with accessibility considerations integrated early to support more inclusive and adaptable workspaces. Upgrades included sit-to-stand desks for all staff, ergonomic task seating, monitor arms with dual monitors, accessible office booths (including flush floor entry where feasible), and improved lighting, including upgraded adjustable fixtures at the Atlin office to enhance visibility and comfort.

Doors and Accessible Entry Improvements

PRPA continues to upgrade staff and public access doors by adding automatic door openers. During the reporting period, automatic door openers were added at the Port Interpretive Centre (PIC), Prince Rupert Cruise Terminal, and some tenant

suites, with additional repairs and improvements completed at Atlin Terminal and the Scott Road office.

Traction, Mobility, and Pathways of Travel

PRPA continues to apply non-slip surface treatments and address traction and mobility needs through a combination of upgrades and planned annual maintenance. Work on high-use public walkways remains a focus, including ongoing attention to the Atlin boardwalk and PIC access areas, with additional improvements identified.

As part of the Atlin/PIC improvements, PRPA advanced accessibility upgrades to ramps and routes of travel. At the PIC, planned handrail improvements at the secondary entrance were replaced with a fully accessible ramp and railings. At Atlin Terminal, ramp access was expanded to provide access to doorways that were previously stair-only. Together, these upgrades represent a substantial improvement to facility access and accessible routes of travel and demonstrate PRPA's ongoing commitment to identifying and removing physical barriers within its infrastructure.

Seating, Rest Areas, and Weather Protection

PRPA continues to improve seating options to better support comfort, mobility, and varied access needs. At Atlin and the PIC, additional seating improvements remain part of the broader planning and site reviews, alongside planned weather-protection enhancements such as a new awning planned at the Atlin storefront area. Seating and rest-area enhancements also continue as identified through ongoing review.

Lighting and Visual Indicators

Lighting and visibility remain an ongoing focus, particularly in areas where harsh weather and seasonal conditions affect surfaces and markings. PRPA continues to repaint high-visibility indicators as needed and has advanced lighting improvements through facility upgrades, office refresh work, and targeted site assessments. This includes brighter, more adjustable, lighting in refreshed spaces, such as the Atlin office, and lighting adjustments at the Port Interpretive Centre (PIC) to address areas where displays were difficult to see.

Washrooms

PRPA continues to improve washroom accessibility through both immediate upgrades and planned future work. At Atlin, washroom improvements completed during the renovation period included upgrades to fixtures and finishes such as updated vanities, improved lighting, and touchless/wave-sensor flush mechanisms to support usability and comfort. At Scott Road, planned work remains on track to

add automatic door openers to at least one universal washroom on each floor, as previously identified for 2026 planning.

Kitchens and Lunchrooms

Kitchen and lunchroom accessibility remains an identified area for longer-term improvement. While initial reviews have been completed, further kitchen-specific modifications (such as knee clearance under sinks and appliance placement) remain dependent on broader planning and identified needs. This will continue to be revisited as part of ongoing facility evaluation.

Atlin Terminal Lift

The Atlin Terminal lift continues to require longer-term improvement to better support users. PRPA maintains the procedure developed in 2025 to support employees requiring accommodation to use the lift and continues to track lift-related improvements. Employees requiring accommodation will also be supported at the Prince Rupert Scott Road facility where appropriate.

Vancouver Office Location

In February 2024, PRPA opened a satellite office at 1021 Hastings (formerly the MNP Building), located at 1021 West Hastings Street in downtown Vancouver. The building's WELL Gold and LEED Gold certifications reflect a strong focus on sustainability, occupant health, comfort, and inclusive design.

During the reporting period, PRPA completed an office refresh at the Vancouver location, including updated workstations with sit-to-stand desks, new furniture and seating options, improved layouts, and the addition of an office booth. A new office reception area provides dual height counters at heights for those in a standing or seated position per federally recommended reception specification. These upgrades complement the building's existing design features and support a more flexible, accessible, and inclusive workplace.

Priority Area: Information and Communication Technologies (ICT)

PRPA addressed most information and communications technologies accessibility needs identified in their 2024 multi-year plan within 2024. Since then, PRPA has continued to leverage accessible coding practices, provide a clear active offer for content in alternative forms, and remove or remediate outdated items that do not meet accessibility standards.

In addition, PRPA attended the Accessible Canada Directorate's February 5, 2026 "Technical briefing on New Federal Digital Accessibility Regulations" to ensure PRPA continues to evolve with accessible digital publishing standards.

Public Website

While the current platform supporting rupertport.com is capable of WCAG 2.0 AA-level compliance, planning began in 2025 for its next iteration. PRPA has identified that any agreement with a vendor conducting public facing information and communication technology work must include language ensuring accessibility standards are met.

Corporate Intranet

The staff-focused SharePoint-based internal communications platform was significantly refined in 2025 to enhance consistency and usability. Accessibility best practices informed design and content choices throughout this work.

Priority Area: Communication (other than Information Communication Technologies)

PRPA has an established design approach that encourages clearly understood physical signage with large, bold fonts presented against high-contrast backgrounds. Improvements are made based on a comprehensive, itemized workback strategy that targets identified accessibility improvement opportunities and potential barriers.

Since the development of the PRPA Accessibility Plan and Review Process in 2024, PRPA has made and continues to maintain the following accessibility improvements:

Atlin Terminal and Port Interpretive Centre (PIC)

Improvements have been made to signage at the Atlin Terminal main entrance, passenger drop-off locations, and the Port Interpretive Centre (PIC) entrance for greater clarity and ease of understanding.

Installation of a power door opener and signage at the secondary entrance at Atlin Terminal is planned for later in 2026, after which wayfinding signage associated with the secondary entrance will be reviewed and assessed to ensure clear navigation.

Broader site and parking-area improvements at Atlin Terminal may provide future opportunities to enhance accessible routes of travel and supporting signage, where feasible.

Scott Road Office

Accessible parking stall markings were repainted at the Scott Road location as part of ongoing maintenance to maintain visibility. Clear directional signage to guide visitors to the main entrance and blade signage has been installed to improve viewing angles for key information.

Prince Rupert Cruise Terminal (operated by Prince Rupert Cruise Port Ltd.)

Signage clarity improvements have been implemented to improve wayfinding and understanding for cruise passengers, including directional signage guiding visitors to the terminal entrance.

Further assessment is required to more clearly define the pedestrian crossing point from the boardwalk to the ramp - considering recent site changes, including the addition of the container market.

Feedback and Review Process Improvements

PRPA continues to maintain the accessibility feedback process established in Q2 2024, including a dedicated accessibility webpage that provides information on accessibility and outlines ways to submit accessibility-related comments or inquiries. This webpage also links to an anonymous online feedback form for reporting accessibility barriers or suggestions.

PRPA continues to promote awareness of these feedback channels through external outreach, internal communications, and physical signage. Printed tent cards directing people to the anonymous accessibility feedback form (introduced earlier) remain in place across PRPA facilities.

PRPA also continues to maintain a formal annual accessibility review process, with oversight provided by the Accessibility Sub-committee under the Equity, Diversity, Inclusion, and Belonging (EDIB) Committee and supporting working groups. This process supports regular monitoring, reporting, and continuous improvement of accessibility commitments across the organization.

Internal Communication and Awareness

PRPA continues to build internal awareness of accessible communication practices. Considerations related to accessibility are increasingly integrated into internal communications, engagement activities, and planning discussions. While training and education related to accessibility is addressed more fully in other sections of this report, ongoing internal communication and knowledge-building remain an area of focus to support clear, accessible interactions with both internal and external audiences.

Priority Area: Procurement of Goods, Services, and Facilities

PRPA continues to work toward integrating accessibility considerations into procurement practices across the organization.

In 2025, PRPA reassessed its approach and advanced initial procurement maturity assessments to help inform future direction. Through this reassessment, it was determined that accessibility would be most effectively embedded through a broader shift from a decentralized procurement model to a centralized approach.

This shift requires the development of a comprehensive procurement strategy and roadmap that integrates accessibility within overall procurement practices. Implementation of the strategy is anticipated in late 2026 to early 2027.

Furniture Purchasing and Office Refresh Projects

Significant progress has been achieved through office refresh projects across all three PRPA office locations. Accessibility considerations were intentionally incorporated into procurement planning from the outset, ensuring inclusive design, adaptability, and diverse accessibility needs were considered prior to renovations and installations.

Through centralized furniture procurement, PRPA implemented organization-wide improvements across all office locations to enhance accessibility and staff experience. These upgrades reflect a coordinated, procurement-driven approach to improving comfort, usability, and inclusion in the workplace.

Supplier Diversity

A formal supplier diversity program encouraging businesses owned or operated by persons with disabilities is not currently in place. Consideration of such an approach will be addressed as part of the broader procurement strategy development.

Additional Actions

Additional areas of focus identified during earlier procurement framework work include:

- **Accessible procurement resources:** In 2025, PRPA developed a Finance and Procurement Hub on its intranet to centralize procurement guidance and resources, providing a foundation for consistent application of procurement practices, including accessibility considerations.
- **Performance measurement:** Work to identify tools that support measurement of accessible procurement practices will align with the future

implementation of procure-to-pay (P2P) software and the broader procurement strategy.

Priority Area: Design and Delivery of Programs and Services

PRPA continues to focus on ensuring that programs, services, and public-facing experiences are inclusive and adaptable to a wide range of accessibility needs. The Port Interpretive Centre (PIC) remains the primary location for delivering public programs, tours, events, and educational experiences, and accessibility continues to be a key consideration in program design and delivery.

Port Interpretive Centre (PIC) Programs and Tours

PIC programs, tours, and activities are designed to be adaptable and responsive to individual needs. Activities can be modified to support visitors with physical access needs, and hands-on activities and visual supports are regularly used to accommodate diverse learning and communication preferences. The PIC also offers a range of seating options to support comfort and mobility.

Building on work initiated in 2024, PRPA continued reviewing PIC programming and community event planning to identify opportunities to enhance accessibility. The accessible French-language interactive PIC tour, launched in 2025, remains available, and PRPA continues to explore opportunities to expand tours through additional languages and audio formats.

Feedback received through public consultation regarding text readability under certain lighting conditions in the PIC was reviewed and informed a focused accessibility review of the space. Members of PRPA's Community Relations team and Accessibility Sub-committee conducted a site assessment of the PIC to identify areas where lighting, contrast, and text visibility could present challenges. As a result, adjustments were made to overhead spot lighting to improve visibility in areas that were identified as dim or difficult to see. In addition, font size and contrast on digital displays were reviewed, with further opportunities for improvement currently being considered.

Community Events and Educational Programming

PRPA continues to consider accessibility when planning community events and public programs, with accommodations incorporated where needed to support participation. In 2025/2026, PRPA maintained efforts to review community event planning practices and educational programming to better understand where accessibility gaps may exist.

While no standalone adapted educational tours or programs have been formally developed, PRPA actively reviews existing PIC tours, school engagement activities,

and educational offerings to identify opportunities to improve accessibility. This includes exploring adapted educational tools and materials, such as alternative activities and resources that support multiple learning modalities.

Education and Training

Public-facing staff supporting programs and services at the Port Interpretive Centre (PIC) have participated in a range of training opportunities to support inclusive, respectful, and accessible visitor experiences. In 2025, staff completed *SuperHost® Foundations of Inclusive Service: Service For All*, which provided introductory training on inclusive service delivery.

Building on this foundation, PRPA identified the Rick Hansen Foundation's Inclusion and Accessibility Training as an opportunity to further strengthen accessibility knowledge and awareness. Members of the Community Relations and public-facing staff who work at the PIC have completed or are scheduled to complete this training in May 2026.

In addition, PIC staff receive training that supports inclusive program delivery and effective engagement with diverse audiences. This includes *HIGH FIVE® – Principles of Healthy Child Development* training, as well as a customized, in-person customer service and conflict management course delivered by a local provider and designed with input from PRPA teams. Together, these training opportunities support staff in adapting activities, communicating clearly with diverse audiences, and responding professionally and confidently to a wide range of visitor needs.

Priority Area: Transportation

Transportation, and the access related to it, continues to be key to PRPA providing an open and safe experience to staff and those that visit PRPA's public facilities.

Parking and Drop-Off Locations

PRPA continues to maintain and improve accessible parking and drop-off areas at its facilities. Surface paint for accessible parking stalls at the Atlin Terminal, the Port Interpretive Centre (PIC), and Scott Road office is reapplied as needed to maintain visibility. Due to harsh weather and seasonal conditions, this repainting is part of regular, ongoing maintenance and occurred during the 2025/2026 reporting period, with further repainting planned as required. Passenger pick-up and drop-off locations at Atlin Terminal remain clearly marked. These improvements are not applicable at the Scott Road office, as the location does not involve passenger transportation activities.

PRPA continues to review opportunities to enhance accessible parking, curb transitions, and routes of travel in coordination with broader site planning and

future capital projects. Improvements to parking layouts, curb letdowns, and related infrastructure will be considered as part of future site upgrades where feasible.

Site Tours

PRPA has identified a need for a more formalized approach to assessing accessibility requirements for participants on PRPA-led site tours. Work is underway to develop a consistent process for identifying and supporting accessibility needs prior to tours. This includes introducing opportunities for tour participants to request accommodations or accessible supports.

Provisions of Canadian Transport Agency Accessibility - Related Regulations

Prince Rupert Cruise Terminal Context

Prince Rupert Cruise Terminal, a pre-existing terminal facility operated by Global Ports Holding (GPH) as Prince Rupert Cruise Port (PRCP) under a terminal operating agreement with the Prince Rupert Port Authority (PRPA), is PRPA's only terminal facility with regular cruise passenger access during the seasonal cruise period (April to October).

PRPA is the owner of the Prince Rupert Cruise Terminal facility. GPH/PRCP is the terminal operator responsible for day-to-day operations and passenger-facing services.

PRPA regularly monitors the regulations that apply to these port facilities to ensure compliance and will work diligently to ensure passengers have a positive travel experience when leaving the Port of Prince Rupert.

PRPA is subject to the *Accessible Canada Act* and the *Accessible Transportation Planning and Reporting Regulations*.