



PORT of  
**vancouver**

Vancouver Fraser  
Port Authority

# Accessibility plan

June 1, 2023 to May 31, 2026



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## 1. Message from the president and chief executive officer

At the Vancouver Fraser Port Authority, we recognize there are a number of barriers that people with disabilities continue to face in their everyday lives. In alignment with the [Accessible Canada Act](#), which aims to create a barrier-free Canada by 2040, we are committed to helping remove these barriers by ensuring our workplace and services are accessible for all. As co-chair of Presidents Group—an organization that champions accessible and inclusive workplaces across the province—I am pleased to share this plan as a valuable step towards a more accessible and inclusive organization.

We've made some strides over the years, but we know we can do better. Through our new accessibility plan, we're taking the next step towards a fully accessible, barrier-free workplace, while also building on the progress we've already made.

To develop this plan, we followed the principle of “nothing about us without us.” This meant consulting with employees living and working with disabilities, the union executive representing approximately 70% of our workforce, and external organizations serving people with disabilities to help us identify barriers both in our workplace and in the delivery of our services. The input and suggestions we gathered during this open and collaborative process informed the development of our plan and allowed us to create concrete measures toward a more accessible and inclusive workplace.

As we continue on our journey to improve accessibility at the port authority, and in line with our corporate value of continuous improvement, we are committed to reviewing and updating our plan as we learn more. Of course, a truly accessible organization is one in which we all feel empowered to improve, so I encourage our employees, tenants, and port community members to share their feedback. We appreciate the valuable input from the individuals and organizations who have and continue to collaborate with us on this journey, and we look forward to being part of a more inclusive and accessible future.



Robin Silvester  
President and CEO

## **2. Accessibility plan consultations**

The port authority's accessibility plan has been created, and will continue to be updated and improved, with input from persons with disabilities. Consultations have informed the identification of barriers within the plan, as well as the proposed actions to remove and prevent them.

The following consultations have taken place:

### **Focus group consultations**

In 2020, Frame & Associates Consulting, an external diversity consulting firm, was engaged to conduct confidential employee focus groups to identify and address systemic barriers to workplace inclusivity. Participation by employees was voluntary and perceptions were shared related to recruitment, interviewing and selection, promotion and development, and workplace culture. Specific feedback from employees with disabilities was collected and shared with the employer on an anonymous basis, along with recommendations.

### **Employee consultations**

In 2023, employees with disabilities were invited to participate in one-on-one confidential interviews with the same diversity consulting firm. Employees were invited to contact the external consultant directly to request an interview. Phone interviews were arranged, and confidential input was gathered on barriers to accessibility, as well as suggestions about their removal and prevention.

In addition, employees with disabilities, who had indicated their willingness to be contacted on their self-identification survey, were invited to participate in a confidential interview with the external consultant.

### **Consultations with key partners**

Department directors, managers, and human resources leaders were invited to identify accessibility barriers and propose actions to remove the barriers. The union president and the port authority's inclusion advisor participated in interviews with the consultant. Disability-serving organizations also participated in interviews with the consultant.

A key external resource in the development of the plan was an accessibility and inclusion specialist with lived experience, who participated in identifying barriers and proposing actions to address the barriers.

### 3. Areas under the *Accessible Canada Act*

#### 3.1. Employment

Actions under the **employment** section will improve the attraction, recruitment, promotion, and retention of persons with disabilities.

| Employment  |  |                               |
|---|--|-------------------------------|
| Barriers  | Actions  | Target Timelines              |
| <p>(1) <b>Equity and accessibility goals</b></p> <p>Potential and current employees are not aware of the port authority’s commitment to accessibility and employment equity representation goals.</p> | <p>Create and design our strategic equity and accessibility goals.</p> <p>Communicate internally and externally our commitment to accessibility and employment equity representation goals for people with disabilities.</p> | Q3 2025                       |
| <p>(2) <b>Job postings</b></p> <p>Prospective candidates with disabilities are unaware of or not offered accommodations during the recruitment process.</p>   | <p>Enhance our commitment to accessibility on careers page and other social media avenues.</p> <p>Include in job postings—at all levels—a welcoming invitation to apply and how to request an accommodation.</p>             | <p>Q3 2024</p> <p>Q1 2024</p> |
| <p>(3) Prospective candidates with disabilities are unaware of or not offered accommodations during the recruitment process.</p>  | <p>Conduct a review of job postings for accessibility and inclusive language.</p> <p>Review job descriptions and positions requirements for systemic barriers for people with disabilities.</p>                              | Q3 2025                       |
| <p>(4) Difficult for job seekers and employment agencies to find job postings on the website.</p>   | <p>Review navigation to job postings on website and revise</p>   | Q4 2024                       |

| <b>Employment</b>  |   |                         |
|--|---|-------------------------|
| <b>Barriers</b>  | <b>Actions</b>  | <b>Target Timelines</b> |
|  | to increase visibility and ease of navigation.  |                         |
| (5) <b>Outreach recruitment</b><br>Outreach and partnerships with disability-serving organizations to access the talent pool of people with disabilities may be limited. | Increase outreach to disability-serving organizations.<br><br>Develop partnerships with agencies that work with persons with disabilities seeking employment. | Q2 2024                 |
| (6) <b>Application</b><br>Application is not available in accessible formats.  | Offer to provide candidates the application process in accessible formats.  | Q2 2025                 |

### 3.2. Built environment

The **built environment** refers to all port buildings, including how employees with disabilities use physical workspaces and how the public accesses these buildings.

| <b>Built environment</b>  |   |                         |
|---|---|-------------------------|
| <b>Barriers</b>   | <b>Actions</b>  | <b>Target Timelines</b> |
| (1) <b>Parking</b><br>Port authority accessible parking is not available for employees. | Provide accessible parking in work locations for employees.<br><br>Assess that parking allocated meets accessibility requirements.<br><br>Audit parking signage to ensure accessibility (e.g., large print and includes symbols to accompany text). | Q3 2025                 |

| <b>Built environment</b>  |   |                         |
|---|---|-------------------------|
| <b>Barriers</b>   | <b>Actions</b>  | <b>Target Timelines</b> |
| <p>(2) <b>Employee washrooms</b><br/>           Not all washrooms have automatic door entry and sinks are not accessible for people in wheelchairs.</p>   | <p>Review and assess viability of installing automatic doors in all office washrooms and modifying sinks.</p>   | <p>Q3 2025</p>          |
| <p>(3) Automatic features such as automatic flush, automatic taps, automatic soap are not available in all washrooms.</p>   | <p>Review and assess need to install automatic flush, taps, and soap dispenser in all office washrooms.</p>   | <p>Q3 2025</p>          |
| <p>(4) <b>Canada Place</b><br/>           The accessibility button on office access door from reception often does not work, making it difficult for someone with mobility issues.</p>  | <p>Facilities and Canada Place maintenance to develop a procedure that defines the “expected response time and repair time” for reception accessibility feature.<br/><br/>           Develop proactive maintenance plan for office access door.</p> | <p>Q2 2024</p>          |
| <p>(5) <b>Public access</b><br/>           Exterior doors along the promenade into the building do not have accessibility button. In particular, the doors by the Discovery Centre which give access to elevators to FlyOver Canada, etc.</p> | <p>Review and assess viability of installing automatic doors on exterior doors along the promenade.</p>   | <p>Q4 2025</p>          |
| <p>(6) <b>Public washrooms</b><br/>           When no events are scheduled at the Vancouver Convention Centre within Canada Place, there are</p>  | <p>Explore and report on the viability of installing an additional public washroom and identify potential location(s) and budget.</p>   | <p>Q4 2024</p>          |

| <b>Built environment</b>  |  |                         |
|---|--|-------------------------|
| <b>Barriers</b>   | <b>Actions</b>   | <b>Target Timelines</b> |
| only public washrooms in the main foyer or up two levels beside the FlyOver Canada ride entrance. This can cause significant challenges and discomfort for people with mobility issues. | Explore and report on the viability of having the Vancouver Convention Centre open and maintain one of their washrooms in the Delegate Concourse.  |                         |
| (7) <b>Rest benches</b><br>Inadequate number of rest benches to meet the needs of people with disabilities  | Review and assess the number of rest benches along the Canada Place corridor to accommodate those requiring rest places.   | Q2 2025                 |
| (8) <b>Vertical lifts</b><br>Current number of vertical lifts (escalators, elevators) is not adequate to meet demand from public/passengers.  | Assess the viability of adding accessible escalators or elevators for the public.  | Q2 2025                 |
| (9) <b>Accessible maps</b><br>Accessible maps of indoor and outdoor areas are not available.  | Create accessible maps that identify the location of elevators, accessible washrooms, quiet rooms, etc., for indoor and outdoor areas.   | Q2 2024                 |
| (10) <b>Accessibility assessment</b><br>Recommendations from Rick Hansen Foundation accessibility reports have not all been implemented.  | Compare Rick Hansen accessibility criteria to Accessible Canada requirements and identify potential gaps.<br><br>Implement recommendations from the Rick Hansen Foundation to achieve Gold | Q2 2024<br><br>Q2 2025  |



| <b>Built environment</b>  |   |                               |
|---|---|-------------------------------|
| <b>Barriers</b>   | <b>Actions</b>  | <b>Target Timelines</b>       |
|   | <p>certification for Canada Place office.</p> <p>Review Canadian Built Environment Accessibility Standard Guidelines and develop plans to meet requirements.</p>  | Q2 2025                       |
| (11) Quiet space is not available for employees with neurodivergent and other disabilities.   | <p>Identify designated quiet or meditation room for people with sensitive, mental health, or cognitive requirements.</p> <p>Identify available accessible workspaces for employees with neurodivergent and other disabilities.</p>  | <p>Q2 2025</p> <p>Q4 2023</p> |
| (12) Hearing loop in the main boardroom and reception area is not available.  | Install a hearing loop in the main boardroom and our reception area for employees and visitors with audio requirements.   | Q4 2024                       |
| (13) <b>Emergency planning</b><br>Emergency plans, procedures, and policies may not consider the needs of people with diverse disabilities. | <p><b>For the public</b><br/>Review and update safety plans to ensure that accessibility is a component of safety and emergency plans for the public.</p> <p><b>For employees</b><br/>Review and update all emergency planning to ensure that all accessibility requirements are considered in occupational health and safety</p> | <p>Q2 2024</p> <p>Q2 2025</p> |

| Built environment |   |                  |
|-------------------|---|------------------|
| Barriers          | Actions   | Target Timelines |
|                   | <p>and emergency plans for employees.</p> <p>Train emergency wardens annually on emergency planning for employees with disabilities. Train new employees during onboarding.</p> |                  |

### 3.3. Communications

Actions included under **communications** are targeted to address barriers related to inclusive and accessible communications provided to employees, clients, and the public.

| Communications   |  |                               |
|--|--|-------------------------------|
| Barriers   | Actions  | Target Timelines              |
| <p>(1) <b>Inclusive and accessible communications</b></p> <p>No guidelines related to inclusive language and accessibility in internal or external communications.</p> | <p>Update our style guide based on the <a href="#">Government of Canada's Guidelines for Inclusive Writing</a>, adding in guidance in order to reflect diversity and inclusion.</p> <p>Update style guide to reflect accessibility requirements based on the <a href="#">Accessible Canada Annex Template</a>.</p> <p>Update each department in the organization on inclusive language and accessibility standards that will be a part of our style guide.</p> | <p>Q2 2024</p> <p>Q2 2025</p> |

| <b>Communications</b>   |   |                         |
|---|---|-------------------------|
| <b>Barriers</b>   | <b>Actions</b>  | <b>Target Timelines</b> |
|   | Review and revise current port authority policies for inclusive language and accessibility.   |                         |
| (2) Online accessibility maps are not available on the website.           | Investigate the viability of creating an accessibility map and posting online.<br><br>Create an Accessibility page on external website that highlights accessibility commitment.  | Q4 2024<br><br>Q4 2024  |
| (3) Social media images may not include captions and alt text.            | Provide descriptive image captions and alternative text (“alt text”) to images in all social media posts.   | Q1 2024                 |
| (4) Videos and marketing content may not be as accessible as it could be. | Create a tip sheet for all departments, outlining accessibility requirements when creating and sharing port authority video assets, including providing subtitles, provision of .srt files for close captioning, appropriate pacing of a voice over track, etc. | Q1 2024                 |
| (5) Low representation of people with disabilities in visual assets.      | Survey staff to see if any employees with disabilities wish to be included in promotional materials.<br><br>Ask stakeholders or disability groups for volunteer participants.<br><br>Develop and communicate criteria for selection of models                   | Q2 2024<br><br>Q1 2024  |

| <b>Communications</b>  |   |                         |
|--|---|-------------------------|
| <b>Barriers</b>  | <b>Actions</b>  | <b>Target Timelines</b> |
|  | and talent for video and photos assets that include people with disabilities.   |                         |
| (6) <b>Community feedback</b><br>Virtual and in-person engagement process may not be accessible.                                     | Assess engagement process and materials for accessibility for community members with disabilities.  | Q2 2025                 |
| (7) <b>Website accessibility</b><br>Materials in additional languages not available in accessible formats for customers and clients. | Conduct research into customer and clients needs to determine if accessibility of translations is required for specific audiences.  | Q2 2025                 |
| (8) Website(s) content are not fully accessible (text, video, image).  | <p>Develop and redesign our port authority (www.portvancouver.com) and Canada Place (www.canadaplace.ca) websites. This includes re-thinking, re-writing and re-designing content.</p> <p>Align the new websites and content with the <a href="#"><u>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</u></a>, and the <a href="#"><u>Web Content Accessibility Guidelines (WCAG) international standard</u></a>, in order to meet best practices for providing accessible and inclusive website content.</p> <p>Conduct accessibility beta testing of the website.</p> | Q4 2024                 |

| <b>Communications</b>  |   |                         |
|--|---|-------------------------|
| <b>Barriers</b>  | <b>Actions</b>  | <b>Target Timelines</b> |
|  | <p>Ongoing website testing for website accessibility as features are updated.</p> <p>Assess department specific training needs for WCAG standards and providing and receiving information and communications in ways that are accessible to people with disabilities.</p> <p>Monitor that WCAG guidelines are used in documents and online materials.</p> |                         |
| <p>(9) <b>Emergency procedures</b><br/>           Communication on emergency procedures and materials may not be accessible.</p> | <p>Review and revise emergency communication procedures and materials to be fully accessible.</p>   | <p>Q2 2024</p>          |

### 3.4. Information and communication technologies

Actions in the **information and communication technologies (ICT)** section aim to create a barrier-free digital environment, accessible and useable by employees, clients, and the public.

| <b>Information and communication technologies</b>  |  |                               |
|--|--|-------------------------------|
| <b>Barriers</b>  | <b>Actions</b>   | <b>Target Timelines</b>       |
| <p>(1) No guidelines related to inclusive language and accessibility in internal or external communications.</p> | <p>Conduct an accessibility audit with input from employees and clientele who have disabilities.</p> | <p>Q4 2024</p> <p>Ongoing</p> |

| <b>Information and communication technologies</b>  |   |                                |
|--|---|--------------------------------|
| <b>Barriers</b>  | <b>Actions</b>  | <b>Target Timelines</b>        |
|  | <p>Monitor assistive technologies for compatibility with those identified in the audit.</p> <p>Assess accessibility of information, communication and technology tools with plans for replacement of those that don't meet accessibility standards.</p> <p>Review web and computer applications annually to ensure ongoing accessibility.</p> | <p>Q2 2024</p> <p>Annually</p> |
| (2) The range of resources and technologies available for employees may not meet the needs of employees with disabilities. | In consultation with Procurement, identify appropriate assistive technologies and equipment for employees with disabilities.  | Ongoing                        |

### 3.5. Procurement of goods, services, and facilities

The **procurement of goods, services, and facilities** refers to how the port acquires and purchases goods, services, and facilities that may be used or accessed by employees, clients, and the public.

| <b>Procurement of goods, services, and facilities</b>   |  |                         |
|---|--|-------------------------|
| <b>Barriers</b>   | <b>Actions</b>   | <b>Target Timelines</b> |
| (1) <b>Supplier outreach</b><br>Supplier diversity program is not in place to encourage people with disabilities to provide goods and services. | Work with accreditation agencies to develop a Supplier Diversity Program to create equitable opportunities for people with disabilities. | Q2 2025                 |

| <b>Procurement of goods, services, and facilities</b>   |   |   |
|---|---|---|
| <b>Barriers</b>   | <b>Actions</b>  | <b>Target Timelines</b>   |
| <p>(2) <b>Employee focus</b><br/>           Assessments of equipment, services and facilities used by employees with disabilities have not been conducted.</p>                | <p>Conduct accessibility audits of equipment, services and facilities to identify accessibility barriers and develop a plan to address them working with procurement team.</p>  | <p>Q4 2025</p>  |
| <p>(3) <b>Procurement criteria</b><br/>           There is a lack of knowledge about accessible requirements in procurement policies and procedures as well as resources.</p> | <p>Create procurement accessibility guidelines and checklists.<br/>           Deliver accessibility training to the procurement team and develop plan for procurement-specific accessibility training for the organization.</p>                                 | <p>Q2 2024 for procurement team and to organization Q2 2025</p> |
| <p>(4) Accessibility requirements are not part of standard bid evaluation criteria.</p>   | <p>Consider principles of universal design into the procurement process for equipment purchasing and for facilities for employees.<br/>           Communicate, assess, and evaluate accessibility requirements to vendors in Request for Proposal template.</p> | <p>Q2 2025</p>  |

### 3.6. Design and delivery of programs and services

Actions in the **design and delivery of programs and services** section aim to create accessible programs and services, whether internal or external.

| Design and delivery of programs and services  |  |                  |
|---|--|------------------|
| Barriers  | Actions  | Target Timelines |
| <p>(1) <b>Community events</b><br/>           Rising costs to deliver major community events can limit the ability to include ASL interpretation on all stages. Currently ASL is only on mainstage for Canada Together.</p> | <p>Set up an accommodation budget each year specifically to provide ASL interpretation and other required accommodations.</p>  | <p>Q2 2024</p>   |
| <p>(2) Communications about accessibility and how to request an accommodation are not available to the public.</p>  | <p>Communicate commitment to accessibility to the public and how to request an accommodation.</p>  | <p>Q2 2024</p>   |
| <p>(3) <b>Programs</b><br/>           No specific accommodations are in place to ensure education programs are accessible to all.</p>   | <p>Prepare transcripts of online training to be available as needed.<br/><br/>           Add other accessibility features, such as ASL, alternate formats, large print, closed captions for videos, etc.</p> | <p>Q2 2024</p>   |
| <p>(4) Booking system for educational and community programs may not be accessible to all.</p>  | <p>Audit accessible booking procedures and forms for accessibility.</p>  | <p>Q4 2025</p>   |
| <p>(5) Accessibility guidelines are not available for employees coordinating events and</p>   | <p>Develop program and services accessibility guidelines outlining planning requirements and messaging for events.</p>   | <p>Q2 2024</p>   |



| Design and delivery of programs and services   |  |                  |
|--|--|------------------|
| Barriers   | Actions  | Target Timelines |
| programs at VFPA or Canada Place.  |  |                  |
| (6) Program delivery team has not received department-specific accessibility training. | <p>Deliver department-specific disability and accessibility awareness training for program team members.</p> <p>Deliver accessibility awareness training annually and for new employees.</p> | Q4 2024          |

### 3.7. Transportation

Actions in the **transportation** section aim to address barriers related to accessing the ports' facilities.

| Transportation   |   |                  |
|--|---|------------------|
| Barriers   | Actions   | Target Timelines |
| (1) Limited space for golf-cart storage areas to support visitors, passengers, and employees with mobility issues. | Assess options for adding golf cart access and storage areas.   | Q2 2024          |
| (2) Traffic attendants and customer-serving staff may not have been trained in assisting people with disabilities. | Provide yearly accessibility and inclusion training to traffic attendants and customer-serving staff. | Q2 2024          |
| (3) Transportation maps and real-time monitors may not be accessible to all.                                       | Review and assess maps and real-time monitors to identify and remove accessibility barriers.          | Q2 2025          |

#### 4. Inclusive culture and accessibility

Creating inclusion and accessibility for people with disabilities has been an organizational priority for the port authority for many years. The port has put in place internal processes and built external partnerships with disability-serving agencies with the goal of supporting persons with disabilities by recruiting and retaining employees with disabilities, creating accessible workplaces and by providing barrier-free services for its customers and the public.

The port is committed to:

- Creating a workforce that is educated and aware of the rights of people with disabilities
- Embedding accessibility in organizational systems
- Continuing to collaborate with people with disabilities to prevent or eliminate barriers and guide the accessibility plan

Consultations with people with disabilities provided information about the need to foster an inclusive culture and continue to remove accessibility barriers. Themes have been identified by “Category”.

| Inclusive culture and accessibility                             |  |                  |
|---|--|------------------|
| Category  | Actions  | Target Timelines |
| (1) <b>Commitment to accessibility</b>                          | <p>Develop a commitment to accessibility statement in consultation with people with disabilities.</p> <p>Communicate the accessibility statement on the website.</p> <p>Request a budget for 2024-25 operating and capital expenditures.</p> <p>Hire a senior advisor for inclusion and accessibility.</p> | Q4 2024          |
| (2) <b>Safety and inclusion for employees with disabilities</b> | <p>Develop and deliver training to hiring managers and talent acquisition advisors on how to encourage and support employees with visible and</p>  | Q2 2025          |

| <b>Inclusive culture and accessibility</b>                       |   |  |
|--|---|--|
| <b>Category</b>  | <b>Actions</b>  | <b>Target Timelines</b>                      |
|  | <p>invisible disabilities to meet their accommodation requirements:</p> <ul style="list-style-type: none"> <li>• During the recruitment process</li> <li>• During the employee life cycle</li> </ul> <p>Apply an employee-centered approach to accommodation and assistive technology.</p> <p>Provide diversity awareness and accessibility training for all employees.</p> <p>Explore the creation of an employee resource group for employees with disabilities. In the interim, identify an Accessibility Ombudsperson as a support person for employees to receive assistance in requesting accommodations.</p> | <p>Q1 2026</p> <p>Q1 2026</p> <p>Q2 2025</p> |
| <b>(3) Accessible workplaces for employees with disabilities</b> | <p>Develop and communicate accommodation procedures for employees, including timelines, who to contact, and a process for temporary accommodations while formal accommodations are being approved.</p> <p>Communicate current accommodation policy and identify a contact person in human resources for employees to receive</p>  | <p>Q4 2024</p> <p>Q4 2023</p>                |

| <b>Inclusive culture and accessibility</b>    |  |                         |
|---|--|-------------------------|
| <b>Category</b>                               | <b>Actions</b>   | <b>Target Timelines</b> |
|   | <p>assistance in requesting accommodations.</p> <p>Consult with employees with disabilities to ensure that accommodation requirements are identified and addressed when making organizational changes.</p> | Ongoing                 |
| <b>(4) Accessible services for the public</b> | Communicate commitment to accessibility to the public and how to request an accommodation.   | Q2 2024                 |
| <b>(5) Ongoing feedback</b>                   | Create feedback mechanism(s) for employees and the public so the port can identify, remove, and prevent barriers to accessibility.   | Q2 2023                 |

## 5. General: How to give feedback

The port authority’s goal is to provide the highest standard of accessibility. We value your feedback and lived experience. If you have questions or suggestions about our accessibility plan or your ability to access our services, please send us your feedback.

### Person identified to receive feedback

The director, human resources operations is responsible for receiving feedback from the public and employees on the accessibility plan or any issue related to accessibility.

### How to submit feedback

|                   |  |
|-------------------|--|
| <b>Email:</b>     | <a href="mailto:accessibility@portvancouver.com">accessibility@portvancouver.com</a> |
| <b>Telephone:</b> | 604.665.9000   |

|      |  |
|------|--|
| Mail | Accessibility plan feedback<br>Human Resources<br>Vancouver Fraser Port Authority<br>100 The Pointe, 999 Canada Place<br>Vancouver, B.C. V6C 3T4 |
|------|--|

We will acknowledge all accessibility feedback we receive within **two (2) business days**, except for feedback shared anonymously.

We value your feedback and the time you have taken to provide it. If you prefer to submit your feedback anonymously, there are several options.

### **Anonymous feedback**

For the public

You do not have to include your name when submitting your feedback. We will share your feedback only with those employees directly involved in improving accessibility at the port authority.

For employees

If you want to submit anonymous feedback, please submit your feedback through the [ConfidenceLine](#).

Please remember that if you provide your feedback anonymously, we may be unable to acknowledge or reply to your feedback.

If you wish to receive this report in an alternative format, please contact Human Resources at the contact information above. You can expect to receive an alternative format within the following timeline:

- For print, large print, and electronic formats: within 15 days after receiving the request
- For braille or audio formats: within 45 days after receiving the request