



# Jazz Aviation LP 2024 Accessibility Progress Report

June 1, 2024



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# 1 General

## 1.1 About Jazz Aviation LP

Jazz Aviation LP (“Jazz”) is the largest regional carrier in Canada and the primary operator of Air Canada Express flights to destinations across North America.

Jazz and Air Canada are partners under a commercial agreement called a capacity purchase agreement (the “Agreement”). Jazz operates regional flights on behalf of Air Canada as Air Canada Express.

From a passenger perspective, Air Canada is responsible for setting the standards for service, including accessibility, for all flights operated by Jazz. Jazz must adhere to these standards as part of the Agreement between the two carriers.

Under this Agreement, passengers transported by Jazz are Air Canada passengers and so, Air Canada is accountable and responsible to passengers, including those travelling on Jazz operated flights. This relationship uniquely benefits passengers, as it ensures that all travellers receive consistent and equal access to high-quality service, support, and commitment to an accessible travel experience.

Under the Agreement, Air Canada is responsible for customer relations for all Air Canada Express flights operated by Jazz.

Given Air Canada is responsible for setting the standards for service and because Air Canada is responsible for customer relations for all Air Canada Express flights operated by Jazz, the Jazz Accessibility Plan and Jazz’s Progress Report are linked to Air Canada’s Accessibility Plan and Air Canada’s Progress Report, respectively.

Jazz maintains an ongoing dialogue with Air Canada’s Accessibility Office, to ensure consistency for passengers across Air Canada Express flights operated by Jazz.

This report outlines progress from June 1, 2023 to April 30, 2024.

# 1 General

## 1.2 Contact Information

The primary Jazz Accessibility contact is the Equity, Inclusion and Accessibility Manager. The secondary contact is the Manager, Development, Diversity, and Learning. Alternate formats of this report can be requested by the means outlined below.

Attention to: Manager, Development, Diversity, and Learning  
Jazz Aviation LP  
310 Goudey Drive  
Enfield, Nova Scotia  
B2T 1M6  
Phone: 1-905-671-7471

[Email the Jazz Accessibility Office](#)

Instagram: [Click here to view Jazz's Instagram account](#)

LinkedIn: [Click here to view Jazz's LinkedIn account](#)

Passengers of Air Canada Express flights operated by Jazz are directed to provide feedback regarding accessibility matters directly to Air Canada. Refer to section 1.3 below.

## 1.3 Feedback Process - Air Canada Express Passengers Served by Jazz

The Agreement sets the policies and procedures for receiving feedback from Air Canada Express passengers on Jazz operated flights. Jazz refers all passenger feedback received to Air Canada for remediation.

The following is an excerpt from the Air Canada Accessibility Progress Report regarding the process for how passengers may provide accessibility feedback.

Online: [Air Canada Accessibility feedback form](#)

Email: [Email the Air Canada Accessibility Office](#)

Phone: 1-888-422-2408 (TTY and video relay available)

Mailing addresses:

Director, Diversity, Equity and Inclusion  
7373 Cote-Vertu Blvd. West  
Ville Saint-Laurent, Quebec  
H4S 1Z3

Director, Customer Accessibility  
525 rue Viger  
Montréal, Quebec  
H2Z 1G6

## **2 Feedback Information**

Details about Air Canada Express passenger feedback may be found in Air Canada's Progress Report.

As of April 1, 2024, Jazz received one email in relation to accessibility feedback regarding its flights. This email was in relation to a customer requesting wheelchair assistance on an upcoming Air Canada Express flight operated by Jazz. The customer was responded to by Jazz's Accessibility Officer within 48 hours of receipt of the feedback and was provided with information on the wheelchair assistance request process, which included direction to Air Canada's Medical Assistance Desk.

## **3 Consultations**

For an update on the Air Canada consultation process, refer to the Air Canada Accessibility Progress Report for details.

## **4 Information and Communication Technologies (ICT)**

All information provided to, and all communications with Air Canada Express passengers is the sole responsibility of Air Canada.

Under the Agreement, all telecommunication systems used to communicate with Air Canada Express passengers are controlled and directed by Air Canada. Air Canada sets the policies and standards for these systems.

Refer to the Air Canada Accessibility Progress Report for details.

## **5** **Communication, Other Than ICT**

All communication methods for Air Canada passengers are determined solely by Air Canada.

Jazz employees who interact with Air Canada Express passengers must complete training with respect to the *Accessible Transportation for Persons with Disabilities Regulations*, including best practices for communication. This includes considering the nature of the person's disability, communicating in clear, concise, and plain language, and using alternate methods of communication such as pen and paper.

Refer to the Air Canada Accessibility Progress Report for details.

## **6** **Procurement of Goods, Services and Facilities**

All procurement of goods, services, and facilities for passengers are completed in conjunction with Air Canada to meet accessibility commitments.

The procurement of goods, services, and facilities for the public is included in the Agreement under the direction of Air Canada. Jazz operated airport facilities in Canada are administered through leasing arrangements between Air Canada and the various airport authorities. Public facing goods and services provided by these airport facilities are determined by the various airport authorities.

Refer to the Air Canada Accessibility Progress Report for details.

## **7 Design and Delivery of Programs and Services**

The design and delivery of programs and services for Air Canada passengers is controlled solely by Air Canada. Air Canada sets the policies, processes and standards that Jazz adhered to in its service to Air Canada passengers.

Jazz considers accessibility with respect to required delivery of programs and services, which are approved by Air Canada.

Refer to the Air Canada Accessibility Progress Report for details.

## **8 Transportation**

If transportation arrangements for Air Canada Express passengers are required, then such transportation is managed by and is the sole responsibility of Air Canada.

Transportation of Air Canada Express passengers may also be determined by airport authorities where Air Canada and/or Jazz are tenants.

Refer to the Air Canada Accessibility Progress Report for details.

## **9 Built Environment**

The built environment for Air Canada Express passengers includes aircraft and airport facilities. Air Canada determines the aircraft operated by Jazz and the airport facilities where Jazz provides such services.

Jazz considers accessibility with respect to required built environment (aircraft and facilities) which are approved by Air Canada.

Refer to the Air Canada Accessibility Progress Report for details.

An assessment of barriers and priorities regarding the built environment for all passengers may have been conducted by individual airport authorities where Jazz is a tenant.

## **10 Provisions of CTA Accessibility-Related Regulations**

As a Canadian air transportation provider, Jazz is subject to the following:

- Accessible Canada Act
- Accessible Transportation for Persons with Disabilities Regulations
- Accessible Transportation Planning and Reporting Regulations
- Accessible Canada Regulations.