



# Symposium on **ACCESSIBILITY**

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**Sarah Ève De Lisle**

Chief, Accessibility and Regulations

YUL Montréal–Trudeau International Airport (ADM)



ICAO



# Why accessibility must be operational

One journey. Many handoffs. One passenger experience.



**Plan**

Information & booking

**Arrive**

Transport & terminal access

**Process**

Check-in, security & border

**Connect**

Wayfinding & assistance

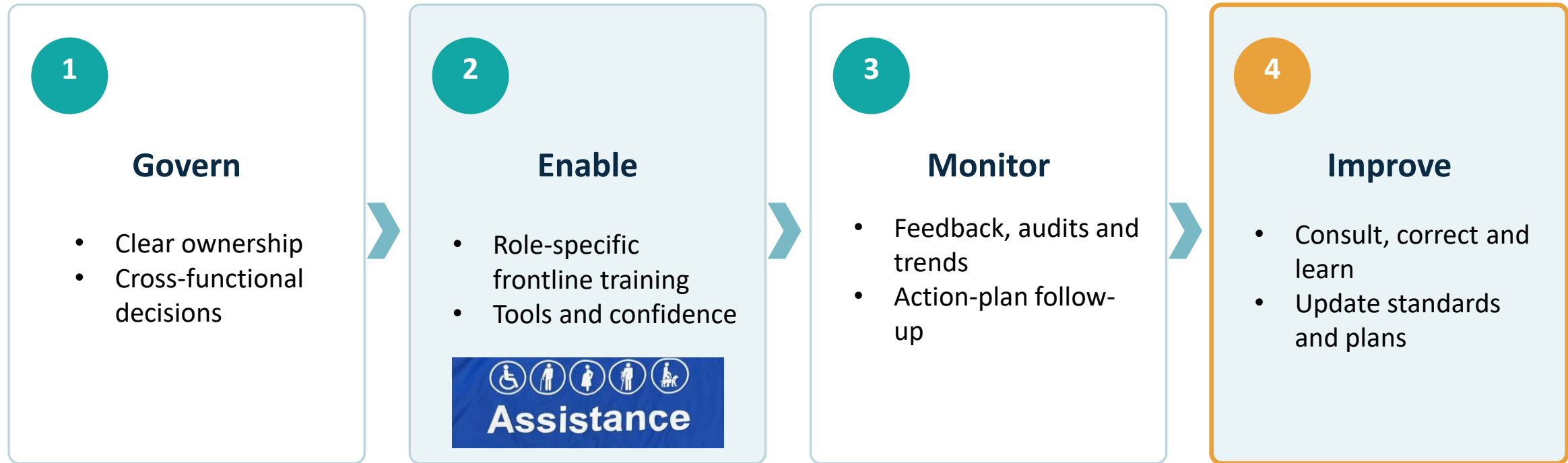
**Board**

Gate, aircraft & handoff

**A single barrier at one handoff can undermine the full journey.**

**Manage accessibility with the same rigour as safety, security and service continuity.**

# From commitment to continuous management



**Measure more than complaints: observe operations, identify recurring barriers and verify completion.**

# Resilience and dignity

Irregular operations are the real stress test

- Who needs proactive communication?
- Are equivalent accessible routes and alternatives in place?
- Are handoffs and decision roles explicit?
- Can support services scale with demand?
- Do recovery decisions include accessibility impacts?

**Reliability during disruption is a measure of operational maturity.**



# Accessibility is a measure of operational maturity

Three commitments to carry forward

**Embedding accessibility into governance, frontline capability, performance monitoring and daily operations makes aviation more resilient, efficient and inclusive.**

- 1 Early indicators that reveal barriers before complaints arrive.
- 2 Clear accountability across all airport touchpoints.
- 3 Accessibility built into disruption and recovery planning.

**No single organization can deliver an accessible journey alone.**

**Together, we can manage accessibility as a shared, continuous responsibility.**