
2025 Progress Report

Greater Sudbury Airport Accessibility Plan & Feedback Process
2024 to 2027

Greater Sudbury Airport Community
Development Corporation

May 30, 2025

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Accessibility Progress Report for the Greater Sudbury Airport, June 2024 to June 2025

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Accessibility Progress Report for the Greater Sudbury

Reporting Period: June 2024 - June 2025

The Greater Sudbury Airport continuously works to create a barrier-free facility for all passengers, guests, and employees. As part of this effort, the Airport is committed to continuous improvement to ensure services are accessible and barrier-free to make all visits convenient and enjoyable.

To date, the Greater Sudbury Airport has worked with its airport partners to ensure a cohesive level of service is in place, from arrival, check-in, screening, embarking, and disembarking of aircraft. This is a multi-partner and multi-employee program that could not be executed without the involvement of all parties in the airport ecosystem.

General

The Greater Sudbury Airport (YSB) continues to prioritize accessibility, striving to provide an inclusive and barrier-free environment for all passengers, employees, and visitors. This progress report details progress made between June 2024 and June 2025 in implementing our 2024-2027 Accessibility Plan & Feedback Process, and outlines additional accessibility initiatives that the Airport is working toward or has achieved during this reporting period.

Inquiries related to the Greater Sudbury Airport's accessibility efforts, including its 2024-2027 Accessibility Plan & Feedback Process, wanting to provide feedback, as well as those wanting to request an alternate format of our plan or progress report, may contact:

Email: YSBaccessibility@flysudbury.ca

Telephone: 705.693.2514, ext. 238

Online: www.flysudbury.ca and www.flysudbury.ca/airport-info#access

Mail: Greater Sudbury Airport, Attn: YSB Accessibility
5000 Air Terminal Drive, Suite T202
Garson, Ontario P3L 1V4

Airport Representative Designated to Receive Feedback:

Christopher Pollesel
Director, Commercial Development & Passenger Experience
Greater Sudbury Airport

Information and Communication Technologies (ICT)

- A website audit was conducted in Q3 2024 to assess the Airport's website to determine what accessible features and functions were currently offered on the existing website and what services would need to be considered while planning for a new website.
 - Status: Completed.
- Review of Airport's accessible service offerings and accessible information while ensuring these services are outlined on the Airport's website.
 - Status: Completed.
- As a result of the website audit and in consultation partners, an enhanced website was launched with several accessibility considerations implemented including improved navigation, screen reader compatibility, sufficient colour-contrast design, alternative text usage, and ensuring the provision of additional accessible formats of content should they be request.
 - Status: Completed.
- Feasibility is underway of the Airport's public address system while working toward providing pre-recorded announcements that are clearly audible in both official languages. This work is being done in collaboration and consultation with an airline partner.
 - Status: Underway with a projected completion in Q4 2025.

Communication, Other than ICT

- Completed installation of a new accessible customer service kiosk in the Airport's arrivals hall to ensure that the needs of passengers and airport visitors are addressed at a one-stop location in the terminal. The procurement of this new kiosk clearly outlined the need for accessible considerations as part of the Request for Proposal.
 - Status: Completed.
- A comprehensive review of airport signage was conducted with specific attention to accessibility. The review determined the need to make changes to our additional signage and efforts are underway to redesign airport signage and apply for funding.
 - Status: Signage review has been completed. The next steps for this project are the design of signage and the implantation plan.
- Feedback was received to bring "The Accessible Icon Project" to our attention. The Accessible Icon Project graphic icon was identified as a work collaboration among people with disabilities and their allies advocating toward a more accessible world.

- Status: The Airport has begun to implement this design on designated accessibility seating in the terminal, where able to do so, in an effort to share the organization's vision toward creating a more accessible world.
- In an effort to ensure strong visual contrast, the in-terminal Flight Information screens and Gate Information screens were redesigned to ensure that strong colour contrast and large print are used.
 - Status: Completed April 2025

Procurement of Goods, Services, and Facilities

- Accessibility needs standards were implemented in the procurement process under evaluation criteria for the procurement of the Airport's customer service kiosk.
 - Status: Completed.
- The Airport reviewed its fleet of wheelchairs and replaced parts (brakes and wheels) on select wheelchairs to ensure their safety.
 - Status: Completed.
- The Airport plans to purchase more wheelchairs to add to its fleet in the terminal. The need for increased wheelchair availability during peak travel periods was observed and is under active evaluation for action.
 - Status: Assessing current fleet to determine models needed and quantities.

Design and Delivery of Programs and Services

- The Airport is researching programs designed specifically for passengers with invisible disabilities, such as the Sunflower Lanyard and MagnusCards initiatives.
 - Status: Underway.
- As part of the Airport's Passenger Experience program, accessibility is both a requirement and priority for all efforts undertaken by the Airport.
 - Status: Ongoing.
- All employees working onsite in the airport's terminal building are required to complete the Canadian Transportation Agency's Accessibility for All training. Modifications to our employee portal's website were made to ensure better compliance and understanding of this requirement.

- Status: Completed Q3 2024

Transportation

- Identifying accessible designated spaces and ensuring they are maintained with accessible designations through signage and line painting.
 - Status Completed in Q3 2024 with review scheduled in Q3 2025.
- Ensuring airside ground markings and walk paths between aircraft and the terminal are clearly visible.
 - Status: Paint touch-up scheduled for June 2025.
- Several accessible transportation options are available to passengers and airport visitors. As part of our ongoing ground transportation work, we ensure that all ground transportation providers partnering with the Airport meet accessible requirements.
 - Status: Ongoing.

Built Environment

- Installed new parking payment machines within the terminal and upon parking lot exit to better meet accessibility standards and for improved ease of use.
 - Status: Completed August 2024
- A large-scale passenger boarding lounge expansion project was planned and completed with the provision of ensuring accessible seating, more space for personal maneuvering, and charging areas were increased within the boarding lounge.
 - Status: Completed January 2025
- A review was conducted of passenger queuing during boarding in the departure lounge to provide a more controlled flow of passenger boarding and to better assist passengers requiring assistance during boarding. A plan was developed to provide dedicated queuing lanes for boarding and is currently being trialed.
 - Status: Review of the trial setup is currently underway until September 2025. Following the review, further assessment will be conducted to work toward a permanent queuing solution.

Provisions of CTA Accessibility-Related Regulations

The Greater Sudbury Airport remains compliant with the requirements outlined in the Accessible Canada Act (ACA), Accessible Transportation Planning and Reporting Regulations (ATPRR), and

related Canadian Transportation Agency (CTA) accessibility regulations. All facilities, services, and operational procedures adhere to regulatory requirements.

The following are applicable regulations pertaining to the Greater Sudbury Airport's accessibility-related responsibilities:

- Accessible Canada Act (ACA), Part 4, Accessibility Plans – Regulations Under the Canada Transportation Act, and Regulations under the ACA
- ACA - Accessible Canada Regulations (ACR) – Accessibility Plans
- ACA - Accessible Transportation Planning and Reporting Regulations (ATPRR) – Accessibility Plans
- Canada Transportation Act (CTA) PART V Transportation of Persons with Disabilities
- CTA - Accessible Transportation for Persons with Disabilities Regulations (ATPDR) Part 1 and Part 4 Divisions 1 and 2

Feedback Information

Throughout this reporting period, two responses of feedback were received and noted below:

- Feedback was provided throughout a consultation effort with the City of Greater Sudbury Accessibility Advisory Committee to bring “The Accessible Icon Project” to our attention. The Accessible Icon Project graphic icon was identified as a work collaboration among people with disabilities and their allies advocating toward a more accessible world. As a result, the Airport has begun to implement this design on designated accessibility seating in the terminal, where able to do so, in an effort to share their vision toward creating a more accessible world.
 - Status: Implementation has begun, where able to do so.
- A suggestion was received for increasing wheelchair availability, especially during peak travel periods.
 - Status: Currently under active evaluation for action, additional wheelchairs were recently introduced by an airline in the terminal.

Consultations

The Greater Sudbury Airport has engaged in consulted with the City of Greater Sudbury Accessibility Advisory Panel and is committed to ongoing consultation. The Airport has also continued to work with airport partners to ensure a cohesive level of service is in place, from arrival, check-in, screening, embarking, and disembarking of aircraft. This is a multi-partners and multi-employee program that cannot be executed without the involvement of all parties in the airport ecosystem.

We recognize that further consultation with additional advocacy stakeholders and our community is critical in enhancing the program and driving constant improvement.

- Planning efforts were made to host an on-site tour and additional consultation with the City of Greater Sudbury's Accessibility Advisory Panel in Q3 2024 to gain practical insights and recommendations.
 - Status: This visit was postponed due to a construction project that commences at the Airport with the intention to reschedule in 2025.

Greater Sudbury Airport Commitment

At the Greater Sudbury Airport, we are committed to fostering an inclusive and accessible environment for all travelers, employees, and partners. We recognize the importance of diversity and strive to ensure that our facilities, programs, and services are accessible to individuals of all abilities. We are dedicated to continuously improving accessibility measures, providing equal opportunities for everyone to enjoy a smooth and comfortable airport experience as well as having open channels to provide feedback. Our commitment extends to not only meeting but exceeding accessibility standards when possible, ensuring that everyone feels welcome and supported at the Greater Sudbury Airport.



YSB