
2026 Progress Report

Greater Sudbury Airport Accessibility Plan & Feedback Process
2024 to 2027

Greater Sudbury Airport Community
Development Corporation

May 30, 2026

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Accessibility Progress Report for the Greater Sudbury Airport, June 2025 to June 2026

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Accessibility Progress Report for the Greater Sudbury

Reporting Period: June 2025 - June 2026

The Greater Sudbury Airport continuously works to create a barrier-free facility for all passengers, guests, employees, and airport partners. As part of this effort, the Airport remains committed to continuous improvement to ensure that services, facilities, and communications are accessible and barrier-free, helping make all visits convenient, welcoming, and inclusive.

To date, the Greater Sudbury Airport has continued working collaboratively with airport partners to ensure a cohesive level of accessible service is in place from arrival, check-in, screening, boarding, and disembarkation of aircraft. Accessibility within the airport environment remains a shared responsibility across all organizations operating within 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 2025 and June 2026 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.

For inquiries regarding the Greater Sudbury Airport's accessibility initiatives, including its 2024-2027 Accessibility Plan & Feedback Process, to provide accessibility-related feedback, or to request an alternate format of the Accessibility Plan or Progress Report, please contact:

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Airport Representative Designated to Receive Feedback:
Christopher Pollesel
Director, Commercial Development & Passenger Experience
Greater Sudbury Airport

Information and Communication Technologies (ICT)

- Continued monitoring and refinement of the Airport's enhanced website to ensure accessibility features remain functional and compliant with accessibility best practices.
 - Status: Ongoing.
- Review of the Airport's accessible service offerings and accessibility-related information to ensure these services and travel resources are clearly identified and readily available on the Airport's website.
 - Status: Ongoing.
- Continued collaboration with airline partners to improve the Airport's public address system and announcement clarity in both official languages.
 - Status: Ongoing.
- Internal reviews were conducted regarding digital passenger communications, including terminal information displays and the accessibility of passenger-facing messaging. As a result, a new flight information display system was introduced and has since been enhanced with improved visual contrast and larger on-screen text to support readability and accessibility.
 - Status: Completed in Q4 2025.

Communication, Other than ICT

- Following a comprehensive review of airport signage conducted during the previous reporting period, with specific attention to accessibility, the review determined the need to make changes to our additional signage. Planning is underway to redesign airport signage, and initial planning documents are currently being developed.
 - Status: Planning documents are being created, and the implementation plan will follow once planning details are known.
- Continued implementation of "The Accessible Icon Project" design within designated accessible seating areas and other terminal accessibility features, where operationally feasible.
 - Status: Ongoing. During this reporting period, the design was applied to passenger seating in the arrivals area and to new airport lounge seating.

Procurement of Goods, Services, and Facilities

- Accessibility considerations continued to be incorporated into procurement discussions and operational planning activities, where applicable. Accessibility requirements, including height specifications and reach ranges, were integrated into the procurement process for the boarding lounge counter project and the acquisition of new passenger furniture in the Airport's lounge.
 - Status: Completed in Q2 2026.
- The Airport inspected its fleet of wheelchairs and performed maintenance and repairs, including the replacement of components on select wheelchairs, to ensure they remained in good working condition.
 - Status: Completed in Q2 2026.
- The Airport worked closely with an airline partner to assist during their procurement of ground servicing equipment, including a new switchback boarding ramp; accessibility aids, and related equipment. Collaboration also included planning for the onsite storage and availability of these resources to ensure they remain accessible to passengers who require them.
 - Status: Ongoing.

Design and Delivery of Programs and Services

- The Airport installed new lounge furniture in its onsite restaurant. Accessibility considerations were incorporated during the planning and procurement stages to ensure the furniture met the needs of all passengers. The "Accessible Icon Project" design was also incorporated into the new furniture.
 - Status: Completed in Q2 2026.
- The Greater Sudbury Airport has begun to work on its long-term Master Plan. As part of this initiative, accessibility needs and considerations will be incorporated into future airport planning and development activities.
 - Status: Ongoing, expected completion by 2027.
- As part of the Airport's Winter Operations Plan, and in response to feedback regarding groundside snow clearing, the Airport modified its winter maintenance planning to include a dedicated winter maintenance service person. This change helps ensure passenger

walkways and parking areas receive enhanced attention and maintenance during the winter season.

- Status: Implemented in Q3 2025.
- During planned maintenance of the Airport's elevator, which provides access to the restaurant lounge, the Airport worked with airport security and the restaurant operator to ensure passengers who were temporarily unable to access the lounge could still access restaurant services. Although developed as a temporary measure, this contingency plan remains in place should the elevator become unavailable in the future.
 - Status: Completed in Q4 2025.
- The Airport is researching programs designed to support passengers with invisible disabilities, including the Sunflower Lanyard and MagnusCards initiatives.
 - Status: Ongoing.
- Accessibility remains a key requirement and consideration within the Airport's Passenger Experience Program and is incorporated into passenger-focused initiatives and improvements.
 - Status: Ongoing.
- All employees working onsite within the Airport terminal are required to complete the Canadian Transportation Agency's Accessibility for All training program.
 - Status: Ongoing.

Transportation

- Review of designated accessible parking spaces to ensure they remain clearly identified and maintained through appropriate signage and pavement markings.
 - Status Completed in Q3 2025, review scheduled in Q3 2026.
- Ensuring airside ground markings and pedestrian pathways between aircraft and the terminal building remain clearly visible and well maintained.
 - Status: Completed in Q2 2025, with a paint touch-up program scheduled for Q3 2026.
- Several accessible transportation options are available to passengers and airport visitors. As part of its ongoing ground transportation program, the Airport works to ensure that all ground transportation providers partnering with the Airport meet accessibility requirements. To this end, a new shuttle service was introduced with accessibility considerations incorporated into its implementation. This also included the installation of a dedicated telephone for contacting the ground transportation provider at a wheelchair-accessible service desk, as well as updated signage featuring enhanced visual contrast to

improve accessibility and wayfinding. These enhancements help provide passengers with disabilities equitable access to ground transportation services and related information.

- Status: Ongoing.

Built Environment

- Accessibility considerations continued to be incorporated into infrastructure planning discussions and future terminal development initiatives.
 - Status: Ongoing.
- As part of our large-scale passenger boarding lounge expansion project in 2025, the Airport has begun the process of replacing its boarding lounge gate counters. Two counter prototypes to ensure functionality within our boarding lounge, which includes an accessible component to ensure the needs of all users are met.
 - Status: Test trial is ongoing.
- A subsequent review of passenger boarding queues in the departure lounge has been undertaken to improve passenger flow, enhance the boarding experience, and reduce barriers for passengers requiring assistance during boarding. A dedicated boarding queuing system was previously developed and trialed during the last reporting period. Based on those findings, additional structural, procedural, and signage modifications have been implemented and are currently being evaluated whether additional modifications are required.
 - Status: Review of the updated trial configuration is currently underway until October 2026. Following the review, further assessment will be conducted to determine whether additional modifications are required.
- Existing accessibility infrastructure, including automatic doors, elevators, ramps, accessible washrooms, and designated seating, continued to be maintained and monitored to ensure ongoing reliability and accessibility.
 - Status: Ongoing.

Provisions of CTA Accessibility-Related Regulations

The Greater Sudbury Airport continues to meet the requirements of the Accessible Canada Act (ACA), the Accessible Transportation Planning and Reporting Regulations (ATPRR), and other applicable Canadian Transportation Agency (CTA) accessibility regulations. Accessibility considerations continue to be integrated into the Airport's facilities, services, and operational procedures to support ongoing compliance and continuous improvement. The following legislation

and regulations are applicable 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, and as a result of previous consultation activities, the Airport continued to review accessibility-related feedback and implement improvements where appropriate.

- Feedback was received regarding passenger mobility assistance and wheelchair availability during peak travel periods. In response, the Airport worked collaboratively with airline partners to enhance accessibility supports and improve the passenger experience. Additional airline-dedicated wheelchairs are now available onsite, and greater emphasis has been placed on local operational planning to support passengers requiring assistance.
 - Status: Completed and airport will continue to monitor.
- Feedback was received on navigation, wayfinding, and boarding lounge flow. As a result, additional signage and revamped boarding lounge staging were developed for two of our three boarding gates. The redesigned staging area now includes delineated boarding lanes and physical barriers to support an orderly boarding process while providing sufficient space for passengers requiring assistance to access the gate unnecessary obstacles.
 - Status: Initial phase completed, and airport will monitor opportunities to improve or build upon.
- Feedback was received regarding winter conditions that created challenges accessing the terminal building from the long-term and vehicle rental parking lots due to snow and ice accumulation. In response, the Airport modified its Winter Operations Plan to include a dedicated groundside winter maintenance service person to help ensure these areas are cleared more promptly.
 - Status: Implemented in Q3 2025.
- Feedback received during consultation with the City of Greater Sudbury Accessibility Advisory Committee in 2024 highlighted “The Accessible Icon Project” as an initiative that promotes accessibility awareness and inclusion. The design was identified as the result of collaboration among people with disabilities and their allies for a more accessible world. In response, the Airport has continued incorporating the design into designated accessibility

seating areas throughout the terminal, where operationally feasible. During this reporting period, the design was further incorporated into new lounge seating in the airport restaurant and seating within the arrivals area. The Airport will continue to review feedback received through its accessibility feedback process and incorporate opportunities for improvement into future planning and operations.

- Status: Ongoing. Two additional seating locations were updated during this reporting period.

Consultations

The Greater Sudbury Airport has engaged with the City of Greater Sudbury Accessibility Advisory Panel and remains committed to ongoing consultation. The Airport continues to work with airport partners to ensure a consistent level of accessible service across the passenger journey, including arrival, check-in, screening, boarding, and disembarking of aircraft. This work relies on collaboration among multiple partners and employees across the airport ecosystem.

The Airport recognizes that continued engagement with additional accessibility stakeholders and community partners is important to strengthening its accessibility program and support continuous improvement.

- In an effort to ensure that all airport users have an opportunity to provide feedback, the Airport launched a passenger experience survey. Two of the four questions include accessibility-related prompts to gather input on accessibility services and identify potential for improvement.
 - Status: Ongoing. To date, 14 responses have been received, with no accessibility-related feedback submitted. The Airport is considering the development of an accessibility-specific survey to further encourage targeted feedback.
- As part of the Airport's Master Plan development, an aviation consultant conducted over 60 in-person consultations with community members and stakeholders, and surveyed over 200 individuals. Accessibility-related feedback was received and will be incorporated into the Master Plan. Key themes included walking distances to airside boarding areas, vehicle rental lot access, and winter maintenance in outdoor parking areas.
 - Status: Completed in Q1 2026.
- The airport consulted with the Airlines Operators Consultative Committee (AOCC) regarding accessibility opportunities to support a consistent and accessible passenger.
 - Status: Ongoing.
- The Airport worked with the local CATSA provider to review accessibility within the pre-board screening area. Through this collaboration, a potential concern regarding wheelchair accessibility was identified and addressed, and a process was implemented to ensure the screening area remains fully accessible.
 - Status: Completed.

- Planning is underway to host an on-site tour and consultation with the City of Greater Sudbury Accessibility Advisory Panel to gain practical insights and recommendations. The visit was postponed due to an active construction project and will be rescheduled.
 - Status: Pending rescheduling.

Greater Sudbury Airport Commitment

The Greater Sudbury Airport is committed to fostering an inclusive and accessible environment for all travellers, employees, and partners. We recognize the importance of accessibility and diversity and strive to ensure that our facilities, programs, and services are designed to be accessible to individuals of all abilities.

We are dedicated to the continuous improvement of accessibility across the airport experience, supported by open and accessible channels for feedback. Our commitment includes meeting and, where feasible, exceeding applicable accessibility requirements through ongoing planning, consultation, and service enhancements.

We aim to ensure that all individuals feel welcomed, supported, and able to travel through the Greater Sudbury Airport with dignity and ease.



YSB