
Greater Sudbury Airport Accessibility Plan & Feedback Process

2024 to 2027

Greater Sudbury Airport Community
Development Corporation

V2

September 20, 2024

**Safe
travels**

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Greater Sudbury Airport Accessibility Plan & Feedback Process

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Corrigenda

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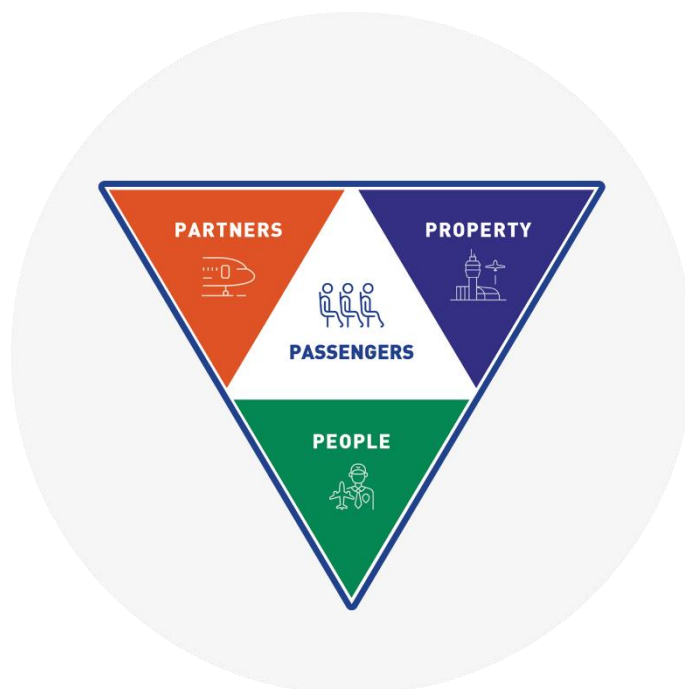
General

About the Greater Sudbury Airport

The Sudbury Airport Community Development Corporation is a not-for-profit, non-share capital corporation that manages the Greater Sudbury Airport (YSB). The Greater Sudbury Airport is one of Northern Ontario's busiest and is currently served by Air Canada, Bearskin Airlines, Porter Airlines, and Propair Charter Service. Air Canada offers daily flights to and from Toronto's Pearson International Airport, which provides worldwide connections, while Porter Airlines offers daily service to and from downtown's Billy Bishop Toronto City Airport, which connects passengers to various Canadian and U.S. destinations. Regular scheduled flights provided by Bearskin Airlines offer air service to and from many Northeastern Ontario centres.

Prior to the pandemic, the Greater Sudbury Airport welcomed close to 290,000 passengers per year with key airline partners including Air Canada/Jazz Aviation LP, Porter Airlines, Bearskin Airlines/Perimeter Aviation, Sunwing, and Propair. In addition, the airport has a strong general aviation business that has allowed for expanded services for our community.

In 2023, Management embarked on a new 5-year strategic plan that will help the Airport focus on four key pillars. Outlined below are the Airport's four key pillars with passengers strategically centered in the middle of the element to ensure that everything revolves around our passengers, including meeting and exceeding accessibility needs.



Greater Sudbury Airport Purpose and Behaviours

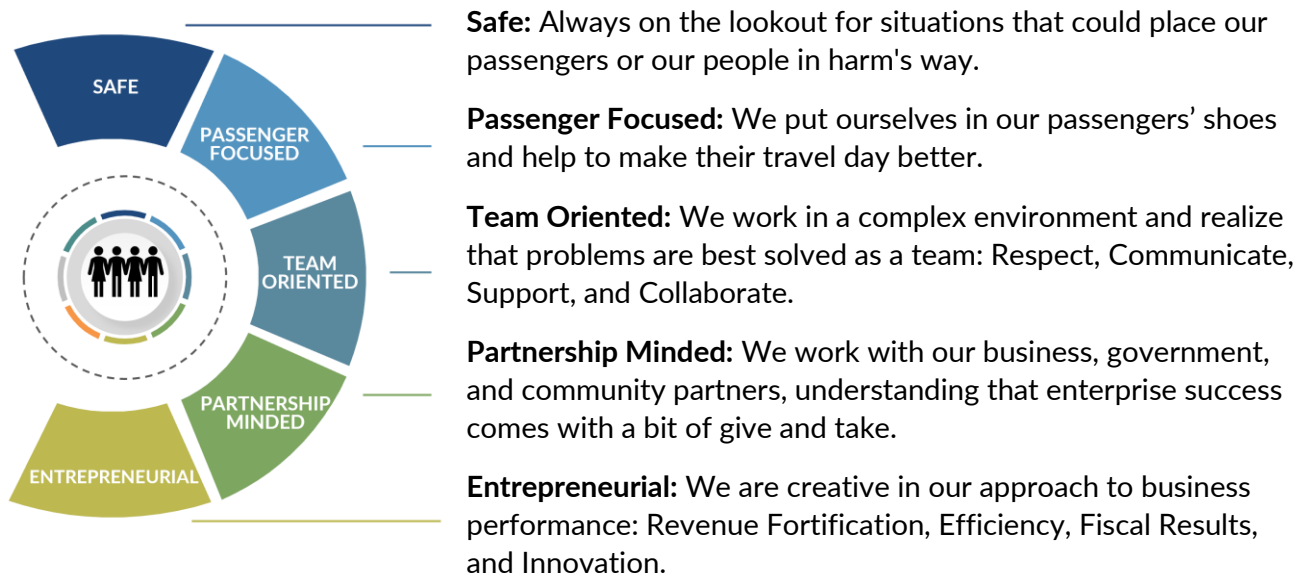
Our new strategic purpose was developed with accessibility in mind.

Purpose:

Committed to safe, **accessible**, and customer focused air transportation enabling economic growth in Greater Sudbury through partnerships with business, government, and our community.

Fly Sudbury.

How we want our GSA team to show up every day:



Feedback Process: Contact Information and Feedback Process

The Greater Sudbury Airport values your input, including anonymous feedback, regarding our Accessibility Plan and Feedback Process and any observations you may have regarding accessibility within our premises. We are dedicated to reviewing and responding to all feedback received, and we commit to take active measures to minimize any barriers identified through this feedback process.

You can submit feedback about accessibility at the Greater Sudbury Airport or about this plan by contacting:

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

You can request alternative formats of this Accessibility Plan and Feedback Process, and any other information using the same contact above.



Giovanna Verrilli
Chief Executive Officer
Greater Sudbury Airport



Christopher Pollesel
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Current YSB Accessibility Program

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.

The Greater Sudbury Airport's accessibility plan and feedback process is a comprehensive strategy to ensure that all individuals, regardless of their abilities, can access and navigate through our airport facilities safely, comfortably, and efficiently. This plan addresses the needs of passengers with disabilities or reduced mobility, but will also encompass broader considerations for accessibility, including cognitive, emotional, mental disabilities along with a focus on elderly passengers, families with young children, and individuals with temporary injuries.

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.

Here are key components that are currently included in the airport accessibility plan:

Employment

The Greater Sudbury Airport employs 29 team members and is a host to nearly 300 employees amongst various companies that provide services on site. The airport employees are considered employees of the City of Greater Sudbury, which has an in-depth accessibility policy we abide by for our 29 employees. The policy includes the following as it relates to employment:

- Recruitment
- Informing Employees of Supports
- Accessible Formats and Communication Supports for Employees
- Individual Accommodation Plans
- Return to work program
- Performance Management, Career Development and Advancement, and Redeployment

The Greater Sudbury Airport is committed to ensuring an inclusive, safe, and accessible work environment for all employees and will continue to work with the City of Greater Sudbury to advance the work environment for all.

Staff Training and Awareness:

All employees and airport partners working in the terminal building must complete the *Canadian Transportation Agency's Accessibility for All* training modules designed to help service providers train staff to assist persons with disabilities. Training airport personnel, including customer service agents, security staff, and other employees, will help ensure our commitment to effectively assist passengers with disabilities and understand their unique needs and preferences.

Built Environment

Facility Design and Infrastructure

Ensuring that airport terminal, parking facilities, restrooms, boarding gates, and other amenities are designed and constructed in compliance with accessibility standards. This includes features such as ramps, elevators, wide doorways, accessible seating, and tactile and high-contrast signage.

- Entrances into the terminal are accessible and include automatic or power operated doors.
- Elevators are provided near main stairwells to provide access to the second floor and associated facilities.
- Simple and intuitive signage included throughout the terminal along with audio announcements.
- Accessible seating areas in the airport are strategically placed to provide ease of access and comfort for passengers with mobility challenges. These seating areas are located in key areas of the terminal. The seating itself is designed to offer ample space for maneuverability, allowing wheelchair users to easily approach and occupy the seats and are clearly identified.
- Accessible check-in counters in the departures area are designed to ensure that all passengers, including those with disabilities or mobility limitations, can efficiently and comfortably complete the check-in process.

Terminal Services and Amenities

Offering accessible check-in counters, security screening lanes, information desks, restrooms, and seating areas within the airport terminal. Additionally, providing visual and auditory announcements to accommodate passengers with hearing or vision impairments.

- Accessible washrooms are available in both communal and private settings, ensuring inclusivity for all individuals. These facilities include a range of features tailored to accessibility needs, including accessible toilets, sturdy grab bars, spacious turning areas, ample clearance beneath sinks, well-lit environments, designated biohazard disposal bins, emergency call systems, and clearly visible signage.
- All Greater Sudbury Airport employees and employees working within the terminal building who interact with passengers must complete *Canadian Transportation Agency's Accessibility for All* training modules.
- Terminal security guards roam the facility to provide additional hands-on assistance for passengers who may require it. They are provided additional ongoing training.
- Wheelchair assistance is available on site along with baggage carts to ease the flow through the facility. The Airport and its airline partners offer wheelchair service from vehicle to the terminal and within the terminal to/from their aircraft.
- Security check points are equipped to provide accessible service for passengers.

Transportation

Transportation to and from the Airport

Providing accessible transportation options for passengers traveling to and from the airport, including accessible parking spaces and accessible taxi services.

- Spaces closest to the terminal entrance are reserved for drivers who possess an accessible parking permit.
- Taxi service provides accessible service by providing Driver and staff training which emphasizes a knowledge of all relevant facets of the Accessibility for Ontarians with Disabilities Act, The Human Rights Code of Ontario as well as municipal Bylaws that pertain to service provided to those with accessibility concerns. Accessible vehicles are also available upon request with the taxi operator.
- The terminal facility is equipped with accessible passenger loading zones in designated areas on the curb.
- The airport offers accessible parking spaces within close proximity to the terminal building.
- Accessible public transportation offered by the Greater Sudbury Airport GOVA shuttle program.

Information and Communication Technologies (ICT)

Communication and Information

Ensuring that airport websites and other communication channels provide accessible information regarding airport facilities, services, flight status updates, and emergency procedures. This includes offering information in multiple formats such as braille, large print, and electronic text.

Communication (other than ICT)

The Greater Sudbury Airport communicates information regarding the airport and its operations via multiple formats including in person, website, social media and in-terminal digital assets. Members of the public can communicate with us by phone, email, mail or through the feedback form on the website. We recognize there are barriers that exist and as such have included enhancements that can be found in our 5-year action plan later in the report.

Other key Communications tools include:

Staff Training and Awareness

All employees and airport partners working in the terminal building must complete the Canadian Transportation Agency's Accessibility for All training modules designed to help service providers train staff to assist persons with disabilities. Training airport personnel, including customer service agents, security staff, and other employees, will help ensure our commitment to effectively assist passengers with disabilities and understand their unique needs and preferences.

Feedback and Continuous Improvement

Establishing mechanisms for collecting feedback from passengers with disabilities and incorporating their input into ongoing efforts to improve accessibility at the airport.

Greater Sudbury Airport has multiple avenues for collecting feedback including:

- On-site and in person via Airport Security Guards who also act as customer service agents.
- Passengers may submit their feedback on our website directly at flysudbury.ca/contact
- Suggestion boxes located throughout the terminal.

Procurement of Goods, Facilities and Services

The Greater Sudbury Airport partners with the City of Greater Sudbury procurement team to ensure best practices are executed. As part of the 5-year accessibility enhancement plan, the Airport Management team will work with our procurement partners to ensure accessibility procedures are included in the procurement process and in the requirements of services for any new or renewing business partner.

Design and Delivery of Programs and Services

The Greater Sudbury Airport has put in place a Passenger Experience team dedicated to crafting a seamless airport journey for all travelers. Enhancing the passenger experience is a key mandate for the team who understand this can only be achieved by designing and implementing programs and services with accessibility and inclusivity in mind. We are continuously striving to offer passengers more options, comfort, and autonomy as they navigate through the airport. Similarly, we acknowledge the importance of extending the same level of attention to creating accessible and inclusive programs and services for our employees and partners. Today's programs include:

Arranging for mobility and wheelchair assistance

Wheelchair assistance is always available for anyone at the Airport. Passengers are encouraged to make arrangements directly with their airline at least 48 hours before travelling to help ensure a smooth travel experience.

Self-service wheelchairs

Wheelchairs are available for use from designated areas of the terminals, without the need for pre-arrangement.

Service Animals

Service dogs are welcome in landside terminal areas and several grassy, pet relief areas located just outside the Airport terminal.

Emergency Evacuation Procedures

Enhancing current procedures and seeking to continuously develop and improve procedures to safely evacuate passengers with disabilities or reduced mobility in the event of an emergency or evacuation drill.

YSB 5-Year Accessibility Program Plan

While the Greater Sudbury Airport has built services tailored for **ALL** passengers and employees within our facility, we will embark on a five-year journey of continuous improvements and increased service levels to ensure we continue to foster an inclusive, comfortable, and welcoming environment.

The Greater Sudbury Airport also has a federal requirement to develop a formal Accessibility Plan, Feedback Process, and to report on progress made. These requirements are outlined under the Canadian Transportation Agency's (CTA) new regulations called the [Accessible Transportation Planning and Reporting Regulations](#) (ATPRR). The ATPRR were created under the authority of the [Accessible Canada Act](#) (ACA). The ACA sets out planning and reporting requirements to identify and remove barriers – and prevent new barriers – in priority areas such as communication, services and equipment.

With this in mind, the Airport is reviewing its current offerings and seeking consultative engagement to meet future requirements for its passengers, visitors, and employees, as well as legislative requirements to shape its long-term plan.

Consultation

The Greater Sudbury Airport has 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. As such, the Airport will continue and begin further consultation with the following stakeholders in 2024/2025.

City of Greater Sudbury Accessibility Advisory Panel

This Advisory Panel's mandate is to provide advice on the accessibility of municipal services, programs and facilities as required under the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005. The Panel is made up of eleven members, the majority of whom are persons with living with disabilities.

The Greater Sudbury Airport Management team will be meeting with the Panel in Q2 2024 to gain insights and direction on key action items and programs to better support all passengers that use our facility. The intent of this consultation is to ensure on going collaboration for continued improvement.

Airport Business Partners: Airlines, Government Agencies, Ground Transportation Partners

The Greater Sudbury Airport Management team will continue their partnership on accessibility programs with our scheduled air carriers, government agencies such as CATSA and ground transportation partners such as Taxi operators that utilize our main terminal facility. As such,

meetings to discuss individual partner accessibility plans, share the Airport's approach to accessibility and to better coordinate efforts will take place on a bi-annual basis. These sessions will commence in Q3 2024.

Greater Sudbury Accessibility Goals and 5 Year Action Plan

As part of our planning efforts to guide future accessible service offerings at the Greater Sudbury Airport, we have outlined tentative goals and potential action items that the Airport plans to work toward. While we explore the feasibility of these items, we have prioritized them in a timeframe in which we aim to plan for, develop, and execute these items.

12 to 24 Months Plan

- Site tour for City of Greater Sudbury Accessibility Advisory Panel to gain hands on experience of current programs to help provide additional feedback for improvements to our accessibility program.
- New customer service kiosk in arrivals hall that will include accessible counters, information in various formats including, braille, audio, large print etc.
- Enhanced signage initiative that will include a full-scale review of all signage in terminal to ensure all accessibility requirements are met and/or exceeded where possible.
- Upgraded website that will include enhanced accessibility and focus on best practices.
- Expanded departure holdroom initiative that will allow for additional accessible seating, charging and extra room for maneuvering in the area.
- Ongoing in-depth consultation with key stakeholders to expand on five-year accessibility plan in collaboration with stakeholder feedback and guidance.
- Roll out expanded employee accessibility training completed in partnership with Canadian Airports Council (CAC)
- Ensure all airport project design work includes meeting and exceeding accessible requirements.
- Install accessible parking payment machines in terminal.

24 to 60 months

- Continue working with stakeholders and advocacy groups to stay up to date on accessibility standards and best practices for all passengers using the airport facility.
- Launch accessibility survey for all airport enterprise-wide employees to identify gaps.
- Working with the City of Greater Sudbury procurement team to update terms and conditions to ensure accessibility priorities and regulations are effectively included and met with all airport partners.
- Explore self-service kiosks at check in counters in collaboration with airline partners.
- Research and launch new programs including but not limited to:
 - Sunflower Lanyard program for passengers with invisible disabilities.
 - MagnusCards program which is a free downloadable app for people who are autistic and/or neurodiverse.

- On going and expanded airport tours and accessibility feedback walkthroughs.
- Continue to refine Accessibility Plan and Feedback Process to meet the changing needs of all passengers and employees.

Provisions of CTA Accessibility-Related Regulations

- 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.

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