

Accessibility Plan Progress Report



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### 1. Introduction

An accessibility plan is a plan that sets out a comprehensive roadmap that transportation service providers (TSPs) use to improve accessibility and describes the actions a TSP will take to prevent and remove barriers.

The Saint John Airport Inc., has committed to adhere to the standards of the Accessible Transportation for Persons with Disabilities Regulations (ATPDR).

This progress report provides updates on the implementation of the accessibility plan and on other accessibility related progress that has been achieved which may not have been captured in the initial plan.

#### **DEFINITIONS**

Accessible Canada Act (ACA)

Accessible Transportation for Persons with Disabilities Regulations (ATPDR)

Accessible Transportation Panning and Reporting Regulations (ATPRR)

Accessibility: Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services and facilities are built or modified so they can be used and enjoyed by persons of all abilities.

Barrier: The Accessible Canada Act defines a barrier as "anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation."

Disability: The Accessible Canada Act defines a disability as "any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment— or a functional limitation— whether permanent, temporary or episodic in nature, or evident or not, that, interaction with a barrier, hinders a person's full and equal participation in society."

## 2. General

#### Responsibility

The Director of Operations for YSJ is the designate to receive feedback related to accessibility.

#### Providing feedback

The public can provide feedback through 3 different means, on the accessibility plan, the feedback process and the progress report. Feedback (other than anonymous feedback), will be acknowledged in the same manner in which it was received.

#### Alternate formats

The public can request an alternate format of the accessibility plan, an alternate format of the feedback process or an alternate format of the progress report be made available to them through large print, braille, electronic format, audio, or adaptable technology.

By sending a letter to the mailing address:

Director of Operations- Saint John Airport Inc.

4180 Loch Lomond Road

Saint John, NB E2N 1L7, Canada

By calling:

(506) 638-5555

By emailing:

#### info@ysjsaintjohn.ca

If you want to provide anonymous feedback:

do not state your name or provide any other identifying information (for example, your email address or phone number).

do not include your return address on the envelope if you send feedback by mail.

## 3. Information and Communication Technologies

Information and communication technologies includes the accessibility of all telecommunication systems, websites, mobile applications, public address systems, and computer systems and networks owned, operated or controlled by the Saint John Airport Inc.

Audio and visual formats for public announcements in the terminal	Audio implemented, Visual in progress
Accessible parking payment kiosks	Implemented

Accessible website (WCAG 2.1 Compliant)	Implemented
Information requests available through email	Implemented
Barrier-free self service kiosks	Under research
Public Wifi	Implemented

Airlines and staff who must make announcements are provided with the procedure for using the public address system, which includes steps in development to ensure that audio announcements are displayed bilingually on screens in the terminal.

# 4. Communication, other than ICT

Communication other than ICT addresses communication in language that is informed, respectful and accessible to persons with disabilities. It includes spoken, written, signed, and other forms of communication.

In addition to the technological means listed in the previous section, YSJ has other strategies to ensure respectful, accessible communications with persons with disabilities, as listed below.

Volunteer Welcome Booth	Designed, materials and uniforms in development, hiring completed, training to commence in Q3 of 2025.
Wayfinding Signage Redesign	2026
Sunflower Program	2026
Security Staff Accessibility Training	Completed
Public announcements made inside the terminal must be clearly enunciated	Ongoing

## 5. Procurement of Goods, Services, and Facilities

Staff in charge of procuring goods, implementing new services, or procuring new facilities ensure that all elements comply with accessibility standards.

YSJ "Aerial" – Fulltime Airport Service Dog	In place, in training
Accessible Mobile and Kiosk Based Airport Terminal Wayfinding application	Evaluating Proposals, Planned for 2026 deployment

# 6. Design and Delivery of Programs and Services

When designing and delivering new programs and services, YSJ ensures that the process remains respectful and accessible to persons with disabilities.

Staff are trained to provide physical assistance to persons with disabilities and support for efficient transportation of aides or service dogs. You can call in advance or book through the accessibility section of our website.

Check-in, boarding, and deplaning assistance is provided by trained airline personnel.

Terminal Expansion Plans	Architectural planning to include up to date
	accessibility options.
Curbside Accessibility	Phone and parking intercom assistance
	available through Security.
Service Animal Relief Areas (Airside &	Implemented
Groundside)	
Passenger Boarding Experience (Practise	Implemented & Active
sessions to build comfort with airport	
experience)	

## 7. Transportation

The Saint John Airport (YSJ) is committed to providing a pleasant and accommodating travel experience to persons with disabilities. The terminal building is a one-level unit with curbside drop-off and pick-up along the front of the building. Clients can get to YSJ by private car, taxi, and public transportation and a curbside zone to drop off and pick up persons with disabilities is available near the terminal's main entrance.

Curbside Assistance can be provided by YSJ Security staff and can be arranged through the Accessibility section of our website: <a href="https://ysjsaintjohn.ca/accessibility/">https://ysjsaintjohn.ca/accessibility/</a>

Public transit: For airport access to public transit, Saint John Transit meets accessibility standards: https://saintjohn.ca/en/transit/accessibility

Accessible Parking	Completed (Additional sites planned 2026)
Curbside Assistance	In Place
Accessible Bus Service (City of Saint John)	In Place
Accessible Rental Cars	In progress (Advance booking)

## 8. Built Environment

The YSJ terminal was built to the National Building Code standards at the time. All new projects are built to the most current standards, which meet universal design requirements.

Signage within reach in and around the terminal revised to contain embossed text.	Planned Q3 2025
Accessible stalls in all washrooms	Complete
Pet relief areas (Airside, groundside)	Complete
Reserved parking spaces for persons with disabilities	Complete (Additional spaces planed 2026)
CNIB Site Audit	2026
Prioritization and Capital Plan – Accessible NB Audit Item List	Q4 2025 – Capital Plan

# Provisions of CTA accessibility-related regulations

YSJ must comply with the standards of the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR), namely the following: Parts 1 & 4; Divisions 1 & 2; Schedule 1 - Section 23

Advisory in plan and on website that the Saint John Airport Inc., complies with ATPDR Parts 1 & 4; Divisions 1 & 2; Schedule 1 - Section 23	Complete
Website information on how to obtain accessibility assistance or further information	Complete

# 10. Consultations

Accessibility Report Review – Submit to Accessible NB	Submitted for review
CNIB – Site Audit	Planned 2026
Formation – Airport Accessibility Committee (Containing representatives of accessibility organizations in our region)	Planned Q1 2026
AccessiBE website WCAG 2.1 compliance	Completed (monthly)
Community Consultative Committee  Discussed Airport Accessibility; Call for member to be added with experience and expertise in accessibility issues; Call for members to join Airport Accessibility Committee	September 16 2025
In person discussions in August with board member of L'Arche Saint John with airport experience around interest in joining Airport Accessibility Committee and suggestions for improvement.	August 2025 & November 20, 2025
During the Operations Meeting with all airport tenants, an airline partner brought feedback when we discussed accessibility that the volume level of the PA system was reported to them as being hard to hear in	October 2025

parts of the airport and could be an accessibility concern especially. A new system has been included in the 2026 budget.	
RealWorldABA Accessiblity Initiatives – Discussion on travel experience of clients and airport pre-travel experience pilot program via Teams.	November 6, 2025 1:30 PM-2:15 PM
Two members joined Airport Accessibility Committee.	
Discussions and Q&A around Neuro- Diverse challenges while travelling via airports and YSJ. Positive impact of service dog on site, case example of one of the participant's children.	
Proposal to provide training to staff, security, and volunteers of YSJ in 2026.	
Feedback: The Passenger Experience program is a huge help to parents and children who are neuro diverse to prepare them for the challenges of navigating air travel.	
In 2026 we plan to consult in various formats including: Electronic Surveys, Soliciting Feedback via our Airport Newsletter, Canvassing feedback from the Airport Accessibility Committee Membership, In-terminal surveys by the YSJ Volunteers (Fundy Wayfinders), and a Question and Feedback period during the Community Consultative Committee meetings, and a digital survey when individuals connect to airport wifi.	2026
We intend to consult on the lived experience at the airport as it relates to accessibility. We want to ask questions on what is working well and what is, or continues to be, a barrier on each of the	

following headings from the Accessibility Plan and Feedback Process:

- Information and communication technologies (ICT)
- Communication, other than ICT
- Procurement of goods, services and facilities
- Design and delivery of programs and services
- Transportation
- The built environment

Part of the mandate of the Airport Accessibility Committee will be to review upcoming programs, policies, and services to ensure that consideration for accessibility is included and that individuals with disabilities are consulted.

Passenger and Tenant Surveys on Accessibility

A sampling of questions we intend to poll on are listed below:

Do you feel that you have had fair opportunity to provide feedback?

What unmet needs or further suggestions do you have for improving accessibility?

Were there any pain points throughout the journey of parking to boarding that the airport should be aware of and address?

Was signage adequate and within reach with embossed text?

Planned December 2025, Quarterly 2026

Are the new wayfinding measures and applications meetings needs and operating barrier-free?

If you used ground transportation to the airport such as Taxis or URide, were the services and staff meeting accessibility requirements?

For staff and employment applicants, were workplace accommodations provided as needed and were there any barriers in the employment experience?

Were the airport's website and other digital platforms/kiosks accessible?

Were employees and volunteers trained on assisting people with disabilities and when using ICT?

Are there other accessible formats of information that the airport should consider to improve service?

Is the process for requesting and receiving accessibility assistance easy to follow and are there any suggestions for improvement?

We expect feedback to highlight areas for improvement as we are actively working on improving the accessibility of facilities, programs, and services at YSJ and realize that it will be an area for continuous improvement.

#### Accessible NB

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www.abilitynb.ca

## 11. Feedback information

One (1) request for the website link to the Accessibility Plan.

# 12. Additional Training Resources

Canadian Airports Accessibility Training - Overview