



2026

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 Planning 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; RFP planned for June 2026
Accessible parking payment kiosks	Implemented

Accessible website (WCAG 2.1 Compliant)	Implemented
Information requests available through email	Implemented
Barrier-free self service kiosks	Proposals received, under review
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	Completed and active volunteer program with volunteers trained in accessibility.
Wayfinding Signage Redesign	Completed – Spring 2026
Sunflower Program	Subscribed - Awaiting Materials in both official languages (Tentative Launch July 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	Proposals received: To be reviewed in 2027 budget process

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 & Groundside)	Implemented
Passenger Boarding Experience (Practise sessions to build comfort with airport experience)	Implemented & Active

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: <https://ysjsaintjohn.ca/accessibility/>

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	(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.	Implemented during 2026 Spring Wayfinding signage installation – awaiting final signs due to special print requirement
Accessible stalls in all washrooms	Complete
Pet relief areas (Airside, groundside)	Complete
Reserved parking spaces for persons with disabilities	Complete
CNIB Site Audit and Consultation	2026
Prioritization and Capital Plan – Accessible NB Audit Item List	Yearly review during budget process

9. 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	Complete
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Saint John Airport Inc., complies with ATPDR Parts 1 & 4; Divisions 1 & 2; Schedule 1 - Section 23	
Website information on how to obtain accessibility assistance or further information	Complete

10. Consultations

Accessibility Report Review – Submit to Accessible NB	Site and Plan Review; discussion on terminal expansion project – Q3 2026
CNIB – Site Audit	Planned 2026
Formation – Airport Accessibility Committee (Containing representatives of accessibility organizations in our region)	Committee Formed, recruiting membership
AccessiBE website WCAG 2.1 compliance	Completed (monthly)

Accessible NB

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Fredericton NB E3B 7G5

Tel./tél: 506.462.9555/1.866.462.9555

Fax/télé: 506.458.9134

www.abilitynb.ca

11. Feedback information

An Accessibility Survey was launched in the Spring of 2026 touching on all headings of the

Accessibility Plan with both physical and electronic versions available for both anonymous or feedback requests included and distributed to airport tenants at an Airport Operations Meeting.

Link to survey: <https://ysjsaintjohn.ca/accessibility/>

2026 Accessibility Feedback Survey (Sample of Feedback):

- The new seating looks wonderful; however, the speaking to clearly hear the staff announcements within the waiting area once you are past security are not loud and clear enough. It's very challenging to hear and then your staff have to navigate all the people who cannot hear what's being said or are mishearing.
- New luggage carts would be good, smoother curb at the doorways to the terminal (for wheeled access).
- The security area is very cramped. Very difficult for persons with mobility issues or disabilities. The layout needs to be improved.

These comments will be considered during any renovations as well as during the 2027 budget process.

12. Additional Training Resources

[Canadian Airports Accessibility Training - Overview](#)