



# 2025 PROGRESS REPORT

NORTH BAY JACK GARLAND  
AIRPORT CORPORATION

2024-2027 ACCESSIBILITY PLAN AND FEEDBACK PROCESS

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# General

Over the past year, the North Bay Jack Garland Airport Corporation (NBJGAC) has continued to reaffirm our commitment to creating an inclusive, accessible travel experience for all passengers, visitors, and stakeholders. Our Accessibility Plan, developed in line with national accessibility legislation and community expectations, has guided initiatives across our operations. Staff training, infrastructure upgrades, and community engagement have been undertaken to ensure equitable access for passengers with disabilities and those requiring additional assistance.

This 2025 Progress Report outlines the work completed during the first year of the 2024–2027 Accessibility Plan. It includes updates on infrastructure improvements, process updates, and feedback from our community committee consultations over the past year. The full Accessibility Plan and this Progress Report are available on our website at: <https://yyb.ca/travel-planning/accessibility/>.

To support accessibility and communication with the public, the NBJGAC has designated the Regulatory Compliance Manager as the primary contact for receiving feedback about accessibility, addressing requests, and providing alternate formats of our accessibility materials.

Individuals can contact us in the following ways:

- **Telephone:** 705-474-3026 x 5305
- **Email:** [operations@yyb.ca](mailto:operations@yyb.ca)
- **In Person:** Feedback to our Security Office or comment drop boxes located in the Terminal Building
- **Mailing Address:** 50 Terminal Street, Suite #1, North Bay, Ontario, P1B 8G2

Through these channels, individuals may request alternate formats of our Accessibility Plan, Progress Reports, and feedback process. They may also submit feedback on the barriers encountered while using our services or on the implementation of our Accessibility Plan. The NBJGAC welcomes all input as we work to ensure a fully accessible travel experience for every airport user.

It is important to recognize that this Progress Reports represents the actions and results of the North Bay Jack Garland Airport Corporation only, as the physical property / terminal operator, and not that of the air carriers or other services providers at the airport. Though in this report we reference several initiatives that we continue to work collaboratively on in an effort to make meaningful progress together, individuals should contact air carriers directly for information related to their progress as appropriate.

# Progress Report

In the first year of implementing our 2024–2027 Accessibility Plan, the North Bay Jack Garland Airport Corporation (NBJGAC) focused on key areas to enhance accessibility for all airport users. The following summarizes the status of action items across various categories.

## Employment

With an airport wide workforce of several hundred employees, the NBJGAC is fostering a culture of inclusiveness, where all staff, including those with disabilities, feel supported, valued, and a sense of belonging. The airport is committed to creating a workplace where everyone can thrive in this unique and exciting workplace environment.

- Working with the airport’s team members who work with the public, we continued to offer training to be aware and cautious of spoken, written, signed, and other forms of communication to create a welcoming environment; supporting our own and other agencies employment efforts when administering the Airport’s pass control, security services, and other public roles.

## The Built Environment

At the North Bay Jack Garland Airport, we are committed to creating a built environment that supports and enhances every passenger’s journey by identifying and removing barriers in a scheduled and thoughtful manner. As the terminal operator, the NBJGAC continued to:

- Worked with air carriers, screening authorities, and service providers to ensure that our facilities can continue to meet the needs of their passengers and clients who use the airport every day.
- Maintained the primary accessible drop-off/pick-up zones with clear signage and automatic entry doors at the public entrances of the Terminal and Administration Buildings.
- Maintained accessible parking stalls and pathways for our facilities, supporting ease of use when visiting.
- Maintained an accessible public transit drop-off/pick-up stop located directly in front of the Terminal Building and its accessible entrance.
- When hosting community events considerations for accessible parking, access routes, and restroom facilities were included throughout planning sessions and ultimately included in the event.
- When deficiencies were identified we completed maintenance of facilities to meet accessibility requirements, such as addressing small door frame height differences to allow easier movement by wheelchairs, walkers, or other mobility devices.

## **Information and Communication Technologies (ICT)**

As a regional hub that connects our community with global destinations, customers, friends and family we recognize that communication is an important challenge to address to make someone's visit enjoyable.

We are modernizing traditional systems by adopting accessible, user-friendly ICT tools that promote independence and adapt for long-term use. ICT is being integrated across passenger experience touch-points, including the website, social media, and on-site services—to enhance and improve access to information for everyone.

- Public signage and verbal announcements continued to be good quality, in plain language, with clear enunciation and spoken in a manner that is easily understood, repeating as may be necessary.
- Introduced new highly visual electronic displays in the Terminal Building that can display clear airport information, alongside community advertisements or status updates.
- Installed new and modern accessible parking payment machines in all parking lots and the Terminal Building which allowed easier access, greater contrast displays, and ultimately the ability for people to make payment for parking without the need to return to their vehicle (reducing the traditional requirement to 'Pay and Display" and therefore the need to travel back to your vehicle after making payment).
  - Additionally, mobile parking payment is available and updated with the introduction of new physical machines. This allows visitors to use their preferred device and any individual technological aids when using the facilities.
- Supported Tourism North Bay's deployment of high contrast self-standing digital sign display which allows everyone to interactively touch detailed maps of the City of North Bay to learn more about the opportunities in the community as they arrive at the airport. This convenient and obstacle free information station replaces legacy community maps that were often found mounted to walls at local businesses and community facilities, including the airport, greatly enhancing usability by everyone with or without disabilities which improves the overall passenger experience.

## **Communication (Other Than ICT)**

- Updated webpages to be more compatible with screen-readers and other assisting technologies.
- Improved processes for including alternative text descriptions for images across all social media channels and our website.
- Staff communication training was expanded to include best practices when assisting passengers who are deaf, hard of hearing, blind, or neurodivergent.
- Visual digital information screens were installed throughout the terminal to potentially supplement timely announcements.
- As necessary, new signage was designed with a larger font and high contrast colours to aid visibility.
- Identified reliable local solutions to ensure the NBJGAC can create alternative formats of our Accessibility Plan, this Progress Report and future documentation as required in Physical Print or Large Print Electronic, Braille and Audio.

## **Procurement of Goods, Services and Facilities**

With accessibility considered, purchasing at the North Bay Airport ensures that accessibility requirements are reviewed when acquiring goods or establishing important contracts. With many different organizations supporting airport operations, accessibility is a consideration when procuring goods, services, and facility improvements to meet the needs of passengers and employees.

- Procurement of new technology hardware and services included accessibility criteria for eligible vendors and successful tenders; requiring a demonstration of universal design features.
  - Most notably this included digital signage and parking payment infrastructure upgrades
- Designs and engineering for future capital construction projects have included a concepts for reviewing accessibility considerations to ensure that when they are built they meet the needs of our visitors.

## **The Design and Delivery of Programs and Services**

We strive to make our programs and services accessible and inclusive, enhancing both the passenger experience and the work environment for everyone. By addressing accessibility, we aim to offer passengers greater comfort and independence.

- We continued to work with vendors to adhere to functional accessibility requirements in service contracts and licenses for passenger services.
- Provided training for passenger assistance, with focus on mobility and cognitive support.
- Participated in the City of North Bay's Advisory Committee to enable us to have discussions with and receive feedback from individuals who represent our diverse local community and who would benefit the most from our overall processes to support accessibility.

## **Transportation**

As a terminal operator that is directly involved in the movement of people and goods we know first-hand how important transportation is for everyone. This is why we've ensured that:

- Public transit available at the Terminal entrance continued to include low-floor buses with accessible ramps and aid securement systems.
- Staff were trained in proper boarding assistance techniques and sensitivity training.
- Local taxi partners continued to ensure accessible options are available during peak travel times.
- Parking facilities were updated to permit a system that no longer required people to return to their vehicles to "Pay and Display", recognizing mobility challenges of some visitors, and systematically improved parking lot lighting with modern high-casting LED fixtures when replacement was required to provide greater light overall and contrasting visibility in the parking lots and walkways at the Terminal.
- In partnership with the City of North Bay, we continued to offer our services and expertise to maintain their fleet of purpose-built accessible buses and vans, ensuring transportation to the airport and throughout the community continues to be available for everyone.

## **Provisions of CTA Accessibility-Related**

In this section of our Progress Report, the Airport is required to reaffirm the plan respecting the provisions of the CTA regulations made under the following:

The regulations that the CTA has made under ss. 170(1) of the Act are:

### **Personnel Training for the Assistance of Persons with Disabilities Regulations**

#### **Employees and Contractors Who Interact with the Public**

4. Every carrier and terminal operator shall ensure that, consistent with its type of operation, all employees and contractors of the carrier or terminal operator who provide transportation-related services and who may be required to interact with the public or to make decisions in respect of the carriage of persons with disabilities receive a level of training appropriate to the requirements of their function in the following areas:

(a) the policies and procedures of the carrier or terminal operator with respect to persons with disabilities, including relevant regulatory requirements;

(b) the needs of those persons with disabilities most likely to require additional services, recognition of those needs, and the responsibilities of the carrier or terminal operator in relation to those persons, including the level of assistance, methods of communication and aids or devices generally required by persons with disabilities; and

(c) the necessary skills for providing assistance to persons with disabilities, including the role of the attendant, and the needs of persons with disabilities travelling with a service animal, including the role and the needs of that animal.

#### **Time Limit for Completion of Training**

8. Every carrier and terminal operator shall ensure that all employees and contractors of the carrier or terminal operator who are required by these Regulations to receive training complete their initial training within 60 days after the commencement of their duties.

9. Every carrier and terminal operator shall ensure that all employees and contractors of the carrier or terminal operator receive periodic refresher training sessions appropriate to the requirements of their function.

10. Every carrier and terminal operator shall keep its training program current by incorporating, at the earliest opportunity, any new information on procedures and services offered or any specific technologies introduced by the carrier or terminal operator to assist persons with disabilities.

#### **Training Program Description**

11. Every carrier and terminal operator shall keep available for inspection by the Agency and the general public a copy of its current training program prepared in the form set out in the schedule and containing the information required therein.

## Consultations

The NBJGAC values the perspectives and lived experiences of persons with disabilities in shaping a more accessible and inclusive airport environment. It is for this reason that we believe it is important to consult directly with the community, and individually with our visitors and users.

In 2025 the consultation were conducted in person and often as part of group discussions.

- We attended stakeholder consultations this year with members of the disability community, including persons with lived experience and community partners. This included:
  - Attended The City of North Bay's Municipal Accessibility Advisory Committee (MAAC) on March 13<sup>th</sup>, 2025, comprised of eight designated committee members and additional representative delegations, to guide ongoing initiatives and assess performance throughout the community, including critical infrastructure such as the North Bay Jack Garland Airport. This included consultations and discussions in regard to the originally issued accessibility plan, progress of identified initiatives, questions related to wording and references in the plan itself and changes that could be made to be more relevant and inclusive in that plan. These consultations led to meaningful changes to reflect those requests and provided informed context for future capital investments as part of the overall plan.
- Frequently, even daily, we directly engaged with employees who may benefit from facility improvements when making investments in maintenance and capital replacement programs. At a minimum this includes consultation at regular scheduled internal all staff meetings. Such meetings may include up to approximately 12 employees at a time, with the minutes of the meetings being circulated to all employees for any additional consideration and consultation from those unable to attend. Such consultation has identified that the capital investments which have been made have been appropriate and effective, for example the replacement of public pay-for-parking machines which are maintained and serviced by our employees regularly.
- Feedback from these consultations directly influenced improvements to our initial Accessibility Plan and the progress made during this reporting period, and has been included in preliminary processes for future improvements and progress.

## **Feedback**

As part of our ongoing commitment to accessibility and inclusion, the NBJGAC continues to welcome feedback from the public, airport users, and staff regarding the implementation of our Accessibility Plan and any barriers they may have experienced. Through this reporting period over the past year we received no feedback submissions related to accessibility plans, processes, or progress.

Nonetheless, we continued to engage with the City of North Bay's Advisory Committee, staff, tenants, and users to receive direct feedback; including recommended changes and updates to details in the Airport's original Accessibility Plan which recognized appropriate terms to define the challenges and solutions to address accessibility needs.

It is important to recognize that because the operations of this regional airport are relatively small and personable in nature, compared to large international hub airports, we can receive direct person-to-person feedback from our tenants, employees, and visitors. This in turn allows us to take quicker action to address minor matters, such as facility repairs or service adjustments, and that such actions are typical day-to-day operations that are not recorded as feedback, however such interactions with everyone nonetheless are part of the actionable feedback we may receive from those experiencing accessibility concerns while at the airport.

Additionally, to encourage greater engagement, we took steps to enhance our feedback mechanisms. We deployed a digital tenant feedback link on the airport's website, and more specifically on pages with related workplace information for tenants where they visit to obtain up to date information about working at the airport. These are comprehensive in nature, allowing everyone to submit information about operations, safety, security, accessibility, and all other matters related to their experience at the airport efficiently. This form provides clearer instructions on how to submit feedback, including the option to do so anonymously.

## **Looking Ahead, Together**

We are proud of the progress made and remain committed to continuous improvement. In the next reporting period, the North Bay Jack Garland Airport will continue to make progress in addressing accessibility challenges in our spaces, expand communication and interaction options, and trial new assistive technologies where possible as our community's regional airport.

