



JDR PACIFIC VENTURES LTD.  
dba Sunshine Coast Air & Tofino Air

ACCESSIBILITY PLAN & FEEDBACK PROCESS  
2024-2027

**PROGRESS REPORT 2025**

AS OF JUNE 2025

## **General**

JDR Pacific Ventures Ltd published our first Accessibility Plan and Feedback Process in 2024. The objective of this initiative is to provide safe transport in an inclusive environment to passengers of all ability levels. We remain committed to assessing and removing boundaries that may provide barriers to the accessibility of our services, communications, and environments.

This progress report covers the period from November 2024 – June 2025.

The accessibility plan is available on our website as a downloadable pdf. Additional formats (hard copy, large font, and others) can be made available upon request. Printed and large font copies will be provided within 21 days of the initial request. Braille and audio formats will be provided within 45 days of the request. Requests can be made through the contact information below:

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JDR Pacific Ventures Ltd

Attn General Manager

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

JDR Pacific Ventures Ltd is committed to maintaining user-friendly websites and email communication company wide. A new website for Sunshine Coast Air and is in the process of developing a new website for Tofino Air. New sites were identified as a necessary update to ensure ease of use and the greatest level of clarity when accessing information related to our services.

An online survey which can be provided to passengers or their families following their experience with us. This survey can be submitted anonymously if preferred or can be provided in a paper format as requested. The feedback provided on the survey will be used to ensure JDR Pacific Ventures Ltd understands the needs, expectations and abilities of our passengers and how they interact with our services and built environment.



### **Communication, other than ICT**

JDR Pacific Ventures Ltd is committed to providing exceptional service when assisting individuals with their travel needs. Our teams are trained in accessibility-based procedures to provide respectful, caring, and informed service to all passengers, including those with disabilities.

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

JDR Pacific Ventures Ltd has sourced wheelchairs for all base locations. Where the option is unavailable at remote base locations, procedures have been put in place to transport a wheelchair to accommodate passengers as required and the location permits.

### **Design & Delivery of Programs & Services**

Each interaction with passengers requiring assistance is used as a training tool for employees of JDR Pacific Venture Ltd. These exchanges create an open dialogue between management and employees to continuously develop procedures to remove boundaries that may provide barriers to the accessibility of our services, communications, and environments.

### **The Built Environment**

All our main bases have aircraft access ramps to assist all passengers when boarding and disembarking our seaplanes. Our remote base location in Victoria has been outfitted with an aircraft access ramp to assist with boarding and disembarking at this location.

Our Sunshine Coast and Vancouver Island base locations are equipped with wheelchairs to assist passengers to and from the aircraft as needed. Our teams help between offices and seaplanes, as well as allow for additional boarding time as needed by passengers.

### **Transportation**

Our offices have drop-off points for vehicles close to the door for check-in.

### **Provisions of CTA Accessibility Related Regulations**

JDR Pacific Ventures Ltd is a federally regulated airline and adheres to the Accessible Transportation for Persons with Disability Regulations. (ATPDR) governed by the Canadian Transportation Agency (CTA). The goal of these regulations is to eliminate barriers for individuals with disabilities.

### **Feedback**



Our Management Team is responsible for the development and execution of the JDR Pacific Ventures Ltd Accessibility Plan, and the review of feedback provided by passengers, the community and employees of the company to ensure the ongoing improvement of an accessible environment.

### **Consultations**

JDR Pacific Ventures Ltd has consulted with passengers with impairments that our services may be challenging for. This was done to survey the service we provide to ensure the journey is safe and accessible for all. This was done through in-person conversations and digital surveys with individuals who have experience with air travel, including float planes. Through their feedback, we have identified barriers to accessing the aircraft at both office and remote destinations and have provided enhanced accessibility options, such as ramps for boarding and disembarking, where available. Feedback has also been provided with challenging aspects to accessing, and the facilities within, our office locations. In response to this feedback, paths of entry have been cleared and walkways created for smooth transitions from drop off points to entry to the office.

Their feedback will continue to be used to shape the experience we offer our passengers from the booking process to the onsite experience, boarding and disembarking the aircraft and the in-flight experience. Feedback has been ongoing from Summer 2021 through to the present day.

JDR Pacific Ventures Ltd has also consulted with a third-party organization with respect to providing an accessible float plane experience for people who may find this method of travel challenging. This was done through phone consultations in the Summer of 2022.

JDR Pacific Ventures Ltd will continue to consult with passengers, their families and third-party organizations to provide an accessible environment and inclusive, comfortable travel experience.