

# Ferry Safety and Passenger Improvements

Executive Committee – October 1, 2024

Parks, Forestry and Recreation

# Purpose

To receive an update from the General Manager, Parks, Forestry, and Recreation, on enhanced safety measures on our ferries, including steps taken by the City of Toronto meet federal safety regulations and standards on Toronto's ferries.



# Toronto Island Ferries



## **Background:**

- Approximately 1.4 M ferry passengers transported to the islands annually
- Four ferry vessels and one heritage vessel
- Ferry vessels and service regulated by Transport Canada

## **The City's priorities:**

- A safe and reliable ferry service
- Continuing to meet Transport Canada regulations
- An enhanced passenger experience
- Preparing for the new fleet

# Transport Canada

## **What is Transport Canada?**

- Federal regulator responsible for regulations for marine services across the country

## **What are their responsibilities?**

- Setting the standards for maritime safety in Canada
- Certification requirements to ensure vessels operate safely
- Provide safe manning documentation detailing minimum number of crew and classifications
- Set standards for operation procedures

**The City of Toronto continues to be compliant with all Transport Canada regulations**

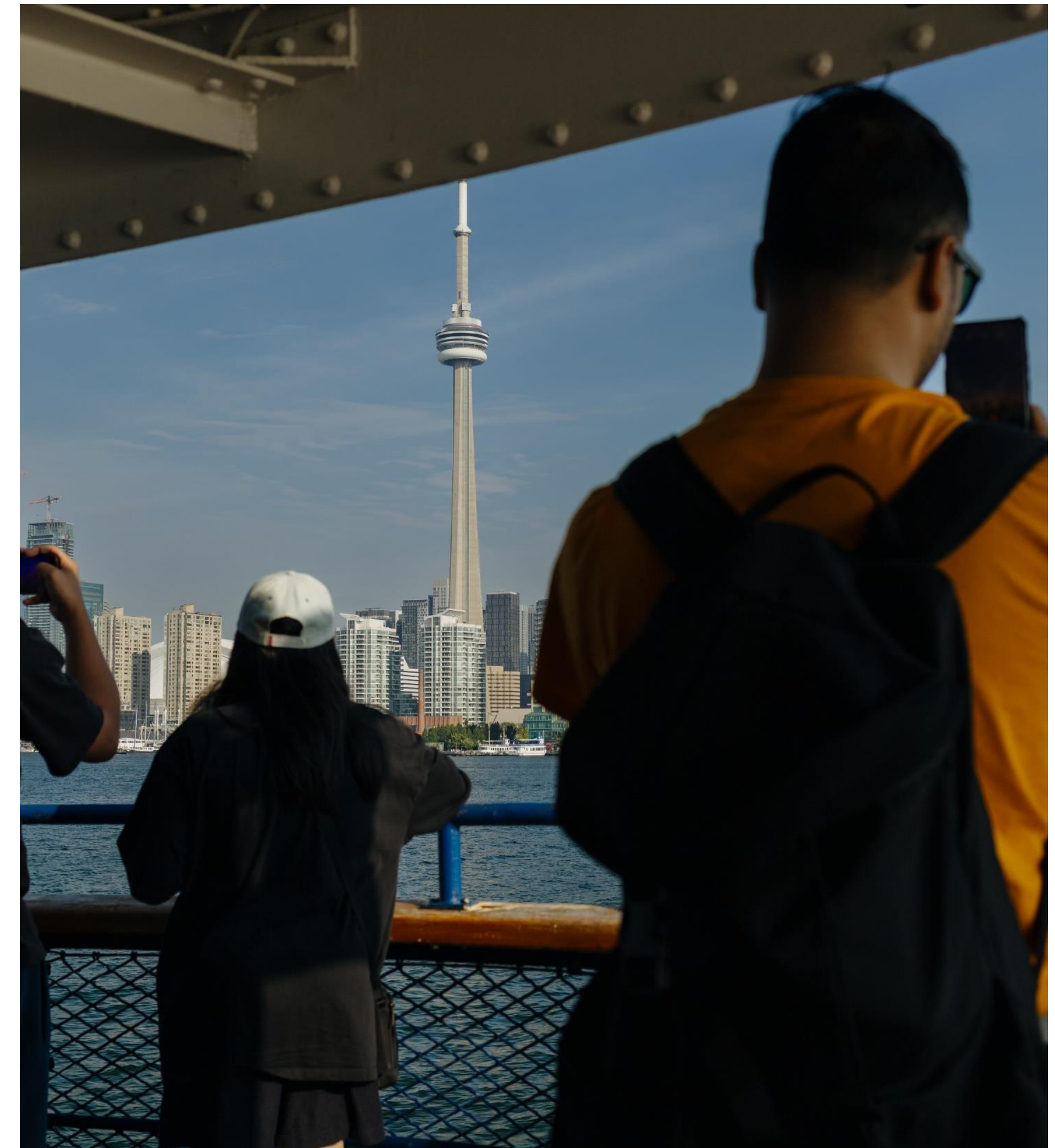
# Passenger Safety

The City maintains compliance with Transport Canada regulations in the operation of its ferry vessels and services by:

- Obtaining a valid Safety Inspection Certificate
- Adhering to Safe Manning Documents

This includes:

- Qualified staff with required marine certifications who operate vessels and carry out daily and ongoing inspections
- Regular inspections by City and third-party marine experts
- Comprehensive dry dock inspection and required work every five years.



# Recent Changes



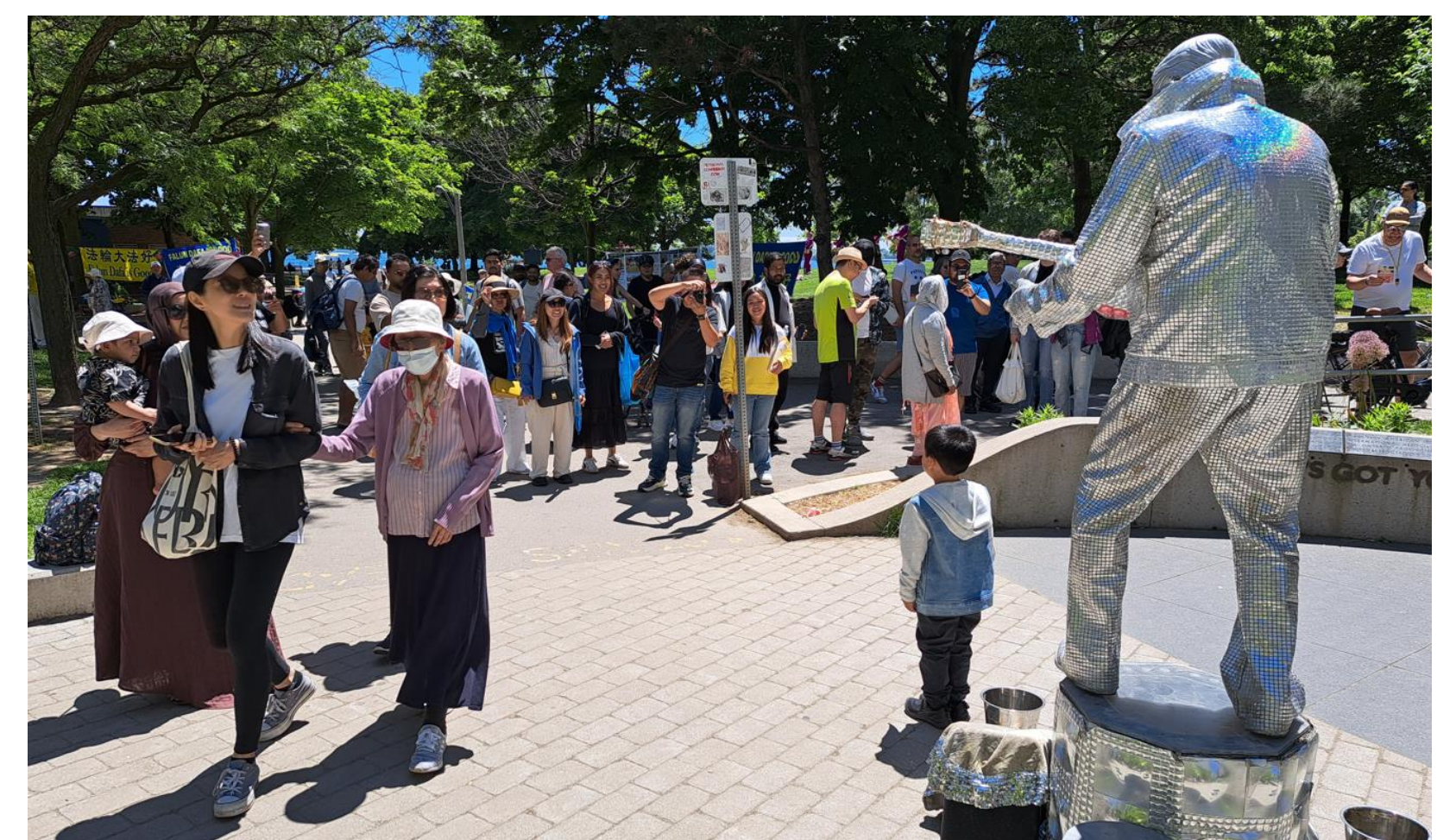
Transportation Safety Board observations have resulted in the following changes:

- improved 11 separate safety protocols, including better management of passengers – for example, stair monitoring
- increased infant and child lifejackets – they make up 30% of total on-board (working towards 50%)
- improved signage
- better deck lighting – LEDs illuminate life rafts
- clearer passenger announcements.

Transport Canada re-issuance of Safe Manning Documents, increased staffing requirements by 63 new deckhands.

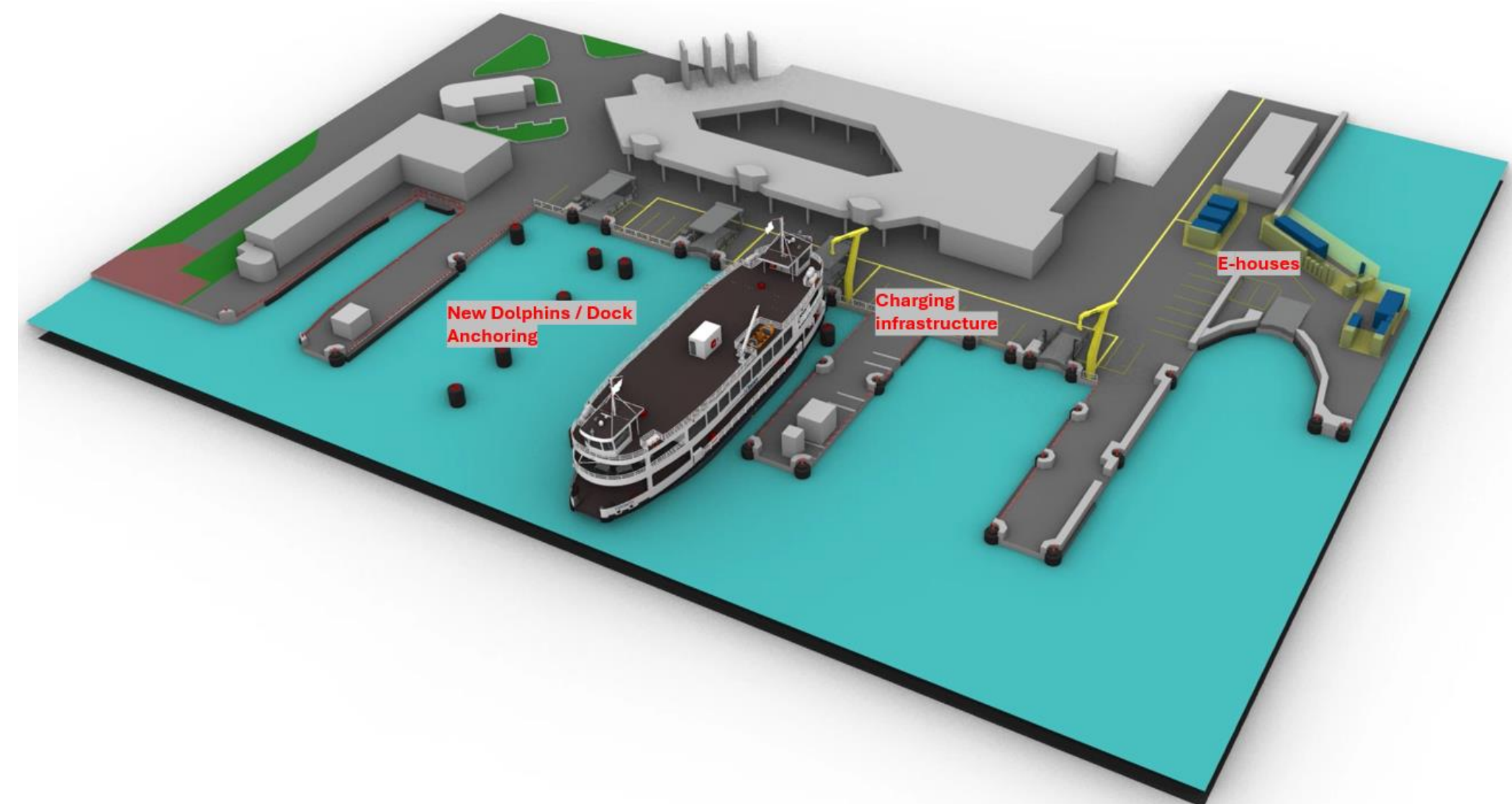
# Ferry Passenger Experience Enhancements

- Enhanced communication to assist with trip planning
- Improved online ticket sales
- Sign improvements and new large visitor maps
- Reorganized ticket queuing
- Food vendors and surprise and delight events
- Shade tents for queuing customers



# The Future

- Replacement of two ferries with electric ferries and upgrades to dock infrastructure to enable charging at Jack Layton Ferry Terminal
- Reviewing opportunities to utilize relief vessels to provide additional ferry service while new ferries are being procured
- Continuing with enhancements to passenger experience as part of the implementation of the Toronto Island Master Plan





THANK YOU