

Ferry Accessibility Updates

ACCESSIBILITY ADVISORY COMMITTEE
MAY 9, 2025

Background

Executive Committee motion EX20.16, January 28, 2025

1. Requested the General Manager, Parks and Recreation to review current practices to assist individuals with accessibility requirements related to ferry ticketing and queueing and consult with Parks and Recreation's Disability Steering Committee to make any necessary adjustments prior to the start of the summer ferry schedule.
2. Requested the General Manager, Parks and Recreation to review the feasibility of creating a formal designated waiting area policy for people with disabilities to ensure persons with disabilities can access the Toronto Island ferries at the Jack Layton Ferry Terminal and at the Toronto Island Ferry Landings.
3. Requested the General Manager, Parks and Recreation to report back to the May 9, 2025, meeting of the Toronto Accessibility Advisory Committee to provide an update and receive feedback on any such updated operational process.

Timeline including Communications

April 10	Presentation to Parks and Recreation Disability Steering Committee (feedback incorporated)
May 9	Presentation to Toronto Accessibility Advisory Committee
May 12 - 16	Incorporate Committee feedback into the Plan Incorporate Plan into training for Customer Service Representatives, Parks Staff, Security Staff
May 20 – June 27	Order signage and markings Install signage and markings Record on-board PA announcement
June 28	Completion for Canada Day long weekend (June 28 – July 1)
Ongoing	Incorporating program in Ferry Passenger Experience Communications Plan including website Monitoring effectiveness and capturing issues Instituting adjustments

Ticket Purchasing & Queuing

Ticket Purchasing and Queueing Outside the Jack Layton Ferry Terminal

1. Persons with a self-identified disability and their caregiver (if present) will be directed to a designated accessibility ticket queue to purchase or redeem a ferry ticket.
2. The accessibility lane will be marked with a displayed A-frame sign with an accessibility symbol.
3. One ticket booth will be clearly marked as the Accessibility Entrance.



Designated Waiting Area

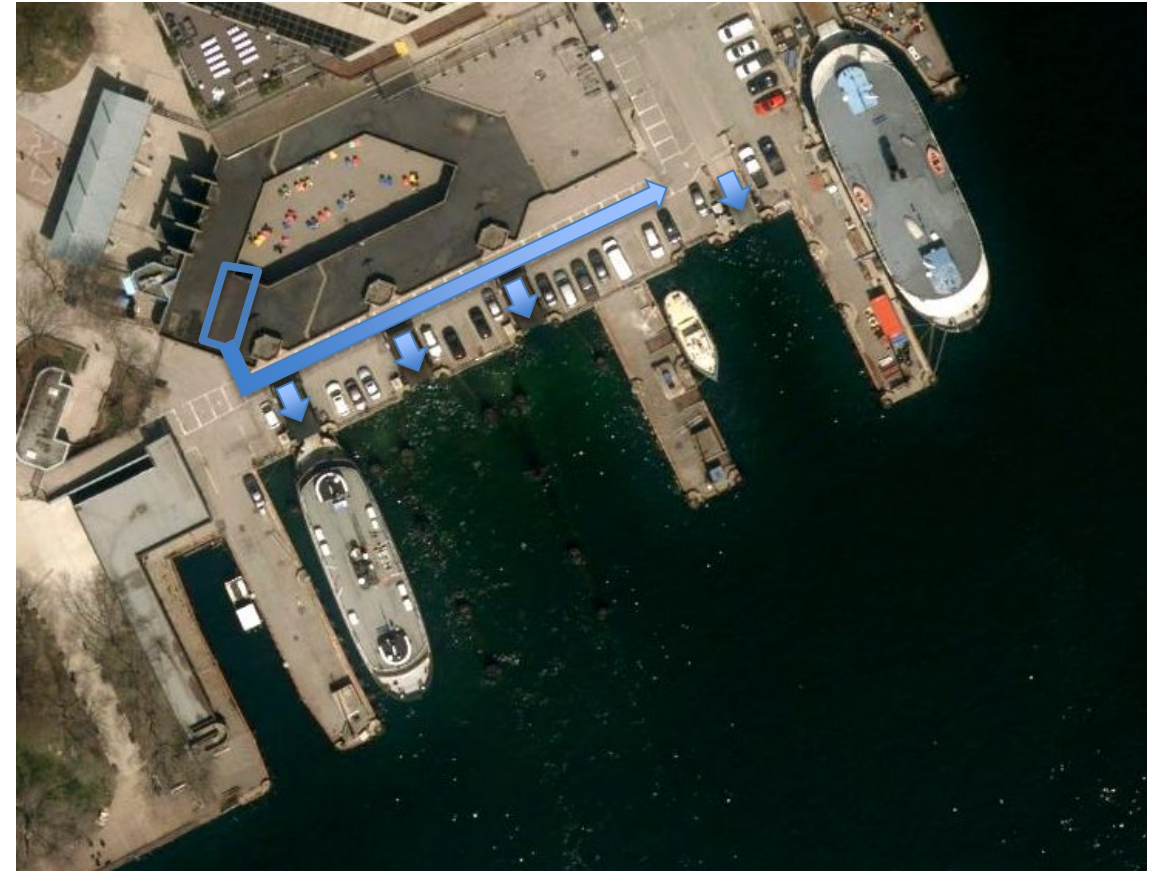
Designated Accessibility Waiting Area Within Jack Layton Ferry Terminal

1. Persons with a self-identified disability and their caregiver will be directed by Customer Service staff to the Designated Accessibility Waiting Area by Gate 1.
2. This area will be marked with enhanced signage and ground markings that identify the area as being reserved for persons with a disability.
3. Designated seating available for persons with disabilities.
4. Area monitored by mix of Customer Service Representatives, Parks staff, and Security.



Boarding Process

1. City Staff will monitor ferry disembarking and alert persons in the waiting area that their vessel has arrived.
2. Once all disembarking passengers have exited, Gate 1 will be opened to allow passengers in the Designated Accessibility Waiting Area to board the ferry, directed by staff.
3. Passengers with disabilities will board at the same time as other passengers, to ensure schedules are not impacted. This also ensures passengers in the Designated Accessibility Waiting Area board the next ferry to their destination of choice.
4. Process will be monitored to determine if adjustments are necessary.



Designated Areas on Ferries

Designated Accessibility Areas on Ferries

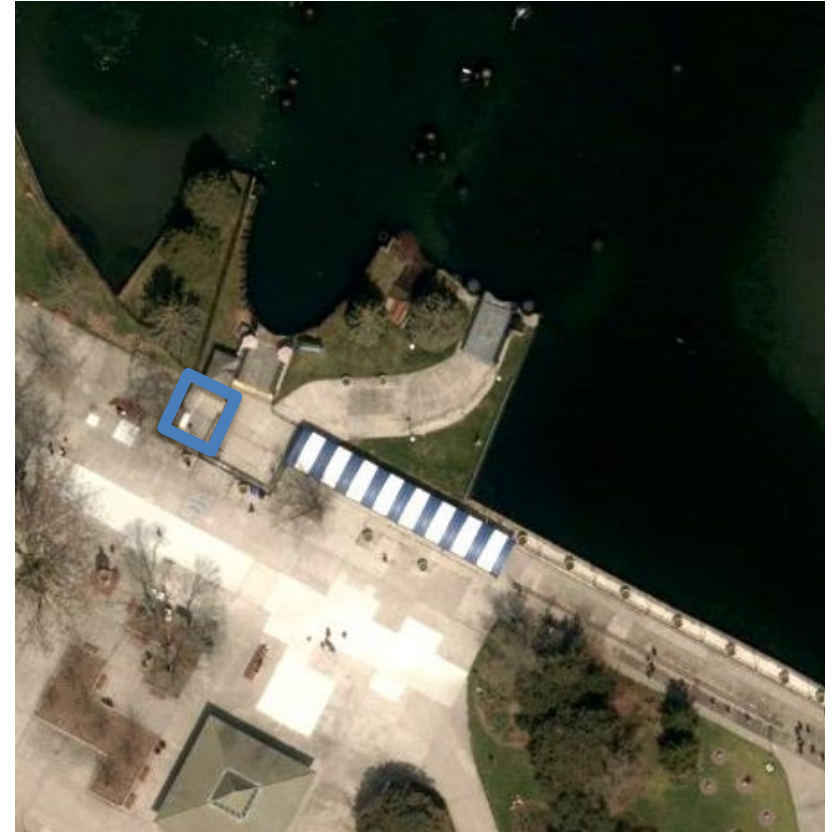
1. Designated accessibility seating/mobility device areas will be marked clearly on ferries, at both ends of the boat.
2. These areas will be prioritized for passengers with accessibility requirements but can be used by any passenger if not required for passengers with disabilities.
3. Areas will be clearly marked and outlined.
4. Deckhands will direct all passengers as required to ensure passengers are in appropriate spaces.



Designated Areas on Islands

Designated Accessibility Waiting Area at Toronto Island Docks

1. Designated Accessibility Waiting Areas will be established at the docks at Hanlan's Point, Ward's Island and Centre Island with appropriate signage and seating.
2. These areas will be prioritized for persons with self-identified disabilities and their caregiver.
3. City Staff will monitor ferry disembarking and alert persons in the waiting area that their vessel has arrived.
4. Once disembarking passengers have exited, staff will allow passengers in the Designated Accessibility Waiting Area to board the ferry.



Ferry Announcements

Including an Accessibility Announcement on the PA systems

1. Include in the standard announcements instructions and a reminder to respect the accessibility areas in the ferry.
2. Announcements repeated on each trip to and from the Islands.



Continuous Improvements

The Accessibility Plan will be monitored through the season to see if adjustments are required.

1. Members of the Parks and Recreation Disability Steering Committee invited to act as "secret shoppers".
2. Learnings will be captured and shared, including with design teams working on future terminal upgrades...the current terminal was completed in 1972 (minor upgrades since) when accessibility accommodations were not front of mind.



Water Taxi Updates

Docking

Add additional docking infrastructure in Toronto Island Park

Improve dock quality

Ensure accessibility

Wayfinding

Improve signage on island and mainland

Promotional material on City webpages

Fencing to organize crowds / dedicated waiting areas

Coordination

Better coordination between operators (pickup/drop-off etiquette)

Improved communication with City staff – special event notices

Standardize operations – payment, return trips, mooring

Questions