

Parks and Recreation Community Disability Steering Committee

- Date: Thursday, April 10, 2025
- Time: 10 a.m. to 12 p.m.
- Location name/room: Jack Layton Ferry Terminal, Administrative Boardroom

Jack Layton Ferry Terminal (JLFT) and Island Ferries Landing

Committee members conducted a site tour of and received a presentation on the accessibility improvement plan for the JLFT and the Islands Ferries Landing, focusing on communication systems, ticket purchasing and queuing processes, the boarding process, accessible seating areas on board, designated accessible waiting areas at the docks, and the monitoring/implementation of the plan. Feedback from committee members included the need for availability of assistance for people with disabilities to navigate through large crowds during peak periods, the creation of an accessible check in area, the ability for people with accessibility needs to preboard, and the inclusion of accessibility rules and reminders for passengers to respect the accessible areas in public address (PA) announcements on ferries. Questions were raised about sharing the design plans for the two new electric ferries, the installation of additional accessible seating on existing ferries, improved and more visible signage, the need for comprehensive staff training, using the unused space above the terminal structure for signage, and the inclusion of additional parking spots near the ferry docks area. Presenters also invited committee members to act as “secret shoppers” during the summer season to provide feedback on the implementation of their accessibility plan.

Other Feedback Points

Additional suggestions included adding docking infrastructure in Toronto Island Park, improving wayfinding signage at the terminal and on the island, ensuring promotional material is available in accessible formats on City web pages, and increased fencing around dedicated waiting areas to better manage crowds.

Other Updates

An update on the committee web page was provided, and it was suggested that members be listed by organization rather than by individual name. The focus areas of the 2025 work plan were summarized, and round table updates were received from Community Living Toronto, Little People of Ontario, a member noting the passing of Audrey King, the P&R Adapted and Inclusive Recreation portfolio, and the Toronto Accessible Sports Council.