

PROGRESS REPORT

BLACK BALL TRANSPORT, INC.

May 2026



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GENERAL

Black Ball Ferry Line prepared this progress report to meet our organization’s obligations under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR), this progress report provides updates on the progress our organization has made in implementing our accessibility plan.

HOW TO PROVIDE FEEDBACK

Please send your feedback to our District Manager, Jarryd Burles in any of the following methods:

Email: jburles@cohoferry.com

Phone: 250-386-2202 OR 1-800-264-6475

Mail: 430 Belleville St., Victoria, BC, V8V 1W9

In Person At: 430 Belleville St., Victoria, BC, V8V 1W9

Anonymously: <https://cohoferry.com/accessibility>

For more information on how you can send your feedback, see our feedback process description (<https://www.cohoferry.com/img/BBFL%20Accessibility%20Plan%20and%20Feedback%20Process%20-%20February%202025%20-%20FINAL.pdf>).

HOW TO REQUEST ALTERNATE FORMATS

You can use the contact information listed below to ask us for a copy of our feedback process description, or our progress report in these alternate formats: print, large print, braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 20 days.

CONTACT US:

Email: jburles@cohoferry.com
Phone: 250-386-2202 or 1-800-264-6475
Mail: 430 Belleville St., Victoria, BC, V8V 1W9

FEEDBACK INFORMATION

We received no unsolicited feedback through the anonymous contact form on our website in year 2.

CONSULTATIONS

In preparing this progress report our organization consulted persons with disabilities using the following methods:

- We consulted persons with disabilities through surveying our customers/travellers who required assist accessing and using our service. We randomly selected customers and discussed accessibility focusing on those who requested assistance/who expressed a need for help due to a disability. We made our consultations accessible by meeting customers/travellers where they were and in accessible spaces.
 - Date: April – May 2026
 - Location: Victoria Terminal
 - The following questions were asked:
 - Did you have difficulty finding accessibility related information on our website?
 - Have you had physical barriers limit your accessibility while traveling?
 - Did you use our website or other media content? If so, did you find the information you needed? Were you able to find information relating to accessibility?
 - Are there any other areas where our accessibility can be improved?

We consulted 35 customers/travellers with disabilities, the majority of which had mobility impairments although we did consult those with hearing impairments, speech impairments and vision impairments. To protect individuals' privacy, we are not listing the names of individuals of those who participated.

AREAS IN SECTION 5 OF THE ACCESSIBLE CANADA ACT (ACA)

EMPLOYMENT

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Alternative formats for onboarding material

Progress Update: Black Ball Ferry Line will develop alternative delivery methods as needed.

Barrier 2: Employee experience

Progress Update: Black Ball Ferry Line reviewed the Progress Report - Year 1 audit of employee experiences focusing on areas for improvement.

THE BUILT ENVIRONMENT

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 2: Signage

Progress Update: Black Ball Ferry Line continued to update signage related to accessibility.

Barrier 1: Emergency features

Progress Update: Black Ball Ferry Line has completed a review of our emergency features.

Barrier 2: Passenger flows

Progress Update: Black Ball Ferry Line has completed a review of our passenger flows.

Barrier 2: Washrooms

Progress Update: Black Ball Ferry Line completed a review of our washrooms related to accessibility.

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Desks not compatible with wheelchairs

Progress Update: No action was required during the last year.

Barrier 2: Those with limited mobility may have difficulty operating computer systems

Progress Update: No action was required during the last year.

Barrier 1: Those with visual impairment may need accommodation to access screens

Progress Update: No action was required during the last year.

COMMUNICATION, OTHER THAN INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: No audio reader functionality on website

Progress Update: Black Ball Ferry Line is still upgrading our website and once our new website has been launched we will review audio reader functionality.

Barrier 2: Way finding signage in terminals & vessel

Progress Update: Black Ball Ferry Line reviewed our wayfinding signage.

Barrier 1: Clear and simply

Progress Update: Black Ball Ferry Line has reviewed our communication for language/clarity and as part of our website upgrade will be updating our communication.

THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Accessibility equipment and furniture

Progress Update: No action was required during the last year.

Barrier 2: Wheelchairs inventory

Progress Update: A review of our wheelchair inventory was completed.

Barrier 1: Procurement process

Progress Update: Black Ball Ferry Line reviewed our procurement process.

THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Potential barriers

Progress Update: Black Ball Ferry Line has completed an audit of our current processes and systems trying to identify areas where barriers may exist. Our organization will continue to audit for potential barriers on an annual basis.

TRANSPORTATION

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Equitable access to transportation provided by third party agreements.

Progress Update: No action was required during the last year.

PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

Black Ball Ferry Line is subject to regulations under the Canada Transportation Act. As well as the Accessible Canada Act (ACA) and the Accessible Transportation for Person with Disabilities (ATPDR), and Code of Practice: Ferry Accessibility for Persons with Disabilities. This Progress Report (Year 2), details Black Ball Ferry Line’s efforts to comply with accessibility requirements and provide an equitable experience for staff and customers.

CONCLUSION

Black Ball Ferry Line will continue to monitor and measure our progress to make sure you we are meeting the remaining accessibility goals, removing or preventing the barriers that were identified in our accessibility plan going forward. We encourage feedback using our feedback process and will use the feedback we receive to help our organization fully implement your accessibility plan. Black Ball Ferry Line will publish a second accessibility plan in 2027, a progress report in 2028, and expect to create another accessibility plan in 2029 upon completion of the Belleville Terminal Redevelopment Project.