

PROGRESS REPORT

BLACK BALL TRANSPORT, INC.

MAY 2025



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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%20Processes%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

We have only received unsolicited feedback through the anonymous contact form on our website. In February 2025 we meet with Lifetime Networks to discuss accessibility and received several helpful recommendations.

Feedback received through the anonymous feedback option:

- Number of feedback submissions received: 2
 - Both through the anonymous feedback options
- Anonymous feedback 1 (August 2024):
 - The below feedback has been edited for clarity.
 - *“Our vehicle is the same width as a truck. We displayed a visible Disability placard. We were directed to park in a small car next to the wall I told the deckhand that neither of us could exit the vehicle. He had me move where he thought I would be able to open the door & then he left. My husband is 83 & his side was a little better. To get out our vehicle we had to stand on the door frame to squeeze our heads out sideways then stand up to our full height & shimmy along the step rail before putting our feet on the curb”*
- Anonymous feedback 2 (October 2024):
 - *“The unfeasibility of adding an elevator to the MV Coho forever denies your disabled passengers an equitable experience, but also denies you the opportunity to truly honor your stated dedication to providing a safe and enjoyable voyage for all passengers*
“To access the forward observation lounge and coffee shop, you must climb a small set of stairs. The solarium is only accessible by a larger flight of stairs.”
How many stairs is a small set and how many is a larger flight? How steep are these stairs? If you can't provide full accessibility, can you at least add these essential details to your website?
Details such as stair dimensions and number can help passengers with disabilities determine in advance whether these areas are navigable with caution or completely impassable.

This knowledge, in turn, can help us decide whether it's worth our time and money to book a trip with you.

Neglecting to provide sufficient details for a service necessarily drives us toward alternative services (or combinations thereof) where we know or can easily find out exactly what to expect, accessibility-wise.”

This feedback has been used to inform our understanding of barriers related to accessibility and how we can remove them. Upon receiving the feedback, we reviewed it with specified groups within our organization and determined the best way to address the matter.

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: March 2025
 - 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 60 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.

Additionally, we met with Lifetime Networks Accessibility Committee on February 25, 2025. Their consultation was immensely beneficial. Prior to meeting with us they reviewed our website and accessibility related material and provided recommendations on where we can improve. They provided four areas of additions or enhances to improve accessibility within our organization, they are:

- Enhanced Communication Tools
- Staff Training Programs
- Accessible Website Features
- Regular Stakeholder Consultation

Lifetime Networks provided a breakdown under each topic of specific actions our organization can take, and we plan to incorporate those actions into our organization by completion of the next progress report (2026).

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 completed an audit of employee experience focused 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 has updated 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 and adjusted how we handle passenger that need assistance with wheelchairs during higher passengers' volume sailings.

Barrier 2: Washrooms

Progress Update: Black Ball Ferry Line has reviewed our washrooms and adjusted the location of dispenser to make them more accessible.

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, but Black Ball Ferry Line is developing a process for when new office equipment is required.

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

Progress Update: No action was required during the last year, but Black Ball Ferry Line is developing a process for when accessibly adapted systems are required.

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

Progress Update: No action was required during the last year, but Black Ball Ferry Line is developing a process for when accessibly adapted systems for those visually impaired are required.

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 upgrading our website and once the 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 has reviewed our wayfinding signage and upgraded and added signage in the Victoria terminal. Additional changes will be reviewed and implemented as needed.

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: Black Ball Ferry Line is developing a process for procurement of accessibility equipment and furniture and looking to retain a consult to aid with the development of the plan.

Barrier 2: Wheelchairs inventory

Progress Update: A review of our wheelchair inventory was completed and larger chairs were purchased

Barrier 1: Procurement process

Progress Update: Black Ball Ferry Line is developing a process for procurement processes and looking to retain a consult to aid with the development of the plan.

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 be auditing for potential barriers on an annual basis going forward.

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: Black Ball Ferry Line has completed an audit of our third party agreements to ensure customers are provided equitable access by our partners.

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 progress report on the implementation of our current accessibility plan in 2026 which will be followed by a new accessibility plan being published in 2027.