

# **ACCESSIBILITY PLAN and FEEDBACK PROCESS**

**BLACK BALL TRANSPORT, INC.**

**FEBRUARY 2025**



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# GENERAL

The person designated to receive feedback on behalf of Black Ball Ferry Line on this Accessibility Plan and Feedback Process is Jarryd Burles, Assistant District Manger. Information on how to provide feedback, requests for alternative formats of the Accessibility Plan and Feedback Process, and requests for an alternate format of the description of the feedback process can be found on page 14 under the sub heading FEEDBACK.

Contact information to provide feedback, for alternative formats or requests for the alternative formats of the feedback process can be sent to:

Email: [jburles@cohoferry.com](mailto:jburles@cohoferry.com)

Phone: (250) 386-2202

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

## EXECUTIVE SUMMARY

Black Ball Ferry Line developed this Accessibility Plan and Feedback Process with the intention of better identifying and removing barriers for those with disabilities.

In 2028 (estimated) as part of the Belleville Terminal Redevelopment Project Black Ball Ferry Line's Victoria Terminal will move into a consolidated Pre-Clearance facility with Canadian Border Services Agency (CBSA), FRS Clipper, and United States Customs & Border Protection (US CBP). Development of this project is being led by the British Columbia Provincial Governments' Ministry of Transportation and Infrastructure. The new facility is being designed to create equitable access in terms of cultural diversity, physical capability, and gender; and to achieve the Rick Hansen Foundation Accessibility Certification.

Our vessel, the M.V. COHO was built in 1959 therefore she has limitations in terms accessibility, for instance there is no elevator on board. There are significant barriers to our ability to modify the COHO to meet that of a modern vessel. To address these challenges, we have created processes to accommodate customer needs. For example, customers who are unable to use our stairwell or have difficulty with stairs are boarded and disembarked using the passenger ramps.

Our goal is to mitigate or eliminate barriers for those with disabilities and ensure that all customer and employees have experiences that are equitable regardless of a disability or not.

## **ACCESSIBILITY STATEMENT**

Black Ball Ferry Line is committed to treating all persons with dignity and ensuring all persons have the same opportunity to make for themselves the lives that they are able and wish to have. Ensure all persons have barrier free access to full and equal participation in society and that all persons have meaningful options and be free to make their own choices, with support if desired.

# EMPLOYMENT

Black Ball Ferry Line strives to ensure that our employees/future employees have access to an equitable workplace that is free from barriers.

## BARRIERS

FUNCTIONAL AREA	BARRIER IDENTIFIED	DISABILITY ADDRESSED
Employment	Alternative formats for onboarding material	All disabilities
Employment	Employee experience	All disabilities

## ACTIONS

FUNCTIONAL AREA	BARRIER IDENTIFIED	DRAFT ACTION ITEM	TIMELINE
Employment	Alternative formats for onboarding material	Review current onboarding material for new hires and development alternative formats	End of March 2025
Employment	Employee experience	Audit employee experiences for areas of improvement than implement an action plan based on the original audit	End of March 2025

# INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

As part of our desire to meet the varied needs of customers we offer multiple methods of communication for users, but accessibility barriers remain in terms of ICT.

## BARRIERS

FUNCTIONAL AREA	BARRIER IDENTIFIED	DISABILITY ADDRESSED
Computers Systems	Desks not compatible with wheelchairs	Physical disabilities
Computers Systems	Those with limited mobility may have difficulty operating computer systems	Physical disabilities
Computers Systems	Those with visual impairment may need accommodation to access screens	Visual

## ACTIONS

FUNCTIONAL AREA	BARRIER IDENTIFIED	DRAFT ACTION ITEM	TIMELINE
Computers Systems	Desks not compatible with wheelchairs	To purchase accessibly desk/related systems when needed.	As required
Computers Systems	Those with limited mobility may have difficulty operating computer systems	To purchase accessibly adapted systems when needed.	As required
Computers Systems	Those with visual impairment may need accommodation to access screens	To purchase accessibly adapted systems for visually impaired as needed.	As required

# COMMUNICATION, OTHER THAN ICT

Black Ball Ferry Line is committed to ensuring that employees and customers have interactions that are supportive of those with disabilities and strives to provide communication that enables a supportive environment.

## BARRIERS

<b>FUNCTIONAL AREA</b>	<b>BARRIER IDENTIFIED</b>	<b>DISABILITY ADDRESSED</b>
Online Communication	No audio reader functionality on website	Visual & other disabilities
Physical Signage	Way finding signage in terminals & vessel	All disabilities
Online & physical communication	Clear and simply language	All disabilities

## ACTIONS

<b>FUNCTIONAL AREA</b>	<b>BARRIER IDENTIFIED</b>	<b>DRAFT ACTION ITEM</b>	<b>TIMELINE</b>
Online Communication	No audio reader functionality on website	Investigate implementing and scope of audio reader on website.	End of December 2024
Physical Signage	Way finding signage in terminals & vessel	Audit current wayfinding signage & implement recommendations from report (think push/pull on doors, directional signage, braille options)	End of December 2024
Online & physical communication	Clear and simple language	Audit our communication to ensure that correspondence to customers and staff is clear and simple	End of December 2024

# THE PROCUREMENT OF GOODS, SERVICES AND FACILITIES

The procurement of goods, services and facilities for Black Ball Ferry Line is largely limited to the procurement of goods and services. Aside from a future move into the new Belleville Terminal which is being developed for inclusion we do not plan to acquire any new facilities. We do not contract many services other than trades that perform maintenance on our facilities and vessel but if we were to outsource services for our customers or staff, we will review that services ability and plans for accessibility. During the procurement of goods, we will review our ability to acquire products that better meet the needs of those we disabilities through the development of an evaluation framework.

## BARRIERS

<b>FUNCTIONAL AREA</b>	<b>BARRIER IDENTIFIED</b>	<b>DISABILITY ADDRESSED</b>
Procurement	Accessibility equipment and furniture	All disabilities
Procurement	Wheelchairs inventory	Physical Disabilities
Procurement	Procurement process	All disabilities



## ACTIONS

FUNCTIONAL AREA	BARRIER IDENTIFIED	DRAFT ACTION ITEM	TIMELINE
Procurement	Accessibility equipment and furniture	Give employees who require accessible equipment and furniture the ability to select items that fits their needs.	As Needed
Procurement	Wheelchairs	Review our inventory of wheelchairs and determine the need for more wheelchairs and if we need to purchase any that meet different needs.	End of February 2025
Procurement	Procurement process	Development a framework for evaluating our procurement of goods, services, and facilities.	End of December 2024

# THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Black Ball Ferry Line is committed to designing and delivering our services with as few barriers as possible.

## BARRIERS

FUNCTIONAL AREA	BARRIER IDENTIFIED	DISABILITY ADDRESSED
All areas	Potential barriers	All disabilities

## ACTIONS

FUNCTIONAL AREA	BARRIER IDENTIFIED	DRAFT ACTION ITEM	TIMELINE
All areas	Potential barriers	Complete an audit of our current processes and system to identify where barriers can be removed for those with disabilities. Audit to include physical and digital offerings.	End of December 2025

# TRANSPORTATION

As a transportation provider Black Ball Ferry Line understands the importance of inclusive travel for our customers and employees.

## BARRIERS

FUNCTIONAL AREA	BARRIER IDENTIFIED	DISABILITY ADDRESSED
Transportation	Equitable access to transportation provided by third party agreements	All disabilities

## ACTIONS

FUNCTIONAL AREA	BARRIER IDENTIFIED	DRAFT ACTION ITEM	TIMELINE
Transportation	Equitable access to transportation provided by third party agreements	Audit our third-party agreements that provide transportation to our customers and employees.	End of December 2024

# THE BUILT ENVIRONMENT

We identified three major areas of our built environment, our terminals in Victoria and Port Angeles as well as our vessel, the M.V. COHO.

The M.V. COHO which was built in 1959 does not have an elevator onboard. This matter has been investigated and it is not feasible to install an elevator due to the structure of the vessel, loss of vehicle space and ability for oversized vehicles to have adequate space to maneuver onboard.

## BARRIERS

FUNCTIONAL AREA	BARRIER IDENTIFIED	DISABILITY ADDRESSED
M.V. COHO	Installation of elevator not feasible	All disabilities
Terminals & Vessel	Signage	All disabilities
Terminals & Vessel	Emergency features	All disabilities
Terminal & Vessel	Passenger flows	All disabilities
Terminal & Vessel	Washrooms	All disabilities

## ACTIONS

FUNCTIONAL AREA	BARRIER IDENTIFIED	DRAFT ACTION ITEM	TIMELINE
Terminals & Vessel	Signage	Audit all signage for improvements and changes	End of December 2024
Terminals & Vessel	Emergency features	Audit all emergency features for improvements and changes	End of December 2024
Terminals & Vessel	Passenger flows	Audit all passenger flows for improvements and changes	End of December 2024
Terminals & Vessel	Washrooms	Audit all washrooms for improvements and changes	End of December 2024

# **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 Accessibility Plan and Feedback Process, 2024 – 2027, details Black Ball Ferry Line’s efforts to comply with accessibility requirements and provide an equitable experience for staff and customers.

# CONSULTATIONS

By completion of the Progress Report due June 1, 2025, Black Ball Ferry Line will have consulted with two disability organizations/advocates in addition to the consultations below. The consultations with the two disability organizations/advocates are expected to be completed by Spring 2025.

Who We Consulted & Why	When We Consulted	How We Consulted	What We Consulted On
<p>Black Ball Ferry Line Employees – Our staff have extensive knowledge of our facilities and experience with our customers and procedures</p>	<p>January 2025</p>	<p>In person focus groups and one on one discussion</p>	<p>Staff were surveyed on what areas they see a need for improvement and what areas customers with disabilities have identified to them that are inadequate; questions asked included:</p> <ul style="list-style-type: none"> <li>• What physical barriers are in place that limit those with disabilities?</li> <li>• What areas of our communication processes limit those with disabilities?</li> <li>• Are there any other areas where our accessibility can be improved?</li> </ul>
<p>Customers (Travelers) – Through their travel our customers interact with our facilities, staff, and procedures/practices and can provide valuable feedback related to accessibility</p>	<p>April 2024, December 2024</p>	<p>Randomly selected customers for a survey related to accessibility, focused on those who requested assistance/who expressed a need for help with our service due to a disability</p>	<p>Customers were surveyed on what challenges they’ve experience traveling with us or other transportation services; questions included:</p> <ul style="list-style-type: none"> <li>• Have you had physical barriers limit your accessibility while traveling?</li> <li>• Did you use our website or other media content? If so, did you find the</li> </ul>

			<p>information you needed? Were you able to find information relating to accessibility?</p> <ul style="list-style-type: none"><li>• Are there any other areas where our accessibility can be improved?</li></ul>
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Black Ball Ferry Line is thankful for the feedback receive during the development of this Accessibility Plan and Feedback Process and looks forward to including future consultations in the Progress Report due June 1, 2025.

# FEEDBACK

Feedback on this Accessibility Plan and Feedback Process can be directed to Jarryd Burles, Assistant District Manager in any of the following methods:

Email: [jburlles@cohoferry.com](mailto:jburlles@cohoferry.com)

Phone: (250) 386-2202

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

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

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

Feedback will be acknowledged within 15 business days and responses will be sent in the same method of communication as the feedback was originally received except anonymous feedback which will not receive a response.

Feedback we received will be considered/reviewed by senior management and frontline staff and actioned as appropriate. Constructive feedback received will be reflected in progress reports in future Accessibility Plan and Feedback Process documents. Upon review of feedback by the company the sender will receive a response with actions being taken and expected timelines excluding anonymous feedback.

Feedback will be digitally stored for seven years, and any verbal feedback will be transcribed to be stored with all other feedback.

Requests for a copy of this Accessibility Plan and Feedback Process in an alternative format should be directed to Jarryd Burles, Assistant District Manager using the contact information above. If the request is for an alternative format in print, large print, or electronic formats you can expect to receive the Accessibility Plan and Feedback Process within 15 days. If the request is for an alternative format in braille or audio formats you can expect to receive the Accessibility Plan and Feedback Process within 45 days.