



**2024 – 2026 Accessibility Plan  
and Feedback Process**

**As of December 2023**

# General

## Description of PortsToronto

The Toronto Port Authority, doing business as PortsToronto, is a federal government business enterprise established under the Canada Marine Act and guided by a nine-member board with representation from all three levels of government. PortsToronto owns and operates Billy Bishop Toronto City Airport, the Outer Harbour Marina, the Port of Toronto and the Cruise Ship Terminal, and provides a range of services from aviation to marine and harbour maintenance. Building on its rich history of public-service, PortsToronto ensures the Toronto harbour is safe for boaters and visitors, and works with the surrounding community to shape a balanced, thriving and sustainable Toronto waterfront.

## Statement of Commitment

PortsToronto is committed to the highest possible degree of accessibility and inclusion with respect to people with disabilities, including our employees, partners and members of the public. We recognize that people with disabilities are the experts of their own experiences and accessibility. This is why we have consulted with and we are learning from the lived experiences of people with disabilities at every step of the development of this Accessibility Plan. This Plan is a living document that will evolve as PortsToronto continues to consult with people with disabilities, and to remove and prevent future accessibility barriers that may arise. This Accessibility Plan is one part of our commitment to improve accessibility at PortsToronto.

## Contact Information and Feedback Process

PortsToronto welcomes feedback, which includes anonymous feedback, about our Accessibility Plan and any feedback you might have about accessibility at PortsToronto. We are committed to reviewing and responding to the feedback we receive, and taking steps to address any barriers identified through the feedback process.

You can submit feedback about accessibility at PortsToronto or this plan by contacting:

- Kelly McDonald, Senior Director, Human Resources
- [accessibility@portstoronto.com](mailto:accessibility@portstoronto.com)
- 416-863-2000
- 207 Queens Quay West, Suite 500, Toronto, ON, M5J 1A7

## Alternative Formats

You can request alternative formats of this Accessibility Plan, feedback processes and any other information by contacting:

- Kelly McDonald, Senior Director, Human Resources
- [accessibility@portstoronto.com](mailto:accessibility@portstoronto.com)
- 416-863-2000
- 207 Queens Quay West, Suite 500, Toronto, ON, M5J 1A7

A digital format of this Accessibility Plan and Feedback Process (that is compatible with assistive technology) can be downloaded from the PortsToronto website visit [Accessibility | PortsToronto](#)

## Information and Communication Technologies (ICT)

At PortsToronto, we use a variety of digital tools and technologies in our operations. This includes our public website, our internal website (intranet) for employees, and our social media platforms. We have tried to make our digital tools as accessible as possible. This includes conducting an inventory of all of our digital platforms, as well as our public documents since 2012. From there, we started conducting audit reports of our platforms to ensure compliance with WCAG 2.2, we will continue to do so. We also recognize that further improvements can be made in the accessibility of our digital platforms. Our ICT goals are as follows:

- In 2024, we will roll out training to employees in the IT department and those who are creating web content to ensure that it is accessible.
- In 2024, we will ensure that all digital documents and PDFs are created with accessibility in mind. This includes training employees on how to create accessible documents.
- In 2024, we will conduct user testing of the intranet with users with disabilities to find and address any additional accessibility barriers.
- In 2024, we will develop accessibility guidelines in our procurement practices when working with IT vendors.
- In 2024 and ongoing, we will continue making changes to the public website to fix any additional accessibility barriers identified in the audit report. As we make changes moving forward, we will continue to conduct user testing of these changes with people with disabilities.

- The new BillyBishopAirport.com website launched in January 2024. This website endeavours to conform to Web Content Accessibility Guidelines (WCAG) 2.1 Level AA. This site has been audited for compliance in December 2023 prior to launch by a third-party consultant. Additionally, PortsToronto is committed to completing accessibility audits of its websites on an annual basis.
- Plans are underway to redesign the PortsToronto.com website in 2024 – early 2025 conformant to Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

## Communication (other than ICT)

We at PortsToronto communicate to the public relevant information concerning the airport, the harbour and the port. Members of the public can communicate with us by phone, email, mail or through the feedback form on the website. While we aim to make sure our communication channels are accessible for people with various disabilities, communication needs and styles, we are aware that barriers may exist. Our communication goals are as follows:

- By the end of 2024, we will develop accessibility guidelines for any new content, information or documents created.
- By the end of 2024, we will create and implement a process for requesting and receiving documents and materials in alternate formats.
- Starting immediately, we will seek opportunities to authentically represent people with disabilities in our visual communications.
- By the end of 2024, we will create and adopt a social media standard to ensure that social media posts are accessible and consistent in the use of alternative text.
- By the end of 2024, PortsToronto will review existing content for plain language, and will ensure that any new content is written in plain language.
- By the end of 2024, we will ensure that any new and existing videos developed and communicated include closed captions and transcripts.

# Procurement of Goods, Facilities and Services

At PortsToronto, we often buy goods or services that help us manage our operations. This process of buying is called “procurement.” Accessibility needs to be considered in the procurement of external goods. When accessibility is not considered, this can result in our own services and operations being inaccessible. Our procurement goals are as follows:

- By the beginning of 2024 we will create a procedure to include accessibility requirements in RFPs.
- By the beginning of 2025, we will seek out opportunities to use people with disabilities as suppliers.

# Design and Delivery of Programs and Services

PortsToronto works with the community to maintain its properties, including the airport, the harbour and the port. We work to make sure that Toronto’s harbour is safe for boaters, visitors and the public. We also provide harbour maintenance, ferry services for passengers travelling to and from the airport, marine services, cargo shipping, port security, and more. We also work with the film industry by providing production space.

We strive to make our programs and services as accessible as possible. Our accessibility goals for programs and services are as follows:

- By the beginning of 2025, we will develop accessibility guidelines outlining planning requirements and messaging for events and programs.
- By the beginning of 2025, we will develop accessibility guidelines and accommodations process for supporting passengers with disabilities navigate from the ferry to the airport terminal.
- In 2024 and ongoing, we will continue delivering department-specific disability awareness training to program team members.

# Transportation

At PortsToronto, we run various transportation services, including ferry services and airport transportation. We are committed to making our transportation services as accessible as possible to passengers. We have already taken some steps towards greater accessibility, such as providing accessibility and inclusion training for traffic attendants and customer-facing staff. We recognize we can do more to make our transportation services more accessible. Our accessibility goals for transportation are as follows:

- By 2025, we will assess transportation options for visitors, passengers and employees with mobility issues.
- By 2025, we will review and assess all of our maps and real-time monitors to identify and remove any accessibility barriers.
- By 2025, we will implement measures for effective communication of information to ferry passengers with sensory impairments.
- By 2025, we will review and upgrade docking facilities to be accessible for anyone. This includes installing ramps, handrails, and appropriate signage.
- By 2025, we will assess and enhance accessibility in common areas of the marina, such as restrooms, waiting areas and service counters.
- By 2025, we will establish procedures for helping people with disabilities navigate the marina facilities.
- By 2025, we will enhance wayfinding systems and visual aids to help travelers with disabilities in navigating the airport.
- In 2024 and ongoing, we will continue to provide training for staff across ferry, airport and marina services to increase awareness of accessibility.
- By 2024 and ongoing, we will develop emergency response procedures that include the needs of people with disabilities.
- In 2024, we will review and align all of our transportation policies with the Canadian Transportation Authority's accessibility guidelines.

# Built Environment

In addition to PortsToronto's management offices, we operate a range of sites that sees many visitors. This includes Billy Bishop Toronto City Airport, the Port of Toronto, including its Cruise Ship Terminal, and the Outer Harbour Marina.

We have already taken steps towards improving the accessibility of our physical spaces. This includes conducting an inventory of all our sites and collecting existing assessments of them that we have already completed for accessibility. However, we are aware that accessibility barriers in our physical sites continue to exist. Therefore, our built environment goals are the following:

- In 2024, we will conduct accessibility audits of our spaces that have yet to be assessed and identify additional barriers.
- By the end of 2025, PortsToronto will ensure that any maps are accessible and that they are created in multiple formats.
- In 2024, we will have reviewed all emergency evacuation procedures to ensure that they capture the needs of people of disabilities.
- By end of 2025 we will ensure that any maps related to our physical sites are accessible and that they are provided in multiple formats.

# Employment

PortsToronto has over 130 full-time employees, as well as various seasonal and part-time workers. We are committed to diversity, equity and inclusion in our hiring and recruitment practices. We are also dedicated to ensuring that our workplace processes are accessible to current employees with disabilities.

These efforts have included incorporating an updated equity statement on all job postings, as well as establishing an accommodations process for employees. We have also commenced a review of job postings to ensure they contain inclusive language, and we will continue to do so. We recognize that we can take further steps to improve accessibility in employment. Therefore; our employment goals are as follows:

- We will continue to review all new and existing job postings for inclusive language, disability inclusivity and bona fide requirements as new positions are created.
- We will ensure that accommodations are provided as part of the onboarding process for new employees.
- In 2024, PortsToronto will review all training materials to ensure that they are accessible, as well as offered in multiple formats.
- We will communicate our commitment to accessibility and employment equity representation goals for people with disabilities
- We will continuously review our return to work policy to ensure that it captures any changes and meets the needs of employees with disabilities.

We are also taking steps towards training on accessibility. This will ensure that all employees are trained in accessibility and they understand why it is so important. It will also help them to understand how to make their work more accessible. Training our employees this way will help us improve accessibility in all aspects of our operations.

Our organization-wide accessibility training sessions are the following:

- Customer Service skills for persons with various disabilities
- Accessibility Awareness training
- Expanded training for creating accessible documents will roll out organization-wide in 2024



# Provisions of CTA Accessibility-Related Regulations

- Accessible Canada Act (ACA), Part 4, Accessibility Plans – Regulations Under the Canada Transportation Act, and Regulations under the ACA;
- ACA - Accessible Canada Regulations (ACR) – Accessibility Plans;
- ACA - Accessible Transportation Planning and Reporting Regulations (ATPRR) – Accessibility Plans;
- Canada Transportation Act (CTA) PART V Transportation of Persons with Disabilities; CTA - Accessible Transportation for Persons with Disabilities Regulations (ATPDR) Part 1 and Part 4 Divisions 1 and 2

## Consultations

At PortsToronto, we recognize that people with disabilities are the experts in their own experiences with accessibility. We are committed to listening to people with disabilities and learning from their lived experiences. In the development of this Accessibility Plan, we consulted people with disabilities as mandated by the Accessible Canada Act. This is to make sure that accessibility initiatives included in this plan meet the needs of people with disabilities. As we take on new accessibility projects, we will continue to consult people with disabilities on an ongoing basis. PortsToronto is dedicated to consulting people with disabilities on an ongoing basis. This will make sure that any accessibility initiatives we undertake reflect the real-world experiences of people with disabilities. As the disability movement says: Nothing about us without us.

For this Accessibility Plan, we consulted people with disabilities in the following ways:

- PortsToronto conducted its first public opinion survey online in November 2023 and was made in an Accessible format. The sole focus of the survey was based on Accessibility within PortsToronto Public Transportation spaces, including Billy Bishop Toronto City Airport, Port of Toronto Cruise Ship Terminal and the Outer Harbour Marina. Detailed information was queried and included input from the general public on areas such as access, navigation, signage, parking, facilities and general assistance.
- Ports Toronto is committed to including Accessibility in all future public opinion and Customer Service surveys going forward.
- Direct contact by telephone email and also video meetings with supporting agencies such as Autism Canada, CNIB, CHS were conducted or held in December 2023. During the video meetings, a request for proposal on a detailed plan for recommended initiatives to improve facilities, communication and processes for these specific interest groups was the focus. PortsToronto awaits these proposals for review and next steps in

2024. Additionally discussion was held regarding “best practices’ to take to make an environment easy and welcoming to persons needing assistance.

- Agencies such as Peoples First Canada, Autism Canada and Spinal Cord Injury of Canada were contacted by phone or email in December 2023 to discuss in detail, the challenges generally experienced at public transportation facilities.

PortsToronto is committed to forming an Advisory Committee with participation of external agencies in 2024 with a plan to meet once per year to discuss feedback received, planned improvements and report any changes that have been completed.

In addition, PortsToronto has formed an internal committee to address feedback, new projects and any changes as required by the Accessibility Canada Act.

## Conclusion

Through this Accessibility Plan, PortsToronto is dedicated to improving accessibility, addressing any current or future barriers for people with disabilities, and making our operations as accessible as possible to everyone. We will continue to revisit this Accessibility Plan and consult with people with disabilities on an ongoing basis. This will help us make sure that accessibility is addressed moving forward. We also recognize that accessibility is not an outcome, but rather a process. In other words, we will continuously work to address the needs of our employees, partners and visitors to our sites, to ensure greater accessibility moving forward.