

# PORTS TORONTO

*Accessible Canada Act*  
Multi-Year Accessibility Plan  
**Progress Report**  
June 1, 2025



60 Harbour Street, Toronto, Ontario, Canada M5J 1B7  
Tel/Tél: 416.863.2000 | [PortsToronto.com](https://www.ports-toronto.com)

PortsToronto owns and operates | PortsToronto possède et exploite :

BILLY BISHOP | AÉROPORT | PORT OF | PORT DE | OUTER | MARINA DE  
TORONTO CITY | BILLY BISHOP | TORONTO | TORONTO | HARBOUR | L'AVANT-PORT  
AIRPORT | DE TORONTO | MARINA

Canada



## General

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.

Under the Accessible Canada Act (ACA), federally regulated entities must report to the public on their policies and practices in relation to the identification and removal of barriers by publishing their accessibility plans, feedback processes and progress reports.

This is the second progress report for the current Multi-year Accessibility Plan. Much has been accomplished, and much is still in process. We are preparing for additional requirements under the ACA's areas of priority and await further details on compliance activities from the Government of Canada. Our goal is to continue to address barriers to accessibility and to embrace inclusion.

## Feedback Mechanism

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 report by contacting:

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

You can request alternative formats of this Accessibility Plan Progress Report, feedback processes and any other information by contacting the above. 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](#).

## A. Priority areas identified by the Act

### Employment

#### **No specific actions identified for 2025**

- We prepare for the introduction of new ACA requirements regarding employment.

#### **Progress Report**

- Accessibility has been addressed in the Emergency Response and Evacuation Plan by identifying that accommodation and assistance will be provided to whomever requires it.
- Review all emergency evacuation and emergency response procedures for accessibility consideration.
- We continue to review all new and existing job postings for inclusive language, disability inclusivity and bona fide requirements as new positions are created.
- We ensure that accommodations are provided as part of the onboarding process for new employees.
- We communicate our commitment to accessibility and employment equity representation goals for people with disabilities
- We continuously review our return to work policy to ensure that it captures any changes and meets the needs of employees with disabilities.
- We ensure that all employees are trained in accessibility including the following:
  - Customer Service skills for persons with various disabilities including mobility, vision, hearing, cognitive and invisible disabilities.
  - To date 96% of all staff have had some accessibility related training. Training continues as people return to work or as they are hired.
  - Accessibility Awareness training
  - Creating accessible documents.

### Built Environment

#### **Actions identified for 2025**

- Ensure that any maps related to our physical sites are accessible and that they are provided in multiple formats.

- Ensure that any maps are accessible

#### **Progress Report**

- Accessibility audits were conducted at all properties. Reports on barriers to accessibility were developed and a spreadsheet of remediations was set up for each department.
- We have reviewed all emergency evacuation procedures to ensure that they capture the needs of people of disabilities.
- Barrier removal and accessibility improvements have been made within the Maintenance Department facilities including an accessible height eye wash station and first aid kit, adding a contrast strip to internal glazing and increasing navigable floorspace by removing clutter and stored items from the floor.
- At the Cruise Terminal, additional seating with arm rests, has been installed. Additional directional signage has also been mounted with more to be completed in 2025.
- At the Marina, a retrofit of one dock will allow easier access to wheeled assistive devices such as wheelchairs or walkers. This is in direct response for customer accommodation. This will be assessed with consideration to extending this modification to all docks in a phased approach in 2025 and 2026.

### Information and Communication Technologies (“ICT”)

#### **Actions identified for 2025**

- Efforts are underway to redesign the PortsToronto.com website conformant to Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

#### **Progress Report**

- PortsToronto’s public-facing web platforms currently utilize plugin to ensure all web content complies with ADA standards and WCAG 2.2 guidelines.

- We have adopted the Microsoft 365 platform and Adobe Standard, both of which include an Accessibility Assistant to help create and present accessible content. Guidelines on how to use the Accessibility Assistant effectively will be developed.
- Accessibility guidelines in our procurement practices have been implemented.
- Improvements to the public website continue and are on-going. PortsToronto and Billy Bishop Toronto City Airport website both are upgraded with modern web development platform.
- User testing was conducted on the public website and intranet.

### Communications other than ICT

#### Actions identified for 2025

- The rebranding exercise, a project for OHM and Communications in 2025, will ensure all new materials produced will follow accessibility requirements.
- We prepare for the introduction of new ACA requirements regarding communications other than ICT.

#### Progress Report

- Alternate communication methods and initiatives are being evaluated. For example, a Deaf-AI installation for the PA system is being considered for a trial within public areas at Billy Bishop Toronto City Airport, in partnership with Nieuport Aviation.
- We developed accessibility guidelines for any added content, information or documents created.
- A process has been developed for requesting and receiving documents and materials in alternate formats.
- A social media standard was adopted to ensure that social media posts are accessible and consistent in the use of alternative text.
- We ensure that any new and existing videos developed and communicated include closed captions and transcripts.

### The Procurement of Goods, Services, and Facilities

#### Actions identified for 2025

- Seek out opportunities to use people with

disabilities as suppliers.

#### Progress Report

- Drafted accessibility guidelines for the Procurement RFP process.
- We prepare for the introduction of new ACA requirements regarding procurement.

### The Design and Delivery of Programs and Services

#### Actions identified for 2025

- Develop accessibility guidelines outlining planning requirements and messaging for events and programs.
- Develop accessibility guidelines and accommodations process for supporting passengers with disabilities navigate from the ferry to the airport terminal.
- Continue to provide training for staff across ferry, airport and marina services to increase awareness of accessibility.

#### Progress Report

- The Standard Operating Guideline at Billy Bishop Toronto City Airport ensures accessibility is prioritized in emergency responses.
- Hidden Disabilities Sunflower Program launched at Billy Bishop Toronto City Airport. The program offers individuals who have a non-visible disability with the option to wear a sunflower lanyard or sticker, providing a discreet way of signalling to airport staff that they may require additional support or a little more time or patience. This includes training that equips employees with the knowledge and confidence to talk about disabilities, and respectfully and non-intrusively support colleagues and customers with non-visible disabilities.
- In 2024 and ongoing, we delivered department-specific disability awareness training to program team members.

### Transportation

#### Actions identified for 2025

- Implement measures for effective communication of information to ferry passengers with sensory impairments.

- Review and upgrade docking facilities to be accessible for anyone. This includes installing ramps, handrails, and appropriate signage.
- Enhance wayfinding systems and visual aids to help travelers with disabilities in navigating the airport.
- Assess and enhance accessibility in communal areas of the marina, such as restrooms, waiting areas and service counters.

### **Progress Report**

- Developed emergency response procedures that include the needs of people with disabilities.
- Reviewed and aligned all our transportation policies with the Canadian Transportation Authority's accessibility guidelines.

### **Provisions of CTA accessibility-related requirements**

The regulations that the CTA has made under ss. 170(1) of the Canada Transportation Act which apply to the Toronto Port Authority are the Accessible Transportation for Persons with Disabilities Regulations Part 1 and 5, (SOR/2019- 244)- (ATPDR) – for large transportation service providers.

The Accessible Canada Act (ACA) and the Accessible Transportation Planning and Reporting Regulations (ATPRR) complement the provisions in the ATPDR, by requiring transportation service providers to fulfill planning and reporting requirements that will enable them to take substantive steps to eliminating any remaining barriers, and preventing new barriers, that persons with disabilities may.

## **B. Consultations**

### **Methodology**

This Progress Report was prepared using information gathered from subject matter experts within PortsToronto. PortsToronto consulted with persons with disabilities with respect to the Report.

### **Accessible Canada Act Review Committee**

Excellence Canada's standing Accessible Canada Act Review Committee reviewed the Progress Report. Consultation group members are individuals with a variety of lived experience with disabilities, and knowledge of a range of accessibility issues. The committee consists of members who self-identify with a disability including mobility, vision, learning disability, mental health disability and hearing loss. Committee members were provided an overview of the functions at PortsToronto and an advance copy of the draft PortsToronto Accessibility Plan Progress Report 2025. Members provided comments on the report format and readability, accessibility actions and noted progress as outlined in the report, and specific barriers that could be encountered. Committee feedback has been incorporated into this Report. The consultation period was May 14, 2025, to May 18, 2025.

### **Feedback**

PortsToronto received limited accessibility-related feedback during this period through social media channels and the dedicated accessibility feedback email. Input came from customers with diverse disabilities, including hearing loss, vision loss, mobility disabilities, and invisible disabilities.

One notable success was the introduction of digital announcements at Billy Bishop Airport, which passengers who are hard of hearing or deaf identified as having a meaningful impact on their travel experience.

Feedback also highlighted barriers related to services provided by contracted staff at the airport. Passengers described some inconsistency in the access to accessible services, unhelpful responses to service requests, and concerns about service quality. In response, PortsToronto reviewed service quality expectations with contract service providers to ensure alignment with accessibility and service level standards.

Another barrier raised involved challenges using the moving walkways with luggage carts. This prompted renewed discussion efforts between air terminal personnel and airline partners to improve the customer journey.

The feedback gathered continues to guide our work, helping us identify opportunities for improvement and strengthen our commitment to meeting the diverse needs of our customers.