



TORONTO
PORT AUTHORITY

ADMINISTRATION
PORTUAIRE DE TORONTO



Toronto Port Authority Accessibility Plan and Feedback Process

2026–2029

Table of Contents

General	3
Alternate Format(s)	3
Contact Information	3
Feedback Process	4
Executive Summary	5
Understanding Toronto Port Authority	6
Division of Responsibilities	7
Our Vision and Mission	8
Statement of Commitment	9
Consultations	10
Training and Awareness	15
Priority Areas	18
Glossary	19
Employment	21
The Built Environment	22
Transportation	23
Information and Communication Technologies	24
The Procurement of Goods, Services, and Facilities	25
The Design and Delivery of Programs and Services	26
Communication (Other than Information and Communication Technologies)	27
Budget and Resources	28
Appendix A	29
Appendix B	30

Alternate Format(s)

This plan, any subsequent progress reports, and our feedback process description are all available in the following alternate formats upon request:

- Large print
- Braille
- Audio format
- Electronic formats compatible with assistive technology (screen readers, text-to-speech)

To request an alternate format, contact us using the information below. Toronto Port Authority will provide alternate formats within the timelines required by applicable federal accessibility regulations. Where possible, electronic, print, and large-print formats will be provided within 15 days. Braille and audio formats may require additional production time. Accessible digital versions of this plan are available at torontoportauthority.com

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[Facebook](#)



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General

The Toronto Port Authority welcomes feedback about this plan, our facilities, our services, or any barriers you have encountered. Feedback helps us understand what is working and what needs improvement. You may submit feedback personally or anonymously.

What Happens When You Provide Feedback

1. Your feedback is logged and acknowledged within five business days (unless submitted anonymously)
2. The relevant department reviews the feedback and identifies any immediate actions required
3. Systemic issues are escalated to the Accessibility Working Group for inclusion in planning
4. You receive a follow-up response (unless submitted anonymously)

We are committed to responding to all feedback in a timely, respectful, and meaningful way. An acknowledgement does not necessarily mean that the matter has been resolved. Feedback will be reviewed by the appropriate department and, where it identifies a systemic barrier, may be referred to the Accessibility Working Group for tracking, action planning, and reporting.

Toronto Port Authority will manage personal information received through the feedback process in accordance with applicable privacy obligations.

For additional contact information and department-specific inquiries, please visit the Toronto Port Authority Contact Us page:

<https://www.torontoportauthority.com/contact-us/>



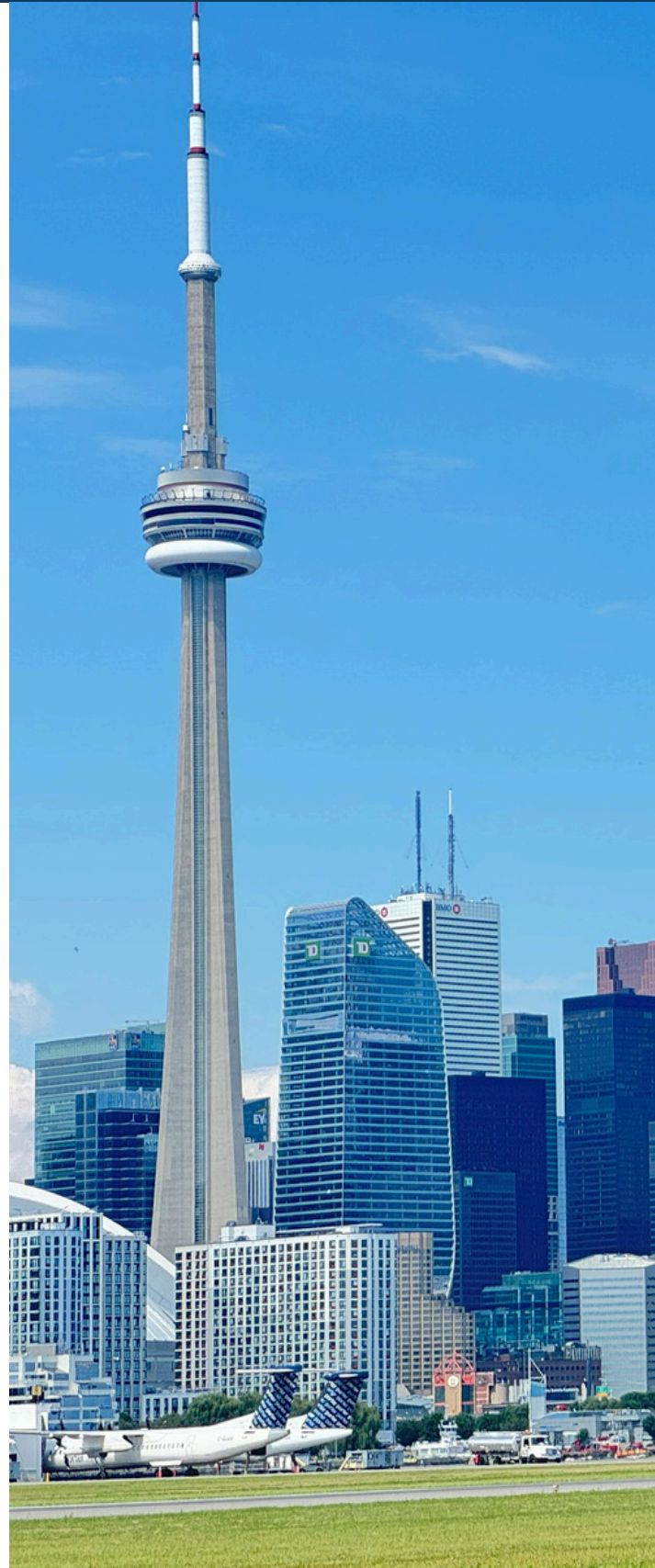
Contact Form

Executive Summary

The Toronto Port Authority is a federal government business enterprise established under the Canada Marine Act, guided by a board of directors with representation from all three levels of government. The Toronto Port Authority owns and operates four distinct business units that serve millions of travellers, boaters, and community members each year.

This Multi-Year Accessibility Plan covers the period from June 2026 to May 2029 and represents our continued commitment to identifying, removing, and preventing barriers for people with disabilities. Building on the foundation of our 2024–2026 plan and informed by consultations conducted throughout the period, this roadmap establishes clear, measurable goals across seven priority areas mandated by the Accessible Canada Act.

The Toronto Port Authority recognizes that people with disabilities are the experts of their own experiences. Their voices have shaped the elements of this plan, and their ongoing feedback will guide our progress. Our aim is simple: to ensure that every person who works for the Toronto Port Authority, or travels through our airport, visits our cruise terminal, or enjoys our marina can do so safely, independently, and with dignity.



Understanding Toronto Port Authority

Billy Bishop Toronto City Airport is a vital transportation hub located on the Toronto Islands, just minutes from downtown. The airport serves approximately 2 million passengers annually through two commercial airlines and handles General Aviation, medical flights, helicopter tours, and flight training. Passengers access the airport via a pedestrian tunnel featuring moving walkways or a ferry service.

The Port of Toronto is one of Canada's busiest ports, handling a diverse range of cargo including sugar, cement, steel, and other commodities. The port contributes significantly to the regional economy and supports hundreds of jobs.

The Cruise Ship Terminal welcomes thousands of international visitors each summer season aboard Great Lakes cruise ships. The terminal serves as a gateway for passengers exploring Toronto and the surrounding region.

The Outer Harbour Marina is one of the largest freshwater marinas in North America, offering over 600 slips to recreational boaters. The marina provides a full range of services and amenities throughout the boating season.

Toronto Port Authority Head Office, located at 207 Queens Quay West, houses the administrative functions that support all business units and serves as the central point of contact for accessibility feedback and inquiries.



Division of Responsibilities

The Toronto Port Authority works with a network of partners to deliver services across our facilities. Understanding who is responsible for what helps users direct feedback appropriately and sets realistic expectations for our areas of direct influence.

Toronto Port Authority

- Airport infrastructure (tunnel, airport ferry, airfield); cruise ship terminal operations; marina facilities; overall accessibility policy and coordination.

Nieuport Aviation

- Billy Bishop Airport passenger terminal building; retail and food services within the terminal, passenger lounge, services and amenities, and aircraft gates.

Commercial Airlines

- Check-in, boarding, in-flight services, baggage handling, and aircraft accessibility.

Ground Transportation Providers

- Taxi, rideshare, and return shuttle services between Union Station and mainland passenger transfer facilities.

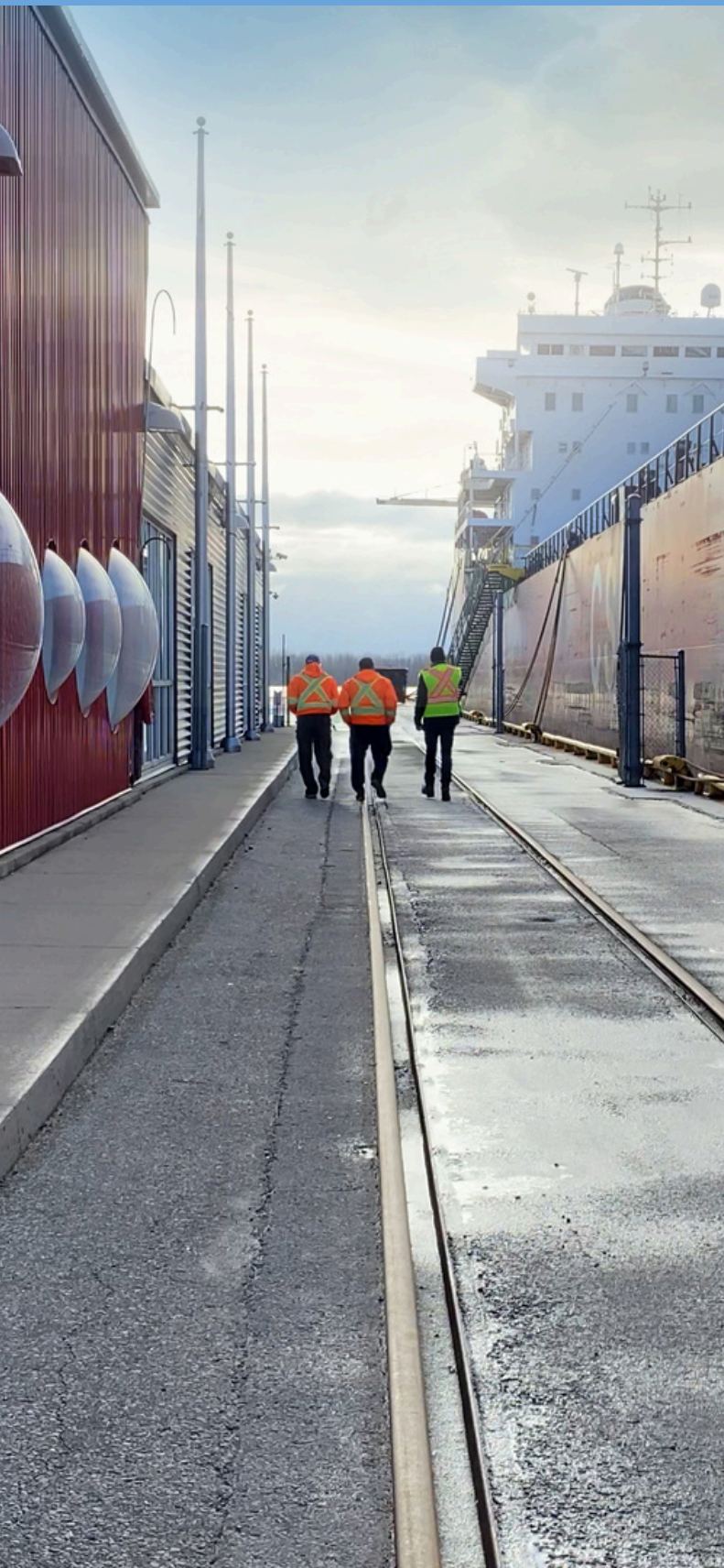
Contracted Service Providers

- Wheelchair assistance, cleaning, security screening (in partnership with CATSA).

Where accessibility-related services are delivered by partners, tenants, carriers, contractors, or other regulated entities, Toronto Port Authority will coordinate, refer, monitor, and advocate within its authority and contractual relationships. This plan identifies actions within Toronto Port Authority's direct control and areas where collaboration is required.



Our Accessibility Vision & Mission



Our Vision

To create a barrier-free experience where every traveller, employee, boater, and visitor can navigate our facilities safely, independently, and with dignity.

This vision builds on the Toronto Port Authority's core values of being People First, Collaborative, Sustainable, and committed to Safety & Security and Integrity. We believe accessibility is not a compliance exercise but a fundamental aspect of excellent service and human dignity.

Our Mission

To systematically identify, remove, and prevent barriers across all Toronto Port Authority facilities and services by:

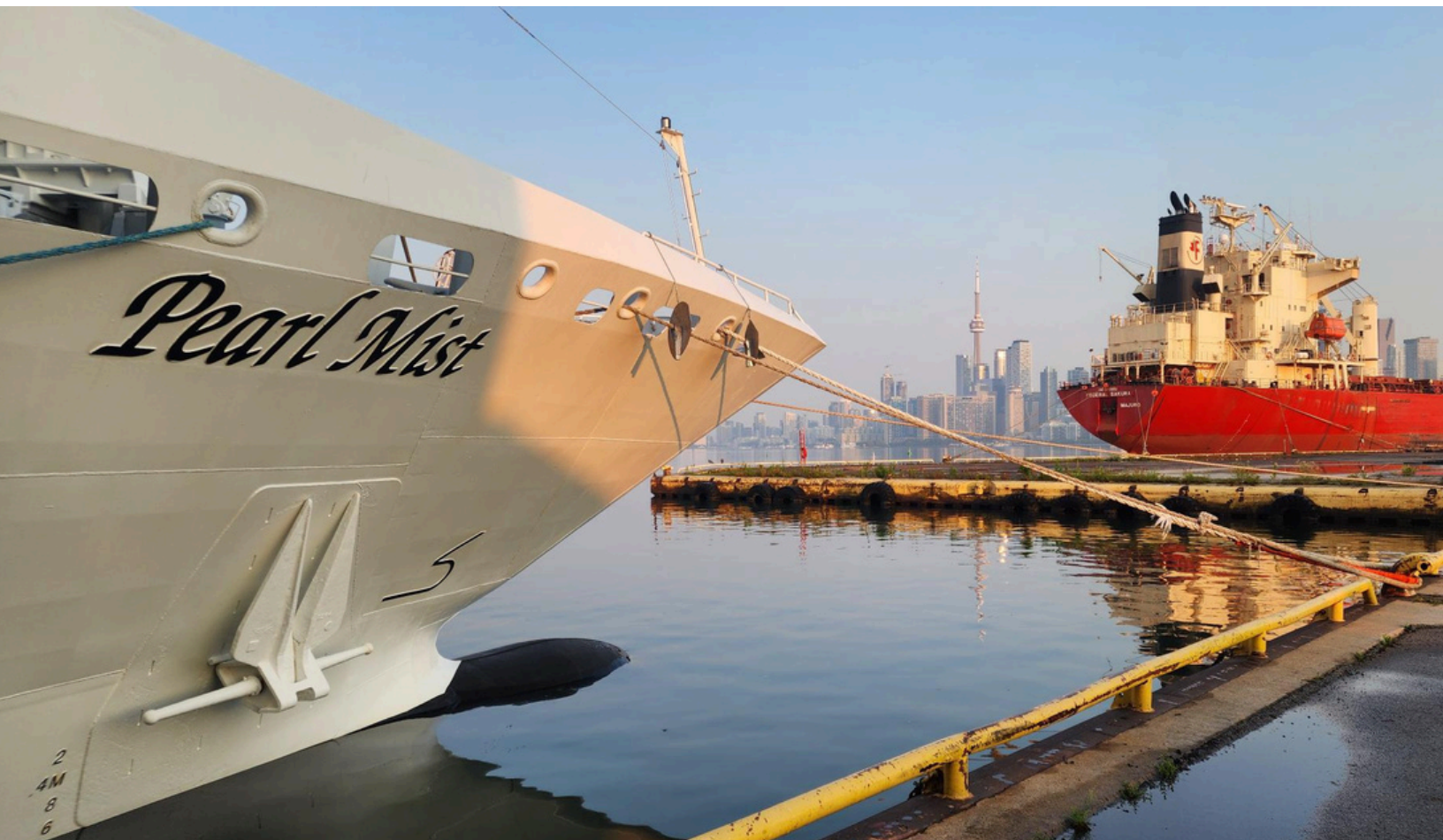
- Listening to and learning from people with disabilities
- Embedding accessibility into every decision, project, and policy
- Training our people to provide inclusive, respectful service
- Holding ourselves accountable through transparent reporting
- Collaborating with partners to extend accessibility beyond our direct operations

Statement of Commitment

The Toronto Port Authority is committed to the highest possible degree of accessibility and inclusion. We recognize that disability intersects with other aspects of identity, including race, gender, age, and socioeconomic status, and that barriers can be physical, attitudinal, technological, or systemic.

We are committed to:

- Consultation: Ensuring people with disabilities are meaningfully involved in decisions that affect them
- Continuous Improvement: Treating accessibility as an ongoing journey, not a destination
- Transparency: Reporting honestly on our progress and our challenges
- Dignity and Independence: Designing services that empower rather than create dependency
- Universal Design: Building and procuring with accessibility in mind from the start



Consultations

Our Approach

The Toronto Port Authority is committed to the principle of "Nothing About Us Without Us." People with disabilities are the experts of their own experiences, and their input is essential to creating meaningful, effective accessibility improvements.

Our consultation approach is designed to be accessible and includes:

- Ongoing Feedback Collection: Through our dedicated accessibility email, phone line, and social media channels
- Formal Consultations: Periodic surveys and focus groups with people with disabilities
- Expert Review: Partnership with Excellence Canada's Accessible Canada Act Review Committee
- Community Partnerships: Relationships with disability organizations, including Autism Canada, CNIB, and the Canadian Hearing Society

2026 Accessibility Consultation Survey

Between April 1-14, 2026, the Toronto Port Authority conducted a comprehensive, accessible survey to inform this plan. The survey provided valuable insights and guidance on priority areas for improvement. In addition to the 14 respondents to the survey, we again engaged the Accessibility Canada Act Review Committee of Excellence Canada, comprised of people with lived and living experience. Our goal is to continue to grow the response rate of this survey.

Respondent Profile

Characteristic	Finding
Travel Frequency	Majority had used Toronto Port Authority facilities within the past 12 months
Independence	67% travelled independently; 33% with companions or support
Disability Identification	17% identified as having a disability; others included companions, caregivers, and accessibility advocates
Disability Types Represented	Mobility, vision, hearing, cognitive, and invisible disabilities

Findings by Facility

Facility	Physical Access	Navigation	Staff Assistance
Billy Bishop Airport	60% Generally Easy	Moderate	Moderate
Airport Ferry Service	Moderate	Needs Improvement	Moderate
Cruise Ship Terminal	Moderate	Needs Improvement	Limited Data
Outer Harbour Marina	Limited Access	Limited Data	Limited Data
Head Office	Generally Easy	Generally Easy	Generally Easy

Key Themes

- **Core Strengths:** Physical access at the Head Office and basic airport entry points received positive feedback. The pedestrian tunnel and moving walkways were generally well-regarded.
- **Navigation Barriers:** Users identified a need for better wayfinding signage and more intuitive navigation, particularly at the Ferry Service and Cruise Ship Terminal.
- **Operational Concerns:** Some respondents noted issues with ferry reliability during inclement weather and specific design barriers, such as the configuration of elevator buttons on the mainland side of the tunnel.
- **Staff Interactions:** Feedback on staff assistance was mixed. While many interactions were positive, some respondents noted inconsistency in service quality, particularly with contracted staff.
- **Communication:** The introduction of digital announcements at Billy Bishop Airport was highlighted as a meaningful improvement for passengers who are deaf or hard of hearing.

Excellence Canada ACA Review Committee

In May 2025, the Toronto Port Authority engaged Excellence Canada's standing Accessible Canada Act Review Committee to review our progress report and provide expert feedback. The committee consists of individuals with lived experience of disability, including:

- Mobility disabilities
- Vision loss
- Learning disabilities
- Mental health disabilities
- Hearing loss
- Autism

Committee members were provided with an overview of the Toronto Port Authority's operations and an advance copy of our draft materials. Their feedback addressed report format and readability, the substance of our accessibility actions, and specific barriers that could be encountered at our facilities. The committee also reviewed progress against commitments made in the 2024 Accessibility Plan.

“Last time I suggested they provide more detail on actions - timelines, specific and measurable actions, accountability, etc. This is clearly articulated in their action plans now.” Committee Member #2

Committee feedback has been integrated into the 2026-2029 TPA Accessibility Plan.

We will continue to engage the ACA Review Committee for future plan and progress report reviews.



Ongoing Feedback Themes (2024-2025)

Through our feedback channels, we have received input from customers with diverse disabilities. Key themes include:

Theme	Feedback	Response
Digital Announcements	Passengers who are deaf or hard of hearing identified digital flight information displays as having a meaningful positive impact	Continued investment in visual communication systems
Contracted Staff Service Quality	Some passengers reported inconsistent access to assistance and unhelpful responses	Reviewed service quality expectations with contract providers; reinforced accessibility standards
Moving Walkways with Luggage Carts	Challenges navigating moving walkways while managing luggage carts	Initiated discussions with airline partners to improve the customer journey
Ferry Accessibility	Concerns about boarding and disembarking for passengers with mobility devices	Under review as part of transportation priority area

Community Partners

The Toronto Port Authority maintains ongoing relationships with organizations that represent and advocate for people with disabilities:

- Autism Canada: Guidance on supporting passengers with autism and sensory sensitivities
- CNIB (Canadian National Institute for the Blind): Expertise on vision accessibility, wayfinding, and tactile elements
- Canadian Hearing Society: Input on communication accessibility and assistive listening systems
- Excellence Canada: Access to the ACA Review Committee and broader accessibility expertise

We are committed to expanding these partnerships and engaging additional organizations representing diverse disability communities.

How Barriers Were Identified and Addressed

Barriers were identified through a combination of accessibility audits (completed in 2024), ongoing direct feedback from people with disabilities, consultation surveys conducted in April 2026, and input from the Accessible Canada Act Review Committee in 2025 and 2026.

Key themes identified through consultation, such as challenges with wayfinding, ferry accessibility, and inconsistent service experiences, have directly informed the actions outlined in this plan.

For example:

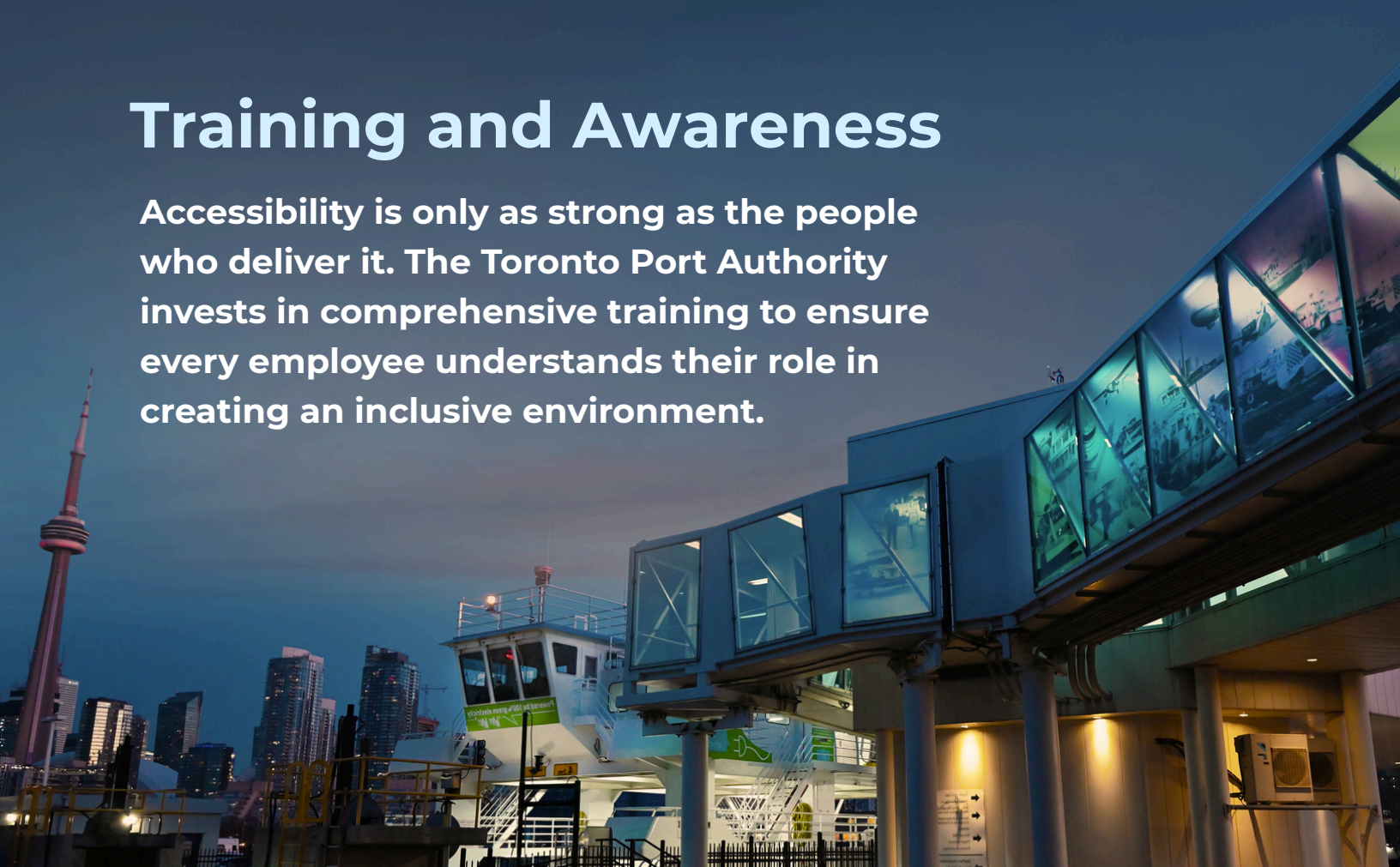
- Feedback on navigation challenges directly informed the 2026 wayfinding and signage enhancements under Built Environment
- Feedback on ferry accessibility informed transportation improvements and communication measures
- Feedback on service consistency informed expanded staff training and service expectations

This approach ensures that the actions in this plan are grounded in lived experience and aligned with real user needs.



Training and Awareness

Accessibility is only as strong as the people who deliver it. The Toronto Port Authority invests in comprehensive training to ensure every employee understands their role in creating an inclusive environment.



Current Training Programs

Customer Service Accessibility Training: All public-facing staff receive training on serving customers with various disabilities, including:

- Mobility disabilities
- Vision loss
- Hearing loss
- Cognitive disabilities
- Invisible disabilities

As of June 2025, 96% of all staff have completed accessibility-related training. Training continues for new hires and returning employees.

Accessibility Awareness Training helps all employees understand the principles of accessibility, the barriers people with disabilities face, and their responsibilities under the Accessible Canada Act and ATPDR (Accessible Transportation for Persons with Disabilities Regulations) from the Canadian Transportation Agency (CTA).

Creating Accessible Documents training is provided to staff who create public-facing documents. Concepts include:

- Using Microsoft 365 and Adobe Accessibility Assistants
- Creating properly structured documents with headings, alt-text, and readable fonts
- Checking documents for accessibility before publication

The Hidden Disabilities Sunflower Program launched at Billy Bishop Toronto City Airport. This program trains staff to recognize and respond to passengers wearing sunflower lanyards or stickers, a discreet signal that the wearer may have an invisible disability and may need additional support, time, or patience.

The training equips employees with the knowledge and confidence to:

- Recognize the sunflower symbol
- Approach passengers respectfully and non-intrusively
- Offer appropriate support without making assumptions

“We are committed to ensuring that all Billy Bishop Toronto City Airport passengers have a positive experience inclusive of their individual needs. By offering discreet, personalized assistance through the Hidden Disabilities Sunflower program, we aim to make travel more accessible and less stressful for those with hidden disabilities, enabling them to feel more confident and supported throughout their journey.”

RJ Steenstra

President and CEO
Toronto Port Authority



2026-2029 Training Goals

Timeline	Action
2026	→ Achieve 100% completion rate for accessibility training across all staff; develop leadership-specific training on inclusive management practices
2027	→ Introduce scenario-based training modules addressing real situations encountered at Toronto Port Authority facilities
2029	→ Conduct comprehensive training program review; update content based on feedback and emerging best practices



Priority Areas

The Toronto Port Authority recognizes accessibility as a shared responsibility and is committed to creating inclusive, barrier-free experiences across all facilities, services, and operations. Guided by the Accessible Canada Act and informed by consultations with people with disabilities, community partners, employees, and accessibility experts, the Toronto Port Authority has identified seven priority areas that will guide accessibility improvements from 2026 to 2029.

These priority areas represent the organization's key focus areas for identifying, removing, and preventing barriers while strengthening accessibility, inclusion, safety, and independence for travellers, employees, boaters, visitors, and community members.

The following priority areas outline the Toronto Port Authority's commitments, achievements, and planned actions under this Accessibility Plan:

- Employment
- The Built Environment
- Transportation
- Information and Communication Technologies (ICT)
- The Procurement of Goods, Services, and Facilities
- The Design and Delivery of Programs and Services
- Communication (Other than Information and Communication Technologies)

Through measurable actions, ongoing consultation, and continuous improvement, the Toronto Port Authority will work to ensure accessibility is embedded into every aspect of its operations and future planning.



Glossary

Abbreviations Used in the Priority Area Action Tables

AWG	Accessibility Working Group	HR	Human Resources
AO	Airport Operations	IT	Information Technology
C	Communications	L	Legal
CO	Cruise Operations	MO	Marine Operations
E	Events	NA	Nieuport Airport
F	Facilities	O	Operations
FO	Ferry Operations	P	Procurement

Term	Definition
Accessible Canada Act (ACA)	Federal legislation that aims to create a barrier-free Canada by 2040, requiring federally regulated organizations to identify, remove, and prevent barriers for people with disabilities,
ATPDR	Accessible Transportation for Persons with Disabilities Regulations: federal regulations establishing accessibility requirements for transportation service providers.

Term

Definition

Barrier

Anything (physical, architectural, technological, attitudinal, informational, or policy-based) that hinders the full and equal participation of people with disabilities.

CTA

Canadian Transportation Agency: the federal regulator responsible for accessible transportation.

Invisible Disability

A disability that is not immediately apparent, such as chronic pain, mental health conditions, autism, hearing loss, or cognitive disabilities.

Intersectionality

The recognition that people may experience overlapping forms of discrimination based on multiple aspects of their identity (e.g., disability combined with race, gender, or age).

Universal Design

The design of products, environments, and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

WCAG

Web Content Accessibility Guidelines: international standards for making web content accessible to people with disabilities (current version: 2.2).

Wayfinding

Systems of visual, tactile, and auditory cues that help people navigate and orient themselves in physical spaces.



1

Employment

Goal: To create inclusive workplaces where people with disabilities can fully participate at every stage of the employment lifecycle, from recruitment through advancement to retirement.

Ways We Have Achieved Meaningful Access

- Inclusive Recruitment: All job postings are reviewed for inclusive language, disability inclusivity, and bona fide occupational requirements
- Accessible Onboarding: Accommodations are proactively offered and provided as part of the onboarding process for all new employees
- Return-to-Work Support: Our return-to-work policy is continuously reviewed to meet the needs of employees with disabilities
- Emergency Preparedness: The Evacuation Plan explicitly identifies that accommodation and assistance will be provided to anyone who requires it
- The Airport Emergency Response Plan and the Airport Fire and Emergency Services procedures include clear guidelines to support the safety, dignity, and accessibility needs of persons with disabilities during emergency operations and medical responses.
- Representation Goals: We communicate our commitment to accessibility and employment equity representation goals for people with disabilities
- Training: 96% of staff have completed accessibility training, with ongoing training for new hires
- Conducted employee accessibility survey to identify workplace barriers

Actions To Remove and Prevent Barriers

Timeline	Action	Owner
2026	Establish at least 2 recruitment partnerships with disability employment organizations	HR
2027	Develop and implement a documented Employment Accessibility Strategy by end of 2027, including defined KPIs and annual reporting	HR
2027	Implement structured interview tools, including scoring guides, to reduce bias by Q4 2027	HR
2027	Engage the Equity, Diversity, and Inclusion (EDI) Committee to identify operational barriers	EDI/HR
2027	Ensure 100% of hiring managers complete inclusive hiring training by 2027	HR
2029	Complete comprehensive review of HR systems (HRIS, performance management, learning management) to address systemic barriers	HR

2

The Built Environment

Goal: To remove physical barriers and ensure all public spaces are safe, intuitive, and usable independently by people with disabilities.

Ways We Have Achieved Meaningful Access

- **Accessibility Audits:** Comprehensive audits were conducted at all Toronto Port Authority properties in 2024, resulting in detailed barrier reports and remediation tracking spreadsheets for each department
- **Maintenance Facilities:** Accessibility improvements include an accessible-height eye wash station and first aid kit, contrast strips on internal glazing, and increased navigable floor space
- **Airport:** Established service animal relief areas
- **Cruise Ship Terminal:** Additional seating with armrests has been installed; directional signage improvements are ongoing
- **Cruise Ship Terminal:** Established an accessible passenger loading zone
- **Outer Harbour Marina:** One dock has been retrofitted to allow easier access for wheeled assistive devices (wheelchairs, walkers) in direct response to customer feedback
- **Emergency Procedures:** All emergency evacuation procedures have been reviewed and updated to ensure they address the needs of people with disabilities

Actions To Remove and Prevent Barriers

Timeline	Action	Owner
2029	Implement wayfinding enhancements based on 2026 signage audit findings by end of 2029.	F/C
2029	Apply colour contrast markings to curb edges and transitions at all major access points by end of 2029.	F
2029	Complete directional signage installation at Cruise Ship Terminal by end of 2029.	F/CO
2027	Upgrade service areas along the airport terminal exterior	F
2027	Continue phased marina dock accessibility retrofit program as required.	MO
2028	Assess the feasibility of sensory rooms and quiet spaces at the airport, including identifying requirements, potential locations, and implementation recommendations by 2028.	F/NA
2029	Implement as able, cross-hatching and colour contrast markings for pedestrian pathways between accessible parking and lobby entrances (Airport and CST)	F
Ongoing	Ensure all facility maps are accessible and available in multiple formats as best as possible	C/F

3

Transportation

Goal: To provide accessible travel options and clear information from trip planning through arrival, ensuring passengers with disabilities can travel with confidence.

Ways We Have Achieved Meaningful Access

- **Policy Alignment:** All transportation policies have been reviewed and aligned with Canadian Transportation Agency accessibility guidelines
- **Emergency Procedures:** Developed emergency response procedures that specifically address the needs of passengers with disabilities
- **Pedestrian Tunnel:** The tunnel connecting the mainland to Billy Bishop Airport features moving walkways, elevators, and climate control for year-round accessible access
- **Ferry Service:** The ferry provides an alternative to the tunnel, with staff available to assist passengers with disabilities during boarding and disembarking

Actions To Remove and Prevent Barriers

Timeline	Action	Owner
2026	Identify and clearly mark designated pick-up/drop-off locations for specialized transit (Wheel-Trans) at all terminals by end of 2026	F/O
2026	Ensure Accessibility considerations are integrated into all Transport Canada-regulated annual safety and security exercises to evaluate and strengthen staff capacity to effectively support persons with disabilities during emergency situations.	O/AWG
2026	Apply yellow paint to the airport exterior sidewalk edges along vehicular routes to improve visibility	F
2028	Implement visual and auditory communication improvements for ferry passengers with sensory impairments	FO/IT
2027	Continue trial of Deaf-AI system for public announcements at Billy Bishop Airport	AO/NA
2027	Review and upgrade Passenger Transfer Facilities for improved accessibility, including ramps and signage.	F/FO
2028	Assess and enhance accessibility in communal marina areas (restrooms, waiting areas, service counters)	MO
2029	Conduct a comprehensive review of transportation accessibility and produce a documented set of prioritized next-phase improvements by 2029.	O/AWG

4

Information and Communication Technologies (ICT)

Goal: To ensure all digital tools, websites, and technologies are fully accessible to people using assistive technologies.

Ways We Have Achieved Meaningful Access

- Website Compliance: Toronto Port Authority and Billy Bishop Toronto City Airport websites have been upgraded with modern web development platforms and utilize accessibility plugins to ensure compliance with WCAG 2.2 guidelines
- User Testing: User testing was conducted on the public website to identify and address accessibility issues
- Accessible Productivity Tools: Microsoft 365 and Adobe Standard have been adopted organization-wide, both of which include Accessibility Assistants to help create accessible content

Actions To Remove and Prevent Barriers

Timeline	Action	Owner
2027	Provide accessibility training on creating accessible PDFs and digital documents to all staff by end of 2027.	HR/IT
2027	Conduct a formal audit to verify WCAG 2.2 Level AA compliance across all public-facing websites.	IT/C
2027	Evaluate and pilot navigation apps designed to improve wayfinding for people with disabilities.	IT/O
2028	Expand consistent use of alt-text across all social media channels and digital communications.	C
2029	Engage community partners in user testing to continuously improve web experiences	IT/C
Ongoing	Maintain and update website accessibility as new content is added	IT/C

Toronto Port Authority acknowledges and has reviewed the new ICT compliance requirements for 2027 and 2028 and will remain compliant with all new and changed elements as they become effective. These elements include enhancements to employee training, new and updated digital documents, web pages, and mobile applications, as well as additional procurement and document retention requirements.

5

The Procurement of Goods, Services, and Facilities

Goal: To embed accessibility into all procurement decisions, ensuring that goods, services, and facilities acquired by the Toronto Port Authority meet accessibility standards and support our commitment to inclusion.

Ways We Have Achieved Meaningful Access

- Procurement Guidelines: Accessibility guidelines for the RFP process have been drafted and are being implemented
- Accessibility in Contracts: We are preparing for new ACA requirements regarding procurement and reviewing how accessibility is addressed in contracts and vendor agreements

Actions To Remove and Prevent Barriers

Timeline	Action	Owner
2026	Finalize and distribute internal procurement accessibility checklists across all departments by Q4 2026.	P/L
2026	Expand efforts to identify and engage suppliers that employ people with disabilities or are disability-owned.	P
2027	Update standard contract terms and conditions to explicitly address appropriate accessibility accountability under Applicable Laws.	P/L
2028	Establish formal process to track and report on procurement-specific engagement with diverse suppliers.	P
2029	Conduct a formal review of procurement accessibility practices and produce a documented set of recommended improvements by 2029.	P/AWG

6

The Design and Delivery of Programs and Services

Goal: To ensure all programs and services, whether delivered in person, online, or through partners, are accessible by design and responsive to the needs of people with disabilities.

Ways We Have Achieved Meaningful Access

- Hidden Disabilities Sunflower Program: Launched at Billy Bishop Toronto City Airport, this program provides a discreet way for passengers with invisible disabilities to signal they may need additional support
- Emergency Response: The Standard Operating Guideline at Billy Bishop Toronto City Airport ensures accessibility is prioritized in emergency responses
- Staff Training: Department-specific disability awareness training has been delivered to program team members across the organization
- Partner Coordination: Service quality expectations have been reviewed with contracted service providers to ensure alignment with accessibility standards

Actions To Remove and Prevent Barriers

Timeline	Action	Owner
2026	Host awareness sessions on the Sunflower Lanyard Program for all customer-facing staff.	C/O
2027	Launch accessible "What to Expect" resources for travellers, explaining the journey through each facility.	HR/O
2027	Develop accessibility guidelines outlining planning requirements and messaging for events.	C/E
2027	Develop guidelines and an accommodation process for supporting passengers with disabilities navigating from the ferry to the terminal.	FO/AO
2028	Host accessibility feedback walk-through days at each facility.	O/AWG
2028	Hold public information sessions to deepen community relationships and gather input for the next plan cycle.	C/HR
Ongoing	Continue department-specific disability awareness training	AWG

7

Communication (Other than Information and Communication Technologies)

Goal: To ensure all forms of non-digital communication, signage, announcements, printed materials, and interpersonal communication are received and understood by people with disabilities.

Ways We Have Achieved Meaningful Access

- **Social Media Accessibility:** A social media standard has been adopted, ensuring consistent use of alternative text and accessible formatting
- **Video Accessibility:** All new videos include closed captions and transcripts
- **Alternate Formats:** A formal process has been developed for requesting and receiving documents and materials in alternate formats
- **Content Guidelines:** Accessibility guidelines have been developed for all new content, information, and documents
- **Visual Announcements:** Digital announcement displays at Billy Bishop Airport provide visual alternatives to audio announcements, supporting passengers who are deaf or hard of hearing

Actions To Remove and Prevent Barriers

Timeline	Action	Owner
2026	Complete signage enhancements for travellers with disabilities based on audit findings, and ensure that the process considers ongoing updates to the standard.	F/C
2026	Establish and communicate standard timelines for producing accessible versions of public reports.	C
2027	Develop a formal Guide for Inclusive Communications covering plain language, visual accessibility, and multi-format delivery.	C
2027	Evaluate incorporating ASL and LSQ interpretation into community consultations and public meetings.	C
2028	Complete rebranding exercise, ensuring all new materials meet accessibility requirements.	C
2029	Review communication accessibility practices and document specific improvements to inform the next accessibility plan cycle by 2029.	C/AWG

Budgets and Resources

The Toronto Port Authority has allocated dedicated capital and operational funds to support accessibility improvements throughout the 2026–2029 plan period. Accessibility investments are integrated into departmental budgets and capital planning processes rather than siloed into a separate accessibility budget, reflecting our commitment to embedding accessibility into all operations.

Key resource commitments include:

- Capital Projects: Accessibility improvements are incorporated into facility maintenance, renovation, and construction budgets
- Training: Annual training budget allocation for accessibility-related learning and development
- Technology: IT budget allocation for website accessibility, assistive technology, and accessible document tools
- Staffing: A designated Toronto Port Authority Champion will serve as the accessibility lead with support from an Accessibility Working Group comprised of members of the four separate business units.
- Consultations: Budget allocation for ongoing engagement with disability organizations and expert reviewers

Specific project costs are assessed and approved through standard capital and operational budget processes.



Appendix A: Applicable Legislation

This plan has been developed in accordance with the following federal legislation and regulations:

Accessible Canada Act (S.C. 2019, c. 10)

- Part 4: Accessibility Plans and Progress Reports
- Part 5: Feedback Process Requirements

Canada Marine Act (S.C. 1998, c. 10)

- Establishes the Toronto Port Authority and its mandate

Canada Transportation Act (S.C. 1996, c. 10)

- Part V: Transportation of Persons with Disabilities
- Section 170: Regulation-making authority for accessible transportation

Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244)

- Part 1: Interpretation and Application
- Part 4: Requirements for Terminal Operators (applicable to Billy Bishop Toronto City Airport)
- Part 5: Requirements for Transportation Service Providers

Accessible Transportation Planning and Reporting Regulations (SOR/2021-243)

- Requirements for accessibility plans, feedback processes, and progress reports

Canadian Human Rights Act (R.S.C., 1985, c. H-6)

- Prohibits discrimination on the basis of disability in federally regulated workplaces and services

Resources

Government of Canada, Guidance on the Accessible Canada Regulations Module 1: Accessibility Plan, December 2021

Appendix B: Document History

Version	Date	Description
1.0	June 2024	Initial Multi-Year Accessibility Plan 2024–2026 published
1.1	June 2025	Progress Report published
2.0	June 2026	Multi-Year Accessibility Plan 2026–2029 published (this document)

This plan will be reviewed and updated annually. Progress reports will be published each June in accordance with the Accessible Canada Act requirements.

Last updated: June 2026

