



Owen Sound Transportation Company Accessibility Progress Report

General

Executive Summary

This document outlines the Owen Sound Transportation Company's (OSTC) progress in implementing its 2024 Accessibility Plan. This is OSTC's second accessibility progress report.

During this reporting period, OSTC made limited changes across most accessibility areas. One operational improvement was implemented to support accessibility during peak disembarkation periods, based on passenger feedback. OSTC continues to meet its accessibility obligations and will build on existing commitments through ongoing operations and future planning.

Accessibility Statement

OSTC is committed to meeting its obligations under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.

OSTC is committed to identifying, removing, and preventing barriers so that travellers with disabilities are treated with dignity and can fully participate in the travel experience.

Feedback and Contact Information

To provide feedback on our accessibility plan, or to request an alternate format of the plan, progress report or a description of our feedback process, please contact us through any of the options below and we will respond in the same format. Customers can also provide feedback anonymously.

Online feedback:

www.ontarioferries.com/who-we-are/#wwa-contact-us

Email:

info@ontarioferries.com

Phone:

519-376-8740

Mail:

Manager of Health, Safety, Environment and Compliance



1415-1st Ave West, Suite 3000
Owen Sound, ON N4K 4K8

Feedback Information

OSTC welcomes feedback from customers regarding the accessibility of its services. During this reporting period, passenger feedback identified challenges related to accessing the shipboard elevator on the *Chi-Cheemaun* during peak disembarkation periods. This feedback informed operational changes described in the Transportation section of this report.

Provisions of CTA Accessibility Related Regulations

The OSTC is subject to the Personnel Training for the Assistance of Persons with Disabilities Regulations (SOR/94-42).

Information and Communication Technologies (ICT)

During this reporting period, OSTC did not make material changes to its information and communication technologies. Existing systems continue to be used to support passenger information, service delivery and safety communications.

OSTC is currently developing a new public website designed to align with the Web Content Accessibility Guidelines (WCAG). This work is underway and is expected to be completed by the end of 2026, subject to project progress. In the interim, OSTC continues to provide information in alternate formats or with appropriate communication supports upon request.

Communication other than ICT

During this reporting period, OSTC replaced some older signage onboard the *Chi-Cheemaun* to improve clarity and accessibility. Signage updates followed the Ferry Accessibility Code of Practice and focused on clear wayfinding and passenger information.

Procurement of Goods, Services and Facilities

OSTC considers accessibility when procuring goods and services, including the principles of universal design, where practicable. Accessibility considerations are applied in a manner that reflects operational requirements, safety considerations, and the nature of the procurement.



Design and Delivery of Programs and Services

During this reporting period, OSTC made no changes to the design or delivery of its programs and services related to accessibility. OSTC continues to deliver ferry transportation services in accordance with the commitments outlined in its 2024 Accessibility Plan and existing operational practices.

Transportation

During this reporting period, OSTC made an operational change to improve accessibility during peak disembarkation periods. Passenger feedback indicated that accessing the shipboard elevator can be challenging when the car deck is full.

To reduce this barrier, OSTC implemented measures to encourage use of the dockside elevator where appropriate, including providing complimentary shuttle transportation from the car deck. This change was developed through internal consultation with terminal staff and ship crews and balances accessibility needs with operational and safety considerations.

Built Environment

During this reporting period, OSTC made no changes to the built environment related to accessibility. Following relocation of the head office to Owen Sound, the Springmount office is no longer open to the public. OSTC continues to operate its terminals, vessels, and facilities in accordance with the commitments set out in its 2024 Accessibility Plan.

Accessibility considerations related to the built environment continue to be reviewed as part of regular operations and future planning.

Employment

During this reporting period, OSTC made no changes to its employment-related accessibility practices. OSTC continues to meet its employment accessibility obligations in accordance with the commitments set out in its 2024 Accessibility Plan.

Employment-related accessibility practices, including accommodation and accessibility supports, remain in place and are addressed through existing processes as required.



Consultations

During this reporting period, OSTC engaged with persons with disabilities primarily through ongoing passenger feedback and issue-specific discussions. This feedback was reviewed and considered as part of OSTC's consultation approach.

Accessibility feedback is reviewed as it is received and typically results in immediate corrective action where feasible. Where feedback indicates a need for procedural changes, OSTC involves operational leadership and assesses potential safety impacts prior to implementation. During this period, OSTC also strengthened its internal guidelines related to service animals.

Consultation during this period relied primarily on informal mechanisms. OSTC continues to assess accessibility gaps as they are identified and is exploring opportunities to strengthen consultation approaches in future reporting periods.