



Accessibililty Plan

Version One

March 3, 2025

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Executive Summary

Between August 27 and September 24, 2025, surveys were conducted among Victoria-based staff as well as travelers on the Victoria Clipper Vessel (VCV) route to Seattle to assess accessibility experiences. Out of 370 invitations, fourteen responses were received from our guests. Staff accounted for eight responses.

Key Findings

- **Assistive Devices:**
 - Eight respondents do not use assistive devices.
 - Devices reported include hearing aids (1), walker (2), wheelchair (1), and cane (1).
- **Accessibility Perceptions:**
 - **VCV Vessel:** seven respondents felt the vessel was accessible; comments highlighted concerns about washroom size, upper deck access, and seating dividers.
 - **Victoria Terminal:** seven respondents felt the terminal was accessible; comments noted crowded waiting areas, signage issues, and seating discomfort.

Site Visit Observations (Nov 25, 2025)

A tour of the temporary Victoria Terminal at 470 Belleville Street by Lifetime Networks representatives (including an ambulatory wheelchair user) identified:

- **Website:** Need for an accessibility button or tab.
- **Physical Space:**
 - U.S. Customs desks too high for wheelchair users.
 - Accessible washroom emergency call button and gender-neutral labeling needed.

Barriers & Actions

- **Built Environment:** Issues with standing desks, crowded waiting areas, seating comfort, and elevator access—most deferred due to temporary terminal status.
- **ICT:** Accessibility button/tab recommended for website.

- **Communication:** Improved signage needed; addressed as issues arise.
- **Transportation (Vessel):**
 - Rigid seat dividers—recommend airplane-style dividers.

Overall Outcome

The surveys and site visit indicate that while FRS Clipper demonstrates strong accessibility efforts, improvements are needed in website accessibility, terminal signage and seating, and physical infrastructure (notably U.S. Customs interaction and washroom features). Many barriers are linked to the temporary nature of the current terminal, with plans for a new building expected to address these concerns.

Accessibility Statement

FRS Clipper is committed to providing an inclusive, welcoming, and accessible travel experience for all guests. We believe that everyone should be able to travel with comfort, dignity, and independence.

In support of this commitment, we align our practices with the principles of the **Accessible Canada Act**, which aims to create a barrier-free Canada by 2040 through the proactive identification, removal, and prevention of accessibility barriers. This includes considering physical, architectural, technological, communication, and policy-related barriers that may impact travelers with disabilities.

We also take guidance from federal transportation accessibility requirements, which emphasize accessible travel at every stage of the journey — from planning and booking to terminal navigation, boarding, and onboard services. These standards support safe, independent, and dignified travel for individuals with disabilities by promoting accessible infrastructure, clear communication, and responsive services.

Our Ongoing Commitment

- Ensuring our vessels, terminals, and services reflect inclusive design principles and meet applicable accessibility standards.
- Continuously working to identify and eliminate accessibility barriers in alignment with federal recommendations for transportation service providers, including the identification, removal, and prevention of barriers outlined in the Accessible Canada Regulations.
- Providing support and assistance throughout the travel experience to help guests with disabilities navigate terminals and vessels safely and comfortably.

Consultations

- Met with Jarryd Burles, District Manager, Black Ball Ferry Line – September 3, 2025
- Met with Lifetime Networks – November 26, 2025

Survey Victoria based Staff – August 27 to September 24, 2025

Who was consulted	Method and Questions	Outcome
<p style="text-align: center;">Victoria based staff Ferry Terminal Administration Office</p>	<p style="text-align: center;">Online Survey</p>	<p>Eight participants out of 30 staff</p>
	<p>1. Do you use assistive devices or technology relating to a disability? If yes, can you describe the device or technology utilized.</p>	<p>No staff identified as using an assistive device</p>
	<p>2. Do you feel your primary workspace is accessible as described in the definitions section? If not, please describe the barrier to accessibility.</p>	<p>6 responded yes 1 responded “I don’t know” 1 responded with a comment* (see below)</p>
	<p>3. Do you feel the Victoria Clipper Terminal is accessible and barrier free as described in the definitions section for staff and guests? If not, please describe the barriers to accessibility.</p>	<p>5 responded yes 1 responded “Unsure” 1 responded “I don’t know” 2 responded with a comment* (see below)</p>

* Comments – Victoria based Staff

Question	Comment
<p>2. Do you feel your primary workspace is accessible as described in the definitions section? If not, please describe the barrier to accessibility.</p>	<p>Office ergonomics could be better. At present furnishings like desks do not allow for standing work. Anti fatigue mats would also be useful if the desks were to be replaced with standing desks.</p>
<p>3. Do you feel the Victoria Clipper Terminal is accessible and barrier free as described in the definitions section for staff and guests? If not, please describe the barriers to accessibility</p>	<p>Visually impaired guests may have issues navigating the check-in area due to the serpentine stanchions. Perhaps we have a process that I am unaware of that allows for a visually impaired guest to be directed to the check in without navigating the stanchions.</p>
	<p>Yes, however the walk up the driveway where cars come in under black ball is not ideal. An elevator would be better to get to upper level.</p>

Survey Victoria to Seattle Travelers on the VCV – August 27 to September 24, 2025

Who was Consulted	Method	Outcome
Victoria based Guests	Online Survey	14 responses out of 370 invitations to participate
	1. Do you use assistive devices or technology relating to a disability? If yes, can you describe the device or technology utilized.	8 responded no 1 responded “use hearing aid” 2 responded “use a walker” 1 responded “use a wheelchair” 1 responded “use a cane” 2 responded with a comment* (see below)
	2. Do you feel the Victoria Clipper Vessel is accessible for guests as defined in the definitions section. If not, please describe the barriers to accessibility.	7 responded yes 10 responded with a comment* (see below)
	3. Do you feel Victoria Clipper Terminal is accessible for guests as defined in the definitions section? If not, please describe the barriers to accessibility.	7 responded yes 8 responded with a comment* (see below)

*Comments – Victoria based Travelers

Question	Comment
<p>1. Do you use assistive devices or technology relating to a disability? If yes, can you describe the device or technology utilized.</p>	<p>Hearing aids for impaired hearing And Need access to seating if I have to wait in lines for a while</p>
	<p>Yes we do. A cane is now used by [REDACTED], my husband I have a hearing disability and balance issues now and appreciate the Clipper’s clear announcements and the always friendly and attentive staff</p>
<p>2. Do you feel the Victoria Clipper Vessel is accessible for guests as defined in the definitions section. If not, please describe the barriers to accessibility.</p>	<p>Seating on board the clipper is limited in access to charging technology for personal devices. I understand the hindrances to introducing mobile charging stations, but it may be beneficial to introduce select charging stations in priority seating areas for those with specific needs.</p>
	<p>Yes, perhaps not to the upper deck but definitely access on the boat.</p>
	<p>I will pay more attention on my next Clipper trip. Just wondering if the bathroom facilities are big enough to accommodate someone who needs to use a walker or some other device.</p>
	<p>Yes we're pleased with and well served by Clipper staff.</p>
	<p>Excellent service was provided by the staff. Friendly and professional.</p>
	<p>Yes because of the ramps.</p>
	<p>Accessing the Clipper itself is good. However, I believe that we are required to use stairs at the current dock at the Victoria terminal. If there's a ramp or elevator available, I haven't noticed it.</p>
	<p>Washrooms might be a problem. And access to upper level.</p>
<p>The stairs up to the Comfort section are a bit of a barrier, but there are banisters so that helps.</p>	

	<p>The dividers between chairs are rigid and could be changed to “airplane” type dividers.</p> <p>Overall, however, I think you are doing good with providing access.</p> <p>You are probably not responsible for waiting times and standing while waiting for US or Canadian customs.</p>
<p>3. Do you feel Victoria Clipper Terminal is accessible for guests as defined in the definitions section? If not, please describe the barriers to accessibility.</p>	<p>Not sure if her wheelchair would fit. It seems like it would.</p> <p>Again, I will be more aware next trip. Good for Clipper soliciting guests' opinions.</p> <p>The indoor waiting area is small and crowded and it's not easy to hear direction from crew</p> <p>Yes, agree that it's well set up for us, anyway.</p> <p>Very much so. Facilities provided were geared to help handicapped people.</p> <p>The terminal needs more signage giving direction to waiting areas including seating after immigration. The chairs in the seating areas are horribly uncomfortable for those of us with back issues.</p> <p>Yes, Victoria clipper allowed seating especially for me at the front of the vessel. I had to call and ask ahead of time because the seat selection online was not easy to determine seat location.</p> <p>I believe the Clipper is indeed accessible.</p> <p>I cannot remember the entrance to the Clipper in Victoria. I do believe it was accessible. I know at the Seattle end it was.</p>

Victoria Terminal Site Visit – November 25, 2025

Four representatives from Lifetime Networks (a Victoria-based disability services and support organization) toured the temporary FRS Clipper Terminal located at 470 Belleville Street. One representative is an ambulatory wheelchair user.

Tour revealed that FRS Clipper is doing well in many areas, however the representatives brought the following to our attention:

- Website – recommend a “Accessibility menu” or tab to allow guests a better and more accessible user experience.
- Physical space - US Border and Customs area desks are too high for wheelchair users to interact with officers.
- Physical space – Accessible washroom emergency call button.
- Physical space – Gender-neutral washroom labeling.

Barriers Identified during Consultations

When a *barrier* has been identified, timelines, roles & responsibilities and tracking intended outcomes will be noted in the **Actions** column if appropriate

Employment

Barrier	Actions
<i>None indicated</i>	

Built Environment

Barrier	Actions
Standing desks – Terminal and Administration	Physical building is temporary; new building anticipated to address this barrier
Anti fatigue mats – Terminal and Administration	Physical building is temporary; new building anticipated to address this barrier
Elevator from Black Ball Ferry level to FRS Clipper (Steamship Terminal)	Physical building is temporary; renovations are not anticipated
Indoor waiting area is small and crowded	Physical building is temporary; new building anticipated to address this barrier
Access to seating while waiting in lines	Physical building is temporary; new building anticipated to address this barrier
Improve seating comfort	Physical building is temporary; new building anticipated to address this barrier
Visually impaired guests may have issues navigating the check-in area due to the serpentine stanchions	Addressed – Staff members assist visually impaired guests with their consent
US Border and Customs area desks are too high for wheelchair users to interact with officers	US Border and Customs area – as built environment is determined by US regulation
Accessible washroom emergency call button	Physical building is temporary; new building anticipated to address this barrier
Gender-neutral washroom labeling	Physical building is temporary; new building anticipated to address this barrier

Information and Communication Technologies (ICT)

Barrier	Actions
Website - Accessibility button or tab	Addressed

Communication, other than (ICT)

Barrier	Actions
The terminal needs more signage giving direction	Signage addressed as issues are pointed out; temporary terminal deficiencies are addressed as they arise

Procurement of Goods, Services and Facilities

Barrier	Actions
<i>None Indicated</i>	

Design and Delivery of Programs and Services

Barrier	Actions
<i>None Indicated</i>	

Transportation (Vessel)

Barrier	Actions
Seat dividers are rigid and could be changed to “airplane” type dividers	Noted for future consideration
Accessible bathroom facilities	Addressed - Vessel has an accessible washroom on the lower level

Feedback Process

The person designated to receive feedback on behalf of Clipper Navigation Limited regarding the Accessibility Plan is **Mark Collins, Chief Executive Officer**.

Email: accessibility@clippervacations.com

Phone: (250) 382-8100

Regular Mail: 470 Belleville Street. Victoria, British Columbia, V8V1W9

As part of our accessibility feedback process:

- **Within 15 business days**, FRS Clipper will follow up receipt of the inquiry, outline any initial findings, or request additional information if required.
- If the barrier identified can be resolved quickly, FRS Clipper will take action as soon as reasonable.
- For issues that require significant time or coordination, FRS Clipper will update planned actions or timelines in future Accessibility Plan updates.

Requests for a copy of the FRS Accessibility Plan in an alternative format; either print, or large font print can be sent to accessibility@clippervacations.com. Responses will be within 15 business days. Braille and audio formats will take approximately 45 days.