

**Summary of Issues Identified
Site Tour – September 26, 2005**

Summary Table

- 1 Reservations and Information**
- 2 Shipboard telephones**
- 3 PA Announcements**
- 4 Passenger Information**
- 5 Parking Facilities**
- 6 Washrooms**
- 7 Food Services**
- 8 Lounge Spaces**
- 9 Wayfinding – Markings, Braille and
other Signage**
- 10 Assistance by employees**

Data Table

<i>Source</i>	<i>Comment</i>	<i>Grouping</i>	<i>Area</i>	<i>Response</i>	<i>Individual Contact</i>
	1. Reservations and Information				
BBW	<p>Booking: Need a program that allows for “a list of disabilities accessibility” on the call and a brochure onboard</p> <p>[Primary distribution of this information should be “prior to using the service” – through website and advocacy organizations.]</p>	Reservations	Reservations	Level 2	RC
				<p>Additional changes to IVR and RBI booking systems and public information resources</p> <p>Need to extend the time limits to avoid the “timing out” effect: users need more time to input multi-</p>	

				digit credit-card numbers	
	2. Shipboard telephones				
BBW / JD	<ul style="list-style-type: none"> • #5 should have a raised dot • Need Braille instructions (eg plastic Braille sheet over top) • instruction card needs to be larger Arial font 14-16 • large icons • Debit-card capability (phone-card payment?) • Height of pay phones 	Telephone	On Board	Level 1 Refer to Telus	RC
	3. PA Announcements				
BBW	Announcement re guide dogs and service animals	Information services	Terminal On board	Level 1	JD
				Next revision of announcements. Also need more staff awareness or training to facilitate use of service animals in passenger spaces.	

LB	Were unable to hear an announcement broadcast over the PA while standing in the entrance area.	Information services	Ticket Purchase	Level 2 Terminal operations.	Terminal Maintenance
				Anticipate approx 18 months to resolve. Question – Do different terminals experience different results?	
BBW	Hearing-impaired – safety announcements [Also account for vessel-specific and terminal-specific directions such as the arrival announcement]	Information services	On Board	Level 3+	Committee review
				Can voice announcements be converted to LED readouts?	
	4. Passenger Information				
LB	Departures and Arrivals signage does not provide enough contrast to be read easily	Information services	Terminal	Level 3	GC Committee review
				Anticipate 18 – 36 months to resolve.	
LB	Ferry Information Display System is	Information	Ticket	Level 3	Marketing

	not accessible - could this info be given audibly and in large print on an eye level screen located on the wall in the open area before the ticket counters.	services	Purchase		(JD) Committee review
				Prefer high-contrast colour scheme in yellow or white on dark blue or black.	
	5. Parking Facilities				
LB	Signage for parking should not say handicapped parking rather be marked with the international disabled sign	Information services	Terminal Parking Lot	Level 1 Signage program. Anticipate Spring 2006.	GC
LB	Pathway from parking to ticket terminal (presently yellow diagonal lines) could be improved by providing a foot wide strip of raised yellow bumps. Also should provide wayfinding to reach BC Transit bus stop.	Wayfinding	Terminal Parking Lot	Level 1 Terminal maintenance Terminal operations	GC
				Changes will follow repairs to concrete surface, anticipated for May 2006.	

	6. Washrooms				
BBW	<ul style="list-style-type: none"> • Washroom locks fail • The door closes slowly • Deck 6 washroom door is not automatic • Large print and Braille labels for Emergency / Push to Open / Push to Lock • Soap dispenser reach from wheelchair (also towel dispenser, dryer, etc) • Also contrasting colour for soap, towel dispenser, dryer, etc to distinguish from background wall. 	Washrooms	On Board	Level 2 / 3	BBW Marketing (JD) for signage
LB	Disabled washroom used by non disabled passengers: Improve signage to discourage this, perhaps one or two larger cubicles in regular washroom would help eliminate this	Washrooms	On Board	Level 2 BCF can sign to foster correct behaviour but difficult to enforce.	Marketing (JD)
LB	Large print/tactile signage in convenient location at eye level for washrooms (not on door) but in entrance.	Washrooms	On Board	Level 1 Signage program	JD

LB	<ul style="list-style-type: none"> • Lighting is poor in washroom entrance, need to be able to see the lip at washroom door • Light in washroom alleyways • Use of green and blue tarket as major visual cue is positive 	Washrooms	On Board	Level 2	BP
				Refer to Building Code for indication of appropriate standard.	
BBW	Upper floor terminal disabled washroom signed only on the ceiling. Lack of guidance / directions to help users locate the washroom.	Washrooms	Terminal lounge	Level 1 Signage program.	JD
	7. Food Services				
JD	<p>Larger print labels</p> <ul style="list-style-type: none"> • All food items • Bread Garden labels 	Information services	Food service	Level 1 (next printing cycle)	JD
JD	<p>May We Suggest cards</p> <ul style="list-style-type: none"> • Bring descriptive up to 14-16 font • Look at changing price to black • We think you'd like these...should be 	Information services	Food service	Level 1 (next printing cycle)	JD

JD	Accorto Machine – needs larger instructions and Braille instructions [Substitute resolution: “For assistance please speak to the cashier”]	Information services	Food service	Level 1	JD
BBW	Cash counter needs to accommodate wheelchair and the ability to move the tray continuously from food pick up to cashier.	Food service	On Board	Level 3	JD Reference to design consultants
	8. Lounge Spaces				
JD	Wheelchair space in lounges	On board lounges	On Board	Level 2	JD Specified in passenger upgrades / designs

JD	<p>Work stations</p> <ul style="list-style-type: none"> • Should be 36" wide • Table height is acceptable • Need for light control and plug to be lower so more accessible 	Work stations	On Board	Level 2	JD Specified in passenger upgrades / designs
					Need for appropriate signage. Most desirable design is to make all work stations equally accessible.
	9. Wayfinding – Markings, Braille and other Signage				
LB	Humps/bumps on floor of walk way to ship are not indicated clearly and could cause someone with low vision to trip - paint yellow.	Wayfinding	Terminal Waiting Area	Level 2	GC
LB	<p>Elevators</p> <ul style="list-style-type: none"> • Directory in elevator indicating what is on each level needs to be in Braille • Level needs to be indicated on the frame around the elevator on the right when exiting, in Braille and 	Wayfinding	On Board	<p>Level 1</p> <p>Signage program</p> <p>Note that marine</p>	JD

	<p>large raised contrasting number as in terminal</p> <ul style="list-style-type: none"> • Elevator signage requires tactile or Braille • Floor colours should differentiate between levels • Add tactile labelling on elevator to indicate departures level (if it is felt that a print sign is required then an equivalent Braille sign should also be provided) • Audio information 			elevators are not available with full range of on-land elevator features.	
JD	<p>Ships directory</p> <ul style="list-style-type: none"> • Should be produced with tactile – could be done by “Tactile Colour Communications” in Victoria www.Tactile.org 	Wayfinding	On Board	Level 2 Signage program	JD
JD/ BBW	<p>Top of stairs – marker</p> <ul style="list-style-type: none"> • Change of surface at top of stairs only about 1 foot – check/compare to building code – should be 2-3 feet • Some kind of LED monitor, perhaps on landings 	Wayfinding	Terminal On board	Level 3 Compare Transport Canada specifications	BP – TC standards JD – reference to interior design consultants

JD	Signage above door rather than at eye level on door. Should be at eye level: more important to be on door jamb than on door	Wayfinding	Terminal On board	Level 1	BP
LB	Red or Green Light would help indicate which ticket booth is open	Wayfinding	Ticket Purchase	Terminal operations. Modifications in progress.	GC
LB	Overhead signage indicating way to berths in waiting area is not accessible - signage needs to be at eye level, in large contrasting print (white or yellow on black or dark blue) [Signage program needs to account in overall approach for need to communicate with sight-impaired and hearing-impaired. Also need to specifically assess all locations for information needs.]	Wayfinding	Terminal Waiting Area	Level 3 Signage program	JD
JD	No signage that indicates Information Area is not available; should direct users to brochure racks and schedules.	Information services	On Board	Level 1 Signage program	JD

LB	Door to stateroom area needs signage (large print, tactile, Braille) indicating that this is a restricted area.	Wayfinding	On Board	Level 1 Signage program.	JD
	10. Assistance by employees				
BBW	Sensitivity training – is important for all employees but particularly for ticket agents.	Employees	Terminal	Level 3	Human Resources – Employee Dev
BBW	Offer assistance – employees should indicate they are employees of B.C. Ferries and offer assistance.	Employees	Terminal On board	Level 3	Human Resources – Employee Dev

Key

Responsibility Key

RC	Roberta Chartier
JD	Jeff Davidson
GC	Gregg Clackson
BP	Bruce Paterson
BBW	Barb Britton-Wilson

Response Levels

1	Straightforward to implement within existing policies, practices, service delivery
2	Requires additional planning and/or specific funding
3	Requires further discussion and consideration to identify appropriate resolution