

# **2026 Virtual Accessibility Public Meeting**

**May 13, 2026**

6:30 pm to 8:00 pm

## **Agenda**

- 1. Welcome and Introductions**
- 2. Accessibility for Ontarians with Disabilities Act Updates**
- 3. Informing Staff and Customers**
- 4. Informing Design**
- 5. Coordinating Efforts**
- 6. Question and Answer Period**



# Land Acknowledgement

Metrolinx acknowledges that we connect communities by building and operating transit within the traditional lands of the Anishinaabe, the Haudenosaunee and the Huron-Wendat peoples, for whom these lands continue to have great importance.

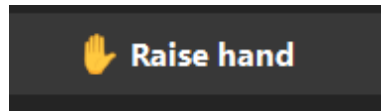
Treaties between First Nations and governments cover these lands, and the promises contained in these Treaties remain relevant to this day.

Metrolinx and its employees are committed to understanding the history of these lands and the continued impacts of colonization and take responsibility for actions to advance reconciliation.

Metrolinx will continue to seek the knowledge, expertise and experience of Indigenous partners and commits to doing business in a manner that is built on a foundation of trust, respect, and collaboration.

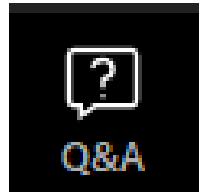
# Zoom Controls: Toolbar

If you are joining the meeting by the desktop or mobile Zoom app, **a toolbar with these buttons appears at the bottom of your screen.**



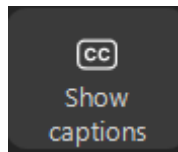
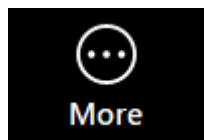
Click **React** and then click **Raise Hand** button to ask a question or provide a comment. **Attendees with their hand raised will be placed in a queue by the facilitator.**

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Click the **Q&A** button to open the Q&A window and submit a written question. Similar questions may be combined and provided with a verbal response. Questions will be incorporated into the meeting summary.

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Click **More** and then click **Show Captions** button to display closed captions. Caption size and color can be adjusted in the Accessibility tab of your Zoom Settings.

# Zoom Controls: Telephone or Call-In Participants

Call-in participants can raise their hand and unmute or mute themselves with these keys.



## \*9 Raise/Lower Hand

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To **raise your hand**, press **\*9** on your telephone's keypad. Press **\*9** again to **lower your hand**.

**Note:** You may hear an audio prompt if the host lowers your hand on your behalf.

## \*6 Unmute/Mute

You can **unmute** yourself by pressing **\*6** on your phone's keypad. Press **\*6** again to **mute** when you are done speaking.

**Note:** You may hear an audio prompt if the host mutes you on your behalf.

# Who You'll Hear From

Facilitation	Presenters	Presenters
<p><b>Zoie Browne</b> LURA</p>	<p><b>Jenny Hiseler</b> Metrolinx - Universal Design</p>	<p><b>Nishan Vijayarajah</b> Metrolinx - Customer Care</p>
<p><b>Nico Zucco</b> LURA</p>	<p><b>Nadine Navarro</b> Metrolinx - Vice President Stations Sponsors</p>	<p><b>Karen Millington</b> Metrolinx - Customer Experience</p>
<p><b>Marissa Irene Uli</b> LURA</p>	<p><b>Aodhan Ansari</b> PRESTO - Customer Experience</p>	<p><b>Johanna Contreras</b> Metrolinx - Universal Design</p>
<p><b>ASL, LSQ, and CART and French interpretation</b></p>	<p><b>Diandra Barrett</b> Metrolinx - Customer Experience &amp; Enablement</p> <p><b>Shyam Sunderrajan</b> Metrolinx - Customer Care</p> <p><b>Amy Kelly</b> Metrolinx - Universal Design</p>	<p><b>John Im</b> Metrolinx - Stations Sponsors</p> <p><b>Kim Edgar</b> Metrolinx - FIFA World Cup Planning</p>

# Welcome and Introduction

Nadine Navarro

Vice President Stations

Sponsor: Head Sponsor

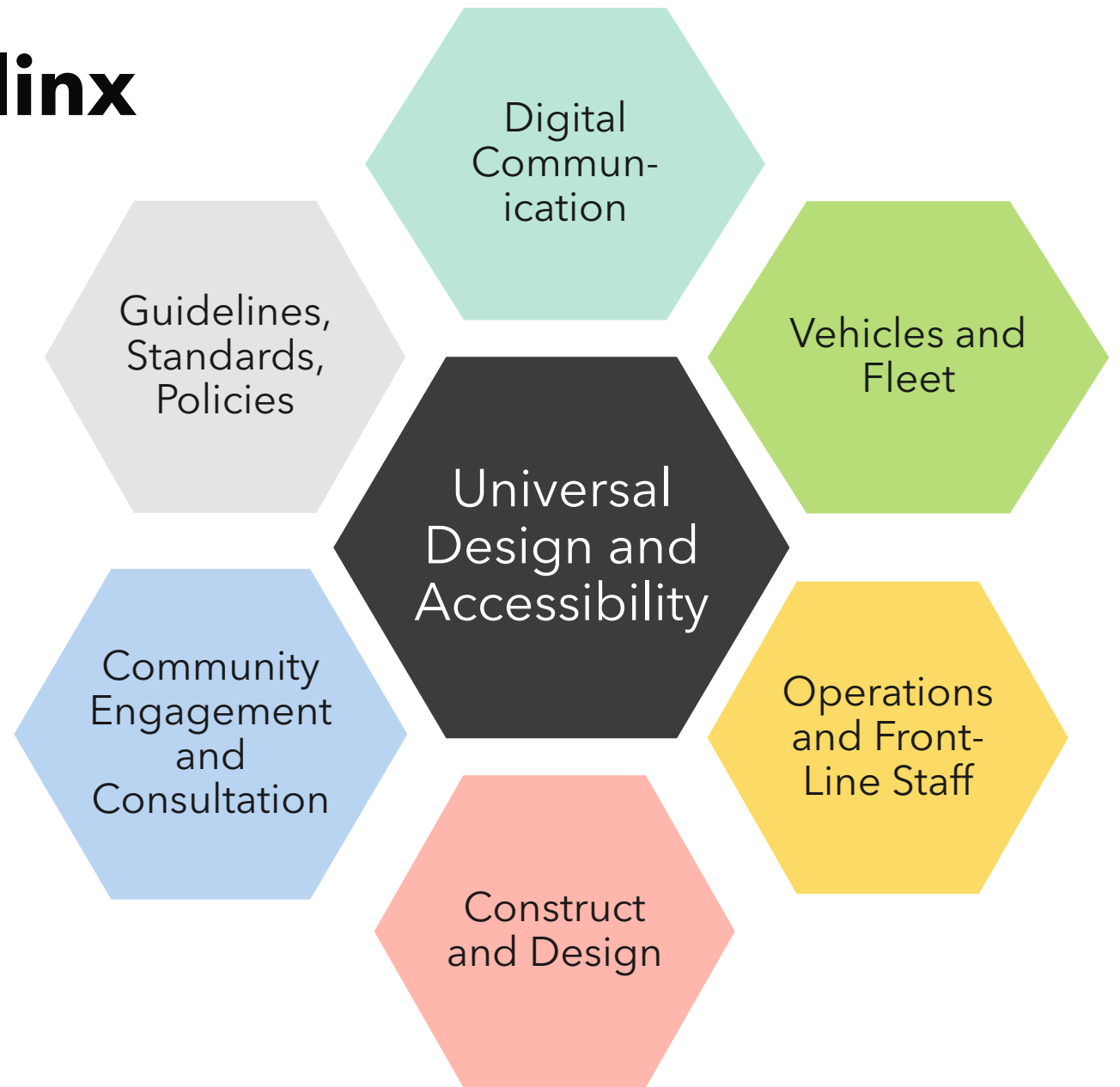


# Accessibility at Metrolinx

## Universal Design and Accessibility at Metrolinx

To fulfill our commitment to a positive customer experience for people with disabilities, Metrolinx works diligently internally to ensure universally designed and accessible environments remove barriers and promote independent access for all.

All departments within Metrolinx are involved in achieving this commitment and aligning with the goals of Universal Design and accessibility.



# **Accessibility for Ontarians with Disabilities Act (AODA) Updates**

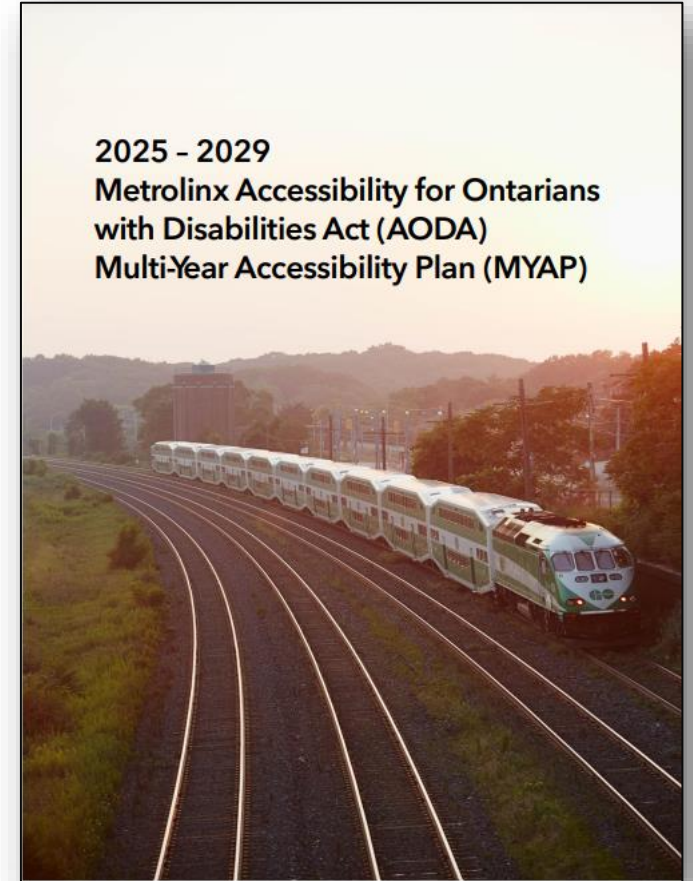
# 2025-2029 AODA Multi-Year Accessibility Plan

The Metrolinx Multi-Year Accessibility Plan (MYAP) outlines initiatives to be undertaken to meet obligations under the AODA.

The MYAP runs from January 1, 2025, to December 31, 2029, and includes 34 initiatives.

The MYAP can be found at the link below in both html, accessible Word document and accessible pdf.

<https://www.metrolinx.com/en/about-us/accessibility/multi-year-accessibility-plan>



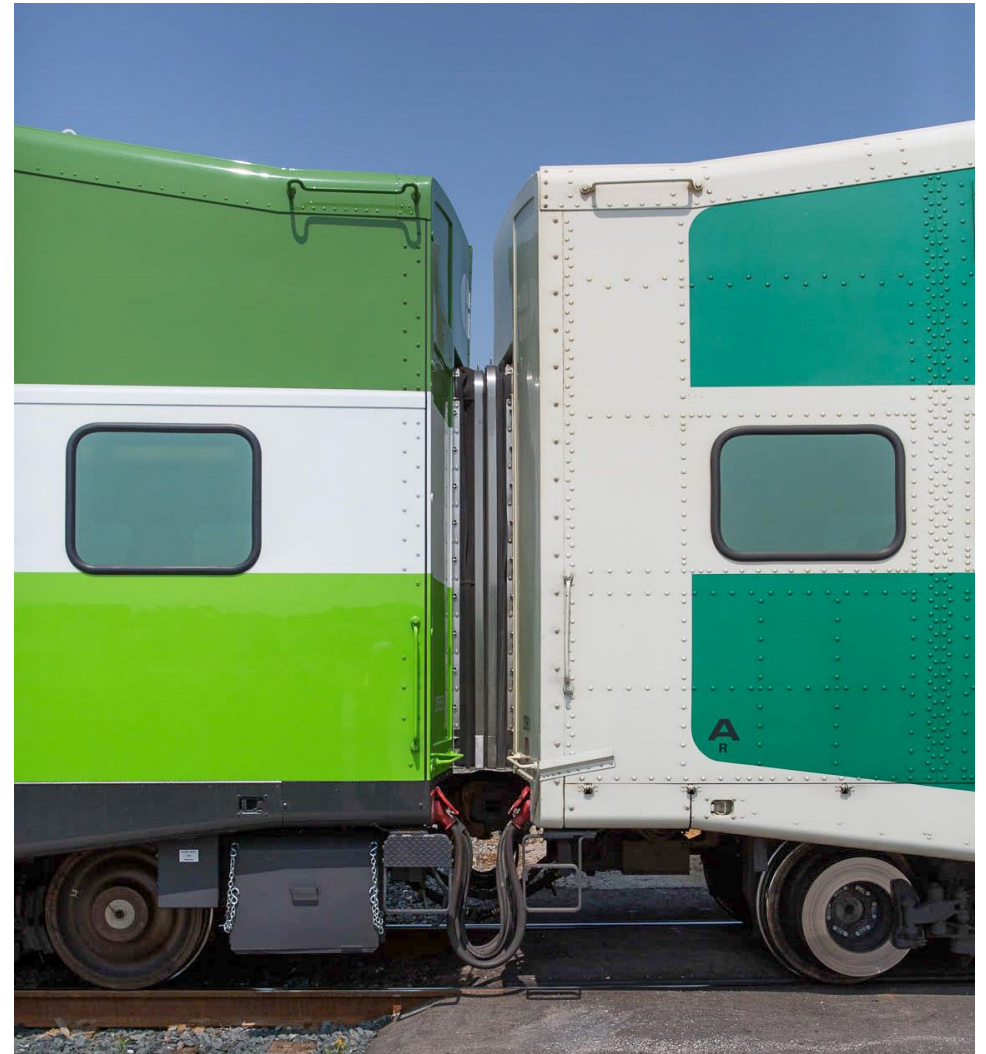
# 2025 Annual Accessibility Status Report

The 2025 Status Report describes activities taken between January 1<sup>st</sup> and December 31<sup>st</sup>, 2025, to meet Metrolinx's commitments under the MYAP.

It also includes updates about activities undertaken to meet obligations under the AODA and includes details on projects that enhance customer experience.

When published in late 2026, it will be available at the link below.

<https://www.metrolinx.com/en/about-us/accessibility>



# Metrolinx Accessibility Advisory Committee

The Metrolinx Accessibility Advisory Committee (AAC) provides advice and input on activities undertaken to support Metrolinx's corporate commitment to accessibility.

AAC members:

- Provide advice and input to staff from Metrolinx operating divisions and business units to support Metrolinx in fulfilling its commitment to accessibility.
- Advise on the development and implementation of Metrolinx accessibility plans.
- Advise on significant new developments, policy issues or changes that will affect customers with disabilities.

**To be notified about future calls for AAC members, subscribe to our [Metrolinx Accessibility Distribution List](#) or email us at [accessibility@metrolinx.com](mailto:accessibility@metrolinx.com)**

The committee includes 12 to 15 people who:

- Reside in communities across Southern Ontario,
- Have physical, sensory, intellectual, developmental, communication, mental health, or other cognitive disabilities,
- Represent community agencies supporting or advocating for people with disabilities, and/or
- Have a variety of travel requirements and use a variety of transportation modes.

# AODA Compliance Report

All Designated Public Sector organizations, including Metrolinx, were obligated to file an AODA Compliance Report in 2025.

As part of Metrolinx's submission, four priority items were identified to achieve AODA compliance.

To request a copy of any Metrolinx AODA Compliance Reports, please contact [accessibility@metrolinx.com](mailto:accessibility@metrolinx.com)

## Priority Items

- Policy Updates: Updates required to the Corporate Accessibility Policy, procurement policies and the development of supporting resources for staff.
- Improvements to training and resources to support staff providing accessible services to customers.
- Continue improvements on notifications of disruptions to step-free routes for customers.
- Meet Web Content Accessibility Guidelines 2.0AA requirements through improvement to processes, resources and training.

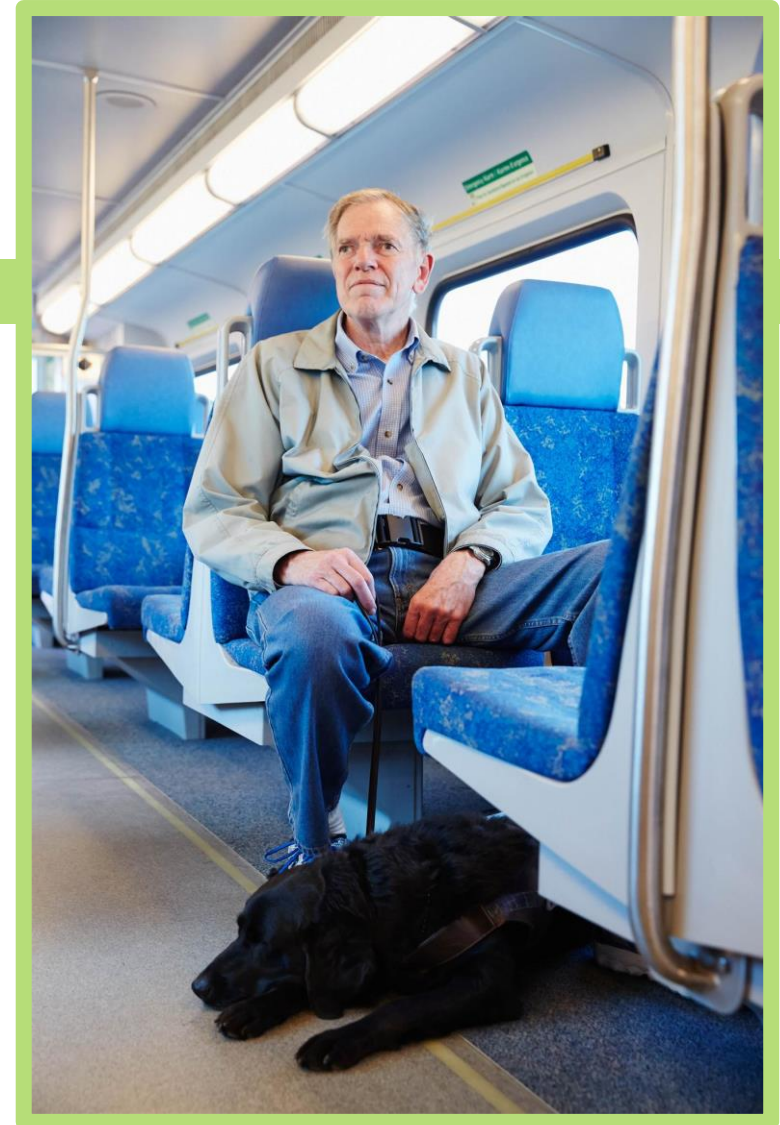
# Informing Staff and Customers

# Service Animal & Support Person Policy Updates

GO Transit and UP Express worked together to update Support Person and Service Animal policies.

The updates were an opportunity to review existing GO, UP Express, and PRESTO communications, policies and procedures, assess them against current legislation, and look to other transit agencies and designated public sector organizations for good examples and best practices.

The draft policies were presented to the Accessibility Advisory Committee for comment and feedback and in 2026 will be rolled out into updated training, web content, and other guidance to staff and the public.



# How to Provide Feedback to GO Transit

We are committed to making travel accessible for everyone and continuously improving the experience for customers with disabilities. Whether you have a question, request, or concern about accessibility, we want to hear from you.

Feedback can be submitted online, by phone, in person, through social media, or by mail using the channel that works best.

To learn more about these avenues for sharing feedback, use the following link:  
<https://www.gotransit.com/en/connect-with-go/go-transit-inquiries-and-feedback-process>



# Metrolinx's Voice of the Customer Team

- Accessibility-related questions, inquiries, and complaints are treated as high priority. Our Contact Centre representatives assess inquiries, work with internal stakeholders, and provide timely responses.
- The Voice of the Customer (VoC) team regularly analyzes customer feedback to identify trends and emerging issues.
- Customer comments, suggestions, and concerns are shared across Metrolinx to inform service improvements and support decision-making.
- The creation of the VoC team improves processes by ensuring feedback leads to consistent and meaningful action.
- This approach ensures the customer voice directly shapes a more accessible, inclusive, and improved travel experience for everyone.

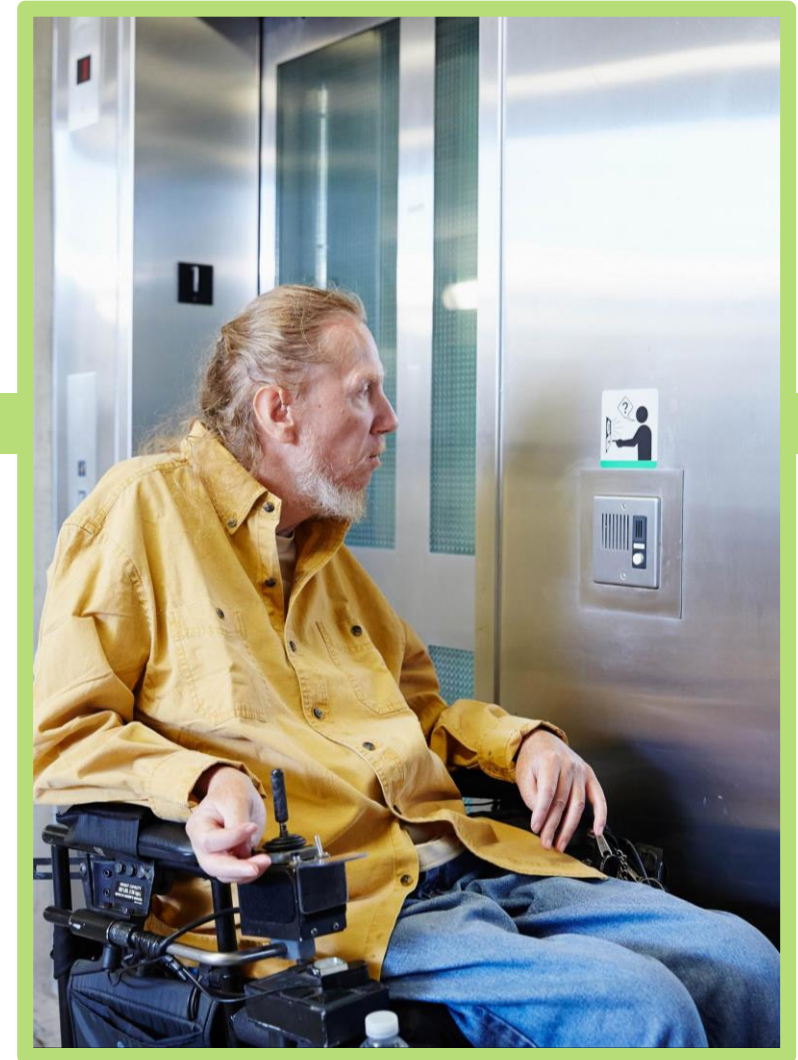


# Accessibility Operating Plan

The Accessibility Operating Plan (AOP) centralizes information into one Standard Operating Procedure outlining how GO Transit and UP Express work together to provide customers with disabilities with an accessible, enjoyable, reliable, and safe customer experience.

## Key Aspects Include:

- Clear customer service standards for accessibility.
- Defined roles, responsibilities, and processes to ensure accessibility during disruptions.
- Proactive communication strategies, ensuring customers are informed of disruptions in real time and that alternative solutions are provided.
- A governance structure for ongoing monitoring and process improvement.



# Informing Design

# New Station: Mount Dennis

## Mount Dennis GO/UP: Kitchener Line and UP Express

- Opened November 2025.
- Step-free routes provided between pick up/drop off, station building, concourse, pedestrian tunnel, platforms and boarding/alighting.
- Provides connection to TTC Line 5 and TTC Bus service.



# New Station: Confederation

## Confederation GO: Lakeshore West Line

- Opened October 2025.
- Continuous step-free routes between pick up/drop off, accessible parking, station building, pedestrian tunnel, platforms and boarding/alighting.
- Accessible heated island platform provided.
- Provides connection to Confederation bus loop.



# Existing Stations: Accessibility Improvements

## Long Branch GO: Lakeshore West Line

### Construction Underway

- New east and west pedestrian tunnels with step-free routes to platforms
- New station building
- New tactile attention indicators at the platform edge along the boarding length of the platform



## Mimico GO: Lakeshore West Line

### Design Underway

- New east connection with step-free route to platforms
- New south entrance with step-free route to platforms
- New tactile attention indicators at the platform edge along the boarding length of the platform



# Existing Stations: Renovations

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## **Oakville GO: Lakeshore West Line**

### **Construction Underway**

- New pedestrian bridge with step-free route to platforms
- Renovation of many station elements including:
  - platform,
  - two existing tunnels,
  - parking lot, and
  - pick up/drop off

# Existing Stations: Permanent Accessible Route Impact

## Oriole GO: Richmond Hill Line

- Closed parking lot and pick up/drop off space as of July 2025. This has impacted the availability of a step-free and limited sloped path to the platform.
- Step-free boarding is only provided through Esther Shiner Blvd via a City-owned sloped walkway.
- An accessible shuttle is provided to transport customers from Leslie Station (TTC) across the street from Oriole GO to Old Cummer GO, a 7-minute drive away. This alternate route is provided to support customers who cannot traverse the sloped walkway from Esther Shiner Blvd to Oriole platform.



# Coordinating Efforts

# PRESTO



## Instant loads

Remote loads now take effect immediately. There's no more waiting to "pick up" funds, passes or card settings, such as Autoload changes.

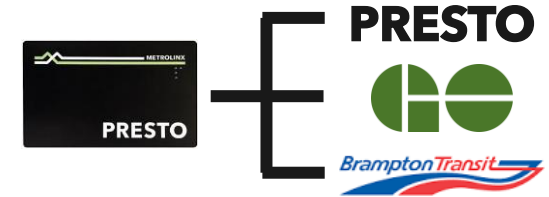
This means less detours or special trips to vending machines or retail locations to ensure funds are available immediately.



## Instant travel history

Customers now see their fare, load, and refund transactions immediately on the accessible PRESTO App or website.

This means you can check the fare charged using your mobile device as soon as you take your seat.



## Multiple fare types

Customers eligible for multiple fare types, can now set them all on one card.

For example, a 67-year old Canadian Forces veteran living in Brampton, could set up:

- (Universal) Senior
- (GO Transit) CAF Veteran
- (Brampton Transit) Senior Resident

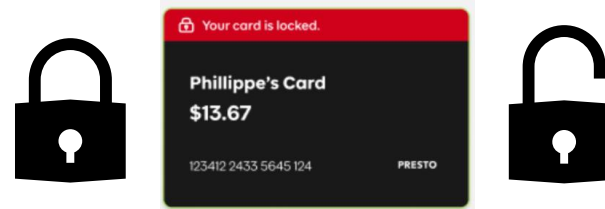
# PRESTO Continued



## Enhanced display for PRESTO Contactless

Customers directly tapping their credit or debit card to travel see the fare charged and the time that their transfer is valid until.

When transferring within the allowed transfer window, "Free Transfer" will be displayed along with the time the window expires.



## Ability to lock and unlock a PRESTO card

A misplaced card can be locked while you look for it and then unlocked if you find it.

Less stress!



## Improved lost card replacement

The funds, passes and fare types on lost cards can be transferred instantly to a new existing or newly purchased card.

PRESTO physical card users can replace their lost card with a new (free) mobile wallet card.

# FIFA World Cup 2026™

- 6 matches will be hosted at Toronto Stadium (BMO Field/Exhibition Place, 170 Princes' Boulevard) from June 12 to July 2.
  - Toronto Stadium will have 272 accessible seats.
  - The accessible GO Transit route to matches is the Lakeshore West Line to Exhibition Station.
  - For spectators that are signed up for TTC's Wheel-Trans Services, pick-up and drop-off will be accommodated at the accessible parking lot 851 at Exhibition Place.
- FIFA Fan Festival™ will be hosted at Fort York (250 Fort York Boulevard) on 22 specific dates between June 11 and July 19.
  - Attendees who require accessible transportation are encouraged to use the TTC. Check [TTC.ca](https://www.ttc.ca) for routes and schedules.

# Question and Answer Period



# Relevant Links

- [GO Accessibility](#)
- [Metrolinx Accessibility](#)
- [UP Express Accessibility](#)
- [Metrolinx Multi-Year Accessibility Plan](#)
- [Metrolinx Accessibility Email Distribution List](#)
- [Metrolinx Universal Design Standard DS-02](#)
- [How to Provide Feedback to GO Transit](#)