

2019 Metrolinx Accessibility Public Meeting Feedback Summary

Collaboration Between Transit Agencies

There should be a more collaborative and consistent approach across all GTA transit agencies (including TTC and Metrolinx) to addressing barriers faced by customers with physical and other disabilities.

Communications, Signage & Wayfinding: All Services

When there are delays, audible (via PA announcements) but not visual information is currently provided on platforms that don't have digital signage.

It would be useful if digital signage provide information about emergencies to ensure everyone is aware.

Individual does know what stop as it is as it is only announced in audio (except for the accessible railcar, which is equipped with visual next stop displays). In Europe, visual displays provide next stop information on vehicles.

For GO stations that do not have digital signage on platforms (e.g. Clarkson), you have to leave the platform and check the board for information when there are delays. Please consider installing digital signs on the platform.

For stations that don't include digital signage (such as Clarkson), an individual may see crowds moving in a certain direction on the platform but they may not know why. Digital signage could help keep customers informed.

Most trips from Union Station offer boarding from two platforms. When at concourse level at Union Station, it is hard to determine which platform provides step-free boarding to the accessible railcar. This is not noted in static or digital signage. If a customer is on the platform which doesn't provide step-free boarding, it is challenging and time-consuming to travel to the other platform.

Communications, Signage & Wayfinding: All Services

It is hard to navigate Union Station for individuals with low vision. And with the continuous construction, it is difficult to know how the paths change over time.

At Square One, it's not easy to find the bus terminal building to purchase tickets.

If an individual with a visual impairment arrives at an out-of-service bus stop, they are not aware that it is not in service. E-alerts could be provided to let people know which bus stops will be closed (Metrolinx note: this information is generally provided through On the GO e-alerts). It would also be helpful to know that people can call GO Transit to find out this information.

Balance for Blind Adults and CNIB are good resources; please consider reaching out to these organizations so this type of service information can be shared with consumers.

Perhaps an audio signal at stops could indicate when the stop is not in service and possibly where the alternate stop is located.

It would also be helpful for transit apps to indicate verbally when a stop is not in service.

When elevators are out-of-service, information should be posted to the website and other social media streams in real-time.

Please consider implementing a 24/7 accessibility hotline service, so that customers can reach staff to report an issue.

Signage on bus and train platforms (mounted overhead) is difficult to read for many customers who have low vision or who are in a wheeled mobility aid.

A tactile directional wayfinding strategy should be considered.

Funding for Accessibility

There should be more budget dollars allocated to improve accessibility of existing transit facilities, not just transit expansion.

Light Rail Transit (LRT) Projects - Hurontario LRT, Peel

Please design the LRT service using Universal Design principles. When Universal Design is applied it accommodates the widest variety and number of customers throughout their life span.

The current location of stops/stations do not meet my needs as a person with a disability, and may not meet the current and future needs of the residents.

Building better awareness about what level of service and existing service the LRT might replace is necessary, because some people are confused. Specify what bus services the LRT might replace. Route 19 (in Mississauga) only goes to the GO Park and Ride. Customers who want to go to Brampton are left without options that are convenient and that meet the diverse needs of the customer.

We do hear that transit is not yet attractive because the lack of affordability. Also, will the capital cost of building the LRT impact fares?

The more attractive the service is, the higher the ridership will be.

PRESTO and Fares

The special co-fare/discount when crossing boundaries exists. However, there are still barriers to afford transit and fare integration needs to look into equity and affordability.

PRESTO and Fares

Six dollars to pay for the PRESTO card it can be a stretch for someone who lives with fixed income. Large families struggle to afford the card, making public transit less accessible and affordable.

Balance checker machines are being faced out. Are there other devices that can be used to check your balance?

What features does PRESTO include for persons who have vision loss?

I would like additional Ticket Vending Machines to be added to the Trafalgar GO Station, Dundas GO carpool lot, and Bronte GO station.

Why does it take 24 hours for your load to be reflected on my PRESTO card?

Why is the GTA pass being cancelled?

As a social services agency which manages/carries PRESTO cards on behalf of individuals with intellectual/developmental disabilities, we would like to see a lost/stolen PRESTO card be immediately "killed" (cancelled) after it is reported.

PRESTO devices on TTC streetcars and buses do not have enough instructions that explain what the device does (would be especially helpful for individuals with intellectual/developmental disabilities).

The fare vending machines on TTC streetcars are often confused with PRESTO tapping machines.

The PRESTO website is not accessible for some customers with visual impairments, making it hard for them to register cards, load funds, etc.

For customers with visual impairments that lose their PRESTO cards and are unable to use the PRESTO website due to accessibility issues, they end up having to go to Union Station to cancel their card, buy a new card, and register it again.

The PRESTO app is very hard to use for some customers with visual impairments.

PRESTO and Fares

Self-serve reload machines can be hard to use, because the location where you insert the PRESTO card is black which makes it hard to distinguish it to be able to load the card.

The PRESTO CNIB card takes \$25 and 30 calendar days to replace.

PRESTO does not offer the two-hour transfer between conventional and Wheel-Trans services.

(Hurontario LRT) Fare integration is key to ensure customers do not pay two fares. Mi-Way and Brampton Transit are working on an agreement that specifies how revenue is going to be split, what the fare is going to be and what fare integration policies will be put in place.

Public Consultation, Outreach, Advisory Committees

Please consider holding these meetings in the summer when the weather and daylight conditions are more favourable.

Station, Terminal & Stop Accessibility: Design Standards

Elevators need to be centrally located to be easy for people to find, and also to reduce walking distances for people with limited mobility.

Suggestion to use a distinctive shape for bus stop poles to be easy for individuals with a visual impairment to identify the stop.

More consideration needs to be given to power door operator button location and design, especially when maneuverability issues are present.

Station, Terminal & Stop Accessibility: General

Charging stations for mobility devices and oxygen machines would be helpful at GO Stations.

Mimico station is inadequate, especially because it does not have elevators and there is no step-free boarding for the accessible railcar. 2024 is not soon enough to make the station accessible; please consider interim measures to improve accessibility at the station.

Staircases at older stations such as Mimico are narrow and can cause crowding, which can be a safety issue.

When will Eglinton GO Station be retrofitted to include elevators? Why does it remain in this condition?

When will Long Branch GO Station become accessible?

The shelters at some GO station bus loops are small and not heated (unlike those on train platforms), and are not well-lit.

At Square One (Mississauga), please explore opportunities to integrate the transfer between Mi-Way and GO buses. For bus platforms at opposite ends of each terminal, the walking distance can be long between Mi-Way and GO.

Training & Education

There needs to be a better focus on education: for Metrolinx employees; for customers who do not have disabilities; for other customers with disabilities to further develop a better understanding of various types of barriers that customers experience.

Vehicles: GO Buses

Buses can be dark inside. It would be helpful to provide better lighting on the bus to be able to find seat when boarding. The customer found it helpful to know that new (double-decker) GO buses have lights that turn on at stops.

Vehicles: GO Trains

I have good experiences once onboard the GO train

An individual shared an experience when they were not able to board the accessible railcar because the lower level was full. There was a lot of luggage inside the railcar but it was not moved to create space to allow for people to board. People should be prioritized over luggage. The Customer Service Ambassador (CSA) should request that people move their luggage.

Something needs to be done to change the practice of customers who do not have a disability occupying the (lower level of the) accessible railcar.

Why are there strollers in the accessible railcar? Should there be a dedicated/separate car for them?