

Accessibility Public Meeting

November 2018

Tonight's Agenda

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|----------------|---|
| 6:30 - 6:45 PM | Poster sessions, one-on-one discussions |
| 6:45 - 6:50 PM | Welcome |
| 6:50 - 7:10 PM | Metrolinx overview presentation |
| 7:10 - 7:45 PM | Roundtable session 1 |
| 7:50 - 8:25 PM | Roundtable session 2 |
| 8:25 - 8:30 PM | Closing remarks |

Purpose of Tonight's Meeting

1. To provide an update on accessibility achievements
2. To share information on key planned initiatives for next year
3. Seek feedback to ensure our services and projects reflect your needs

Meeting Set-up

- Accessible washrooms
- Assistance and support during the meeting
- How to provide feedback after tonight's meeting
 - Send us an email (accessibility@metrolinx.com)
 - Call our contact centre (1-888-438-6646)
 - Evaluation forms and staying in touch



Mission

We connect our communities

Vision

Getting you there better, faster and easier

Values

Play as a team

Think forward

Serve with passion

Our Accessibility Commitment

Metrolinx is committed to:

- ensuring that its **services and operations are accessible to all customers and employees** in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), and to
- working with partners in the GTHA to plan, build and operate an integrated accessible transportation system.

The organization will work diligently to remove existing, and avoid creating, barriers to universal access and will demonstrate **leadership, consulting widely** and incorporating **best practices** to enhance accessibility in its services.

Moving from Accessibility to Universal Design

Metrolinx is in the process of developing new Universal Design Standards which will:

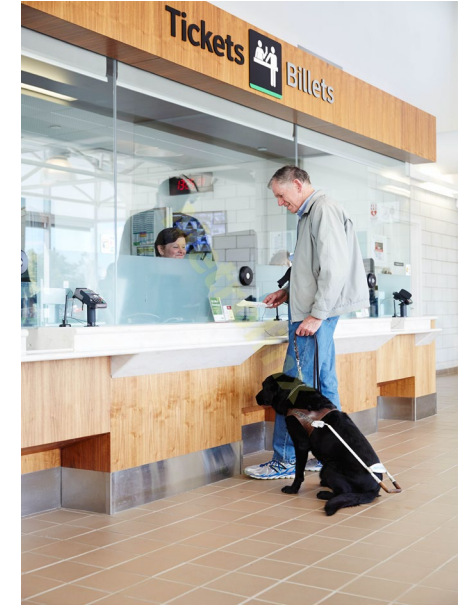
- address current gaps in the transit system,
- capture requirements that go beyond AODA standards, and to
- enhance the travelling experience of individuals with disabilities.

Staff are consulting with Accessibility Advisory Committee members on these standards and related projects.

Improving the Customer Experience- GO Rail Services

Completed

- Automated visual next stop announcements available on accessible GO railcars
- Entrance door centre stanchions removed from one end of standard GO railcars to make it easier for customers, especially those travelling with children in strollers and with luggage, to board



Underway

- Improvements to seating on new GO railcars to improve comfort and ease of use
- Planning is underway to make 5 remaining stations accessible



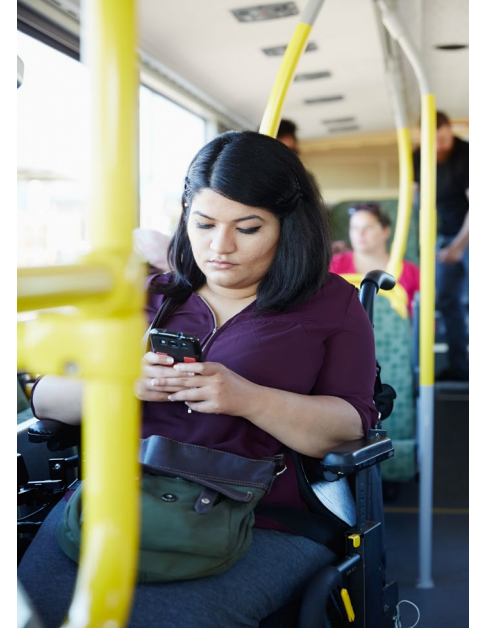
Improving the Customer Experience- Bus Services

Completed

- New GO Bus Terminal at Highway 407 Subway Station
- Mississauga Transitway Bus Rapid Transit line

Underway

- Early stages of construction on new Union Station Bus Terminal, new GO Bus Terminal at Kipling Station
- More “Super-Lo” low-floor double-decker buses being added to fleet; gradually replacing lift-equipped buses
- Enhancements to automated stop announcements on buses



Improving the Customer Experience - Light Rail Transit (LRT)

Underway

- Consulting with accessibility advisory committees, public and local groups (e.g. CNIB) across the region on accessible LRT station design
- Eglinton Crosstown stations under construction
- Planning for Finch West underway



Improving the Customer Experience- PRESTO

Completed

- PRESTO is available at Shoppers Drug Mart stores across Toronto, the 905 and Ottawa:
 - Buy, set-up and load PRESTO cards
 - Allows payment with cash
- Text chat support feature on the PRESTO website
- 2-hour hop on/off TTC transfer (simplifies travel)



Improving the Customer Experience- PRESTO

Underway

- Development of an accessible PRESTO mobile app for iOS and Android
- Continuing installation of faregates on the TTC with a lower PRESTO reader on the wider accessible gates



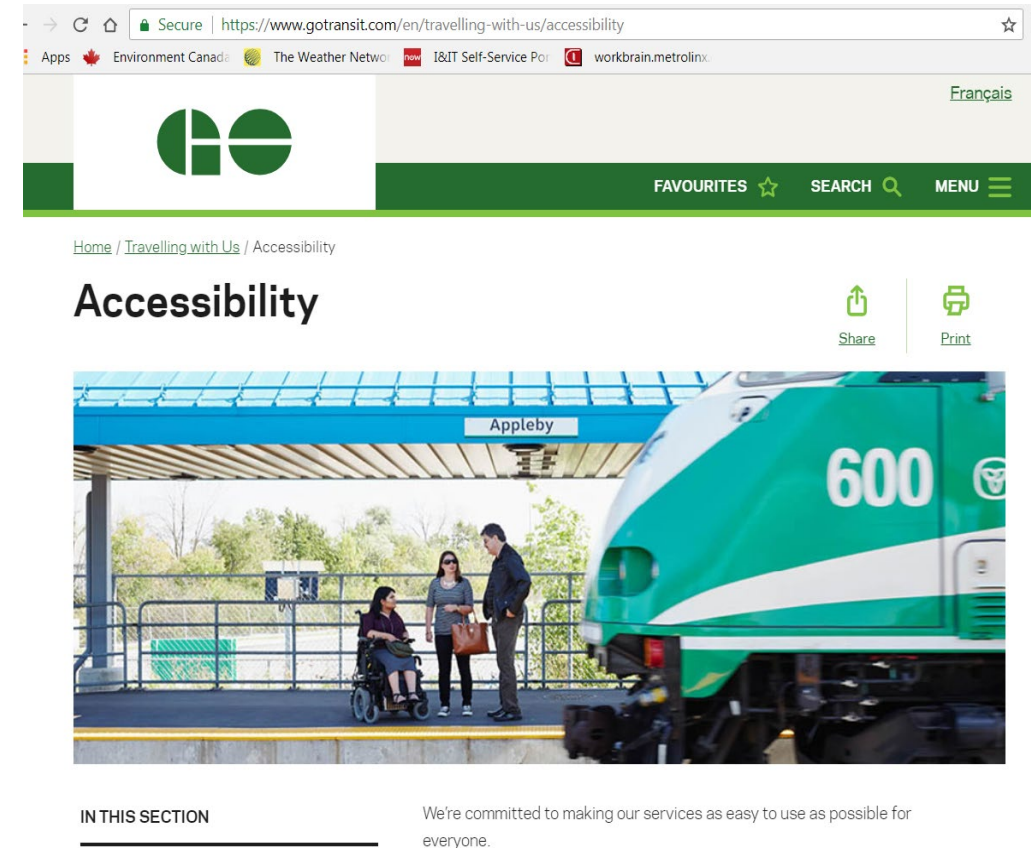
Improving the Customer Experience- Customer Service

Completed

- New GO website
- Improvements to Triplinx website

Underway

- Continuous improvements for customer satisfaction through the communication of service information programming
- Accessibility improvements to customer surveys



Improving the Customer Experience- Regional Specialized Transit Network

- Metrolinx working together with municipal partners across GTHA to help ensure a seamless cross-boundary travel experience.
- 2018 Memorandum of Understanding: commitment to work together to remove barriers and create consistent processes and policies for customers with disabilities.
- Focus areas:
 - Support person policies
 - Working towards harmonization of support Person & Attendant terminology
 - Decreasing dwell times for cross-boundary travel

Accessibility Advisory Committee (AAC)

- Committee provides input on a wide range of Metrolinx initiatives
 - Harmonized wayfinding
 - GO railcar design
 - New PRESTO offerings
 - Ad-hoc project teams & testing
- Metrolinx Design Review Panel (MDRP): Providing input in early stages of the design process, ensuring accessibility and Universal Design are fully integrated throughout the project life-cycle.

How We Will Use Input From Tonight

- Summary of feedback from public meetings will be included in the Accessibility Plan and posted online at www.metrolinx.com/accessibility
- Your input will be addressed throughout the plan
- Evaluation forms will be distributed
- GO Accessibility Survey online until mid-December

