Accessibility Public Meetings

November-December 2017
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
  • Presentation and recording of the presentation will be posted on Metrolinx accessibility webpage
  • Send us an email (accessibility@metrolinx.com)
  • Call our contact centre (1-888-438-6646)
  • Evaluation forms and staying in touch
Tonight’s Agenda

6:00 - 6:30 PM  Poster sessions, one-on-one discussions
6:30 - 7:15 PM  Introductions & overview presentations
7:20 - 8:05 PM  Roundtable session 1
8:10 - 8:55 PM  Roundtable session 2
8:55 - 9:00 PM  Closing remarks
Who is Metrolinx

Metrolinx was created in 2006 by the Province of Ontario with a mandate to create greater connection between the communities of the Greater Toronto and Hamilton Area and now beyond to the Greater Golden Horseshoe.
THE BIG MOVE
LEGACY

$30+ BILLION IN INFRASTRUCTURE INVESTMENT

GO Regional Express Rail  Toronto-York Spadina Subway Extension  Mississauga Transitway  Eglinton Crosstown LRT

Sheppard East LRT  Finch West LRT  Scarborough Subway  Hamilton B-Line LRT

Highway 7 West BRT  Hurontario LRT  Yonge BRT (North)  Yonge BRT (South)

Bloomington GO Extension  Bowmanville GO Extension  Confederation GO Extension  Niagara GO Service
Regional Transportation Plan

- Since 2008, Metrolinx has been guided by the Big Move Regional Transportation Plan (RTP)
- Metrolinx is now in the process of updating the RTP up to 2041
- The Draft 2041 RTP emphasises universal access principles
- Feedback on draft plan now officially closed; can still submit feedback via email, or online at Metrolinx.com/theplan
Our 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.
Accessibility Initiatives – GO Rail Services

Completed

• Additional accessibility enhancements to Bloor and Weston GO Stations (temporary ramp to Rail Path, new power door operators)
• Automated audible next stop announcements on all 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 use those cars

Underway

• New accessible GO railcars with single flip-down seats, more usable space for customers using wheeled mobility aids, larger exterior accessibility symbol
• Automated visual next stops announcements will be available on all accessible GO railcars by early-2018 and later on all standard railcars
• Planning is underway to make 5 remaining stations accessible
Accessibility Initiatives – Bus Services

Completed
• Mississauga Transitway Bus Rapid Transit line (when Renforth Station opens in late-November)

Underway
• More “Super-Lo” low-floor double-decker buses being added to fleet; gradually replacing lift-equipped buses
• Enhancements to automated stop announcements on buses
• GO Bus terminal at new Highway 407 station on Spadina Subway Extension to open in late-December
Accessibility Initiatives – Light Rail Transit (LRT)

Underway

- Working with the Metrolinx AAC, public, local groups (e.g. CNIB), and municipalities about accessible LRT station design
- Some Eglinton Crosstown stations under construction
- Planning for Finch West, Hamilton, Hurontario LRT underway
Accessibility Initiatives – PRESTO

Completed
• PRESTO is now available at select Shoppers Drug Mart stores in Toronto (buy, set-up and load cards).
  • Locations in the 905 and Ottawa coming soon.
• Mobile PRESTO devices on specialized transit with audio mode on request (TTC, YRT, and DRT is coming soon).
• PRESTO website text chat with PRESTO agents.

Underway
• Installation of faregates on the TTC with a lower PRESTO reader on the wider accessible gates.
• PRESTO buy, load and query functions are being added to GO/UPE ticket vending machines.
Accessibility Initiatives – Customer Service

Completed
• GO website accessibility enhancements (e.g. easier to use schedule finder, timetables, fare calculator)

Underway
• New GO website
• Service Information Program
  • Improve customer satisfaction through the communication of service information
Regional Specialized Transit Coordination

- Metrolinx working together with municipal partners across GTHA to help ensure a seamless cross-boundary travel experience.

- 2017 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
  - Shared recognition policies
  - Eligibility forms and language
Accessibility Advisory Committee (AAC)

- Committee provides input on a wide range of Metrolinx initiatives
  - Examples from 2017: harmonized wayfinding, GO railcar design, new PRESTO devices
- Ad-hoc project teams & testing
- AAC members will be added to Metrolinx Design Review Panel to provide more detailed input on station designs
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