

# **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](mailto: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

## PLAN



## BUILD



## OPERATE



## CONNECT





# THE BIG MOVE LEGACY

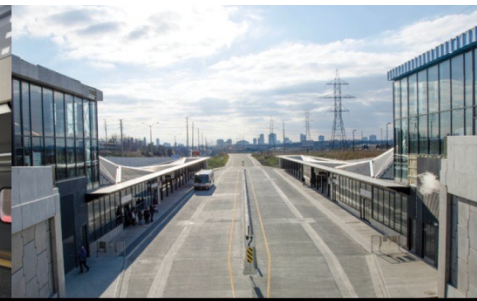
\$30+ BILLION IN  
INFRASTRUCTURE  
INVESTMENT



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](https://www.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.



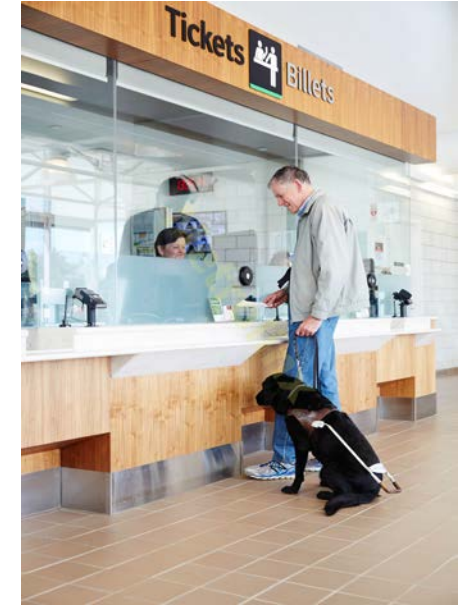
# Accessibility Initiatives - GO Rail Services

## 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



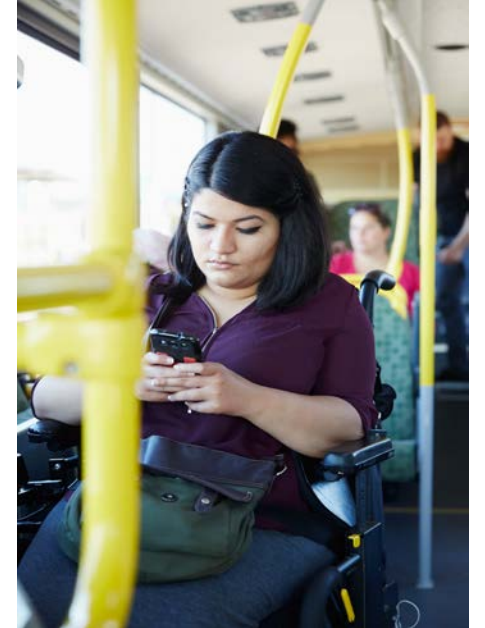
# Accessibility Initiatives - Bus Services

## 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

### Full Schedules

Are you riding a train or a bus? Select the schedule you're

**When are you travelling?**

DD MM YYYY

17

10

2017



### Train Schedules

(including related bus service)



# 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](http://www.metrolinx.com/accessibility)
- Your input will be addressed throughout the plan
- Evaluation forms

