Accessibility Public Meetings

November-December 2019
Tonight’s Agenda

6:00 - 6:30 PM  Poster sessions, one-on-one discussions
6:30 - 6:35 PM  Welcome
6:35 - 6:45 PM  Metrolinx overview presentation
6:45 - 7:25 PM  Metrolinx roundtable session 1
7:30 - 8:10 PM  Metrolinx roundtable session 2
8:10 - 8:15 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 COMMUNITIES

VISION: GETTING YOU THERE BETTER, FASTER, EASIER
Embracing Universal Design Principles

Metrolinx has developed a new Universal Design Standard which:

- removes current barriers in the transit system,
- incorporates international best practices that go beyond accessibility standards & legislation, and
- promotes an equitable and inclusive experience for customers with disabilities.

Staff consulted with Accessibility Advisory Committee members on these standards and related projects.
Acting on your feedback from 2018 meetings

• Suggestion: ensure bus drivers can easily see customers waiting at bus stops by considering where amenities (e.g. garbage bins) are placed
  • What we’ve done: design requirement added to new Universal Design Standard

• At GO Stations, there is no railing or tactile tiles at the end of the platform, creating conditions where customers could walk off platform
  • What we’ve done: design requirements added to the inflight and new projects contracts

• Suggestion: consider adding tactile service information at bus stops
  • What we’ve done: The Metrolinx wayfinding standard project includes some tactile elements at bus stops (e.g. Pickering GO Station)
How We Will Use Input From Tonight

• Summary of feedback from public meetings will be posted online at www.metrolinx.com/accessibility

• Your input will be addressed throughout the accessibility plan

• Evaluation forms help us improve future meetings
Appendices
Improving the Customer Experience- GO Rail Services

Completed
• Oshawa GO Station improvements
• Improved signage at Pickering GO Station

Underway
• Accessibility improvements at existing stations:
  • Platform edge tactile tiles to stations
  • Elevator upgrades
  • Digital signage
  • Hearing induction loops
• Construction of new Kipling Station Bus Terminal (GO, Mi-Way) will create an accessible GO Train station
Improving the Customer Experience– Bus Services

Underway

• Construction of new Union Station Bus Terminal
• More “Super-Lo” low-floor double-decker buses being added to fleet; gradually replacing lift-equipped buses
• Safety campaign for bus platforms
Improving the Customer Experience – PRESTO

Completed:

• PRESTO Mobile App released for Android and iOS:
  • Designed and tested with users for accessibility (e.g. screen reader compatibility, respect for system font size settings)
  • **Android Version**: Enables loading and checking your PRESTO card directly with your phone.

• PRESTO now accepted on TTC Express and Cross-Boundary Routes (TTC-MiWay, TTC-YRT)
Improving the Customer Experience – PRESTO

Completed:

- PRESTO Tickets (for TTC)
  - 1-Ride, 2-Ride, Day Pass
  - Available at Shoppers Drug Mart and Fare Vending Machines (in the TTC Subway)
  - Fare Vending Machines accessibility features include an audio mode.
  - Reduced the minimum load from $10.00 to $0.05 at in-person channels (e.g. Shoppers Drug Mart, GO Transit stations) as of Oct. 28.
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.

- Focus areas in 2019:
  - Exploring opportunities to create cross-boundary travel video
  - Better cross-boundary travel information
  - Improved consistency of transfer location criteria
  - Support person policies, harmonization of terminology
Accessibility Advisory Committee (AAC)

- Committee provides input on a wide range of Metrolinx initiatives
  - Input on new Metrolinx design standards (e.g. Universal Design, Wayfinding, GO Station Site & Landscaping)
  - Light Rail Transit station & stop design reviews
  - Automated shuttle trial
  - New PRESTO offerings
  - Ad-hoc project teams & testing - e.g. digital signage testing at Square One GO bus terminal
- Members from across GTHA