

# **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](mailto: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](http://www.metrolinx.com/accessibility)
- Your input will be addressed throughout the accessibility plan
- Evaluation forms help us improve future meetings



# Appendices

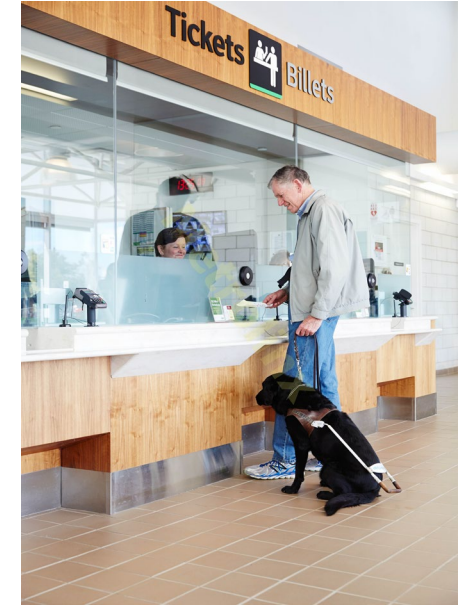
# Improving the Customer Experience- GO Rail Services

## Completed

- Oshawa GO Station improvements
- Improved signage at Pickering GO Station

## Underway

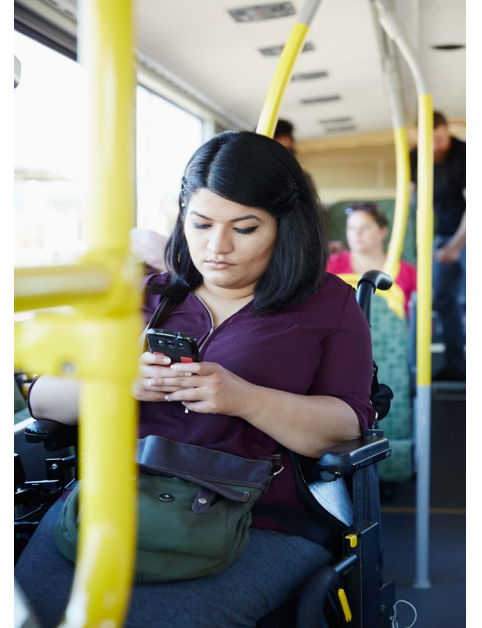
- Accessibility improvements at existing stations:
  - Platform edge tactile tiles to stations
  - Elevator upgrades
  - Digital signage
  - Hearing induction loops
- Construction of new Kipling Station Bus Terminal (GO, Mi-Way) will create an accessible GO Train station



# 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

