

Virtual Accessibility Public Consultation 2021-2022 – Feedback Summary

Improving the Customer Experience: Regional Specialized Transit Coordination

How has COVID-19 currently affected your public transit use?

it hasn't affected my public transit use
Yes, safety issues. Not enough safety protocols re: COVID 19. Need more safety.

How do you anticipate COVID-19 might change your future travel needs (for example, frequency of travel, working from home more frequently) and level of comfort using specialized transit?

I don't anticipate any change
Need more improvements on safety (more social distance, more staff, more safety protocols, and mask requires). Anticipated to see improvements.

If you have used specialized transit for cross-boundary trips (into another municipality), please tell us about your experience.

No comments received.

What suggestions do you have to improve your cross-boundary journey? In your response, please consider possible improvements that could be made to the booking process, at the locations where you are waiting for your connecting bus and/or any other suggestions.

No comments received.

Improving the Customer Experience: PRESTO

What are we currently doing well (from an accessibility perspective) as part of your fare payment experience when using PRESTO? In your response, please consider what we're doing in stations, on trains and buses, in our communications, signage and wayfinding; and in our customer service offerings.

If you do not wish to respond to this question, you can respond with "no comment".

I love using my Presto when travelling on Public Transit! It's easier to use. You don't have to worry about a transfer or a transfer running out as the transfers start at the beginning of the route not when you get on! Monthly passes go on easy as well.

no comment

What suggestions do you have to improve your fare payment experience (from an accessibility perspective) when using PRESTO? In your response, please consider your experience in stations, on trains and buses, in our communications, signage and wayfinding; and in our customer service offerings.

If you do not wish to respond to this question, you can respond with "no comment".

no comment

Roll out contactless payment across the entire system, and if possible, add the card to apple and google pay for increased convenience.

Do you have any suggestions for new accessibility features or services for PRESTO?

expand the E tickets to all transit operators

Add the ability to add PRESTO to a mobile wallet, for better convenience.

What other questions or comments do you have about the accessibility of PRESTO?

No comments received.

Our Universal Design Principles

We are in the process of designing some of our first Service Animal Relief areas. We're especially interested in hearing from you about the following:

If you have experience with using service animal/pet relief areas (e.g. at VIA Rail Stations or Toronto's Pearson International Airport):

Please tell us about your overall experience using service animals/pet relief areas?

If you do not wish to respond to this question, you can respond with "no comment".

<p>We have not used this area as we have not been to one of these areas. I feel that this is an excellent idea to have this area! It was a question we thought of if we had to travel by VIA with our Service Dog - Where would he be able to relieve himself!</p>
<p>I have never found the service dog relief area at Union Station. I've asked both Via Rail employees and GO Transit employees. If it's new, i.e. installed after November 1, 2021, this makes sense. If it was created before November 1st, then it's important to inform more staff so they can provide direction. It's also important to install signage.</p> <p>When I needed relief for my service dog I would wheel up to the property behind the TD Bank on Wellington St. It was not suitable. I'm glad to know a relief stop has been created.</p> <p>Please tell me where it is.</p>
<p>No Comment</p>
<p>Not Applicable</p>
<p>My service animal and I are pleased with your transit system, but we noticed you haven't implemented CPPP in Canada?! As AODA drafts up new standards for the health and air quality of your passengers, it will reflect on the membership costs and availability when your international project designs requirements include Covid Prevention Plan Plus, its literally in the name!</p>

Does your service animal prefer some ground surfaces over others?

If you do not wish to respond to this question, you can respond with "no comment".

<p>Our Service Dog prefers dirt, grass, trees and bushes.</p>
<p>Grass is preferred. Wood chips sometimes works. Cement doesn't work at all.</p>
<p>No Comment</p>
<p>Not Applicable</p>
<p>Natural grass and anything other than concrete to - on after a 30 minute rush hour traffic bus ride.</p>

What accessibility features of this amenity work well, and what could be improved?

If you do not wish to respond to this question, you can respond with "no comment".

signage. Location information - directional arrows, location shown on maps.
If a raised area could be created, it would make things easier for a wheelchair user to pick up the ----.
No Comment
The accessibility for the Deaf / Hard of Hearing and Deafblind need improvements - visual accessibility. Many deaf / hard of hearing people cannot hear any announcements in the train - Metrolinx and limit access for the deaf and hard of hearing people who use Metrolinx daily. Deaf / Hard of Hearing people struggles to follow the instructions of the announcements on the speaker which Deaf / Hard of Hearing people cannot hear in case of emergency / announced the stop location and had to rely on the staff / see the visual signs of the locations/ had to rely on other customers for help to guide them if any announcements on the speaker. I think it needs more visual access for Deaf / Hard of Hearing and Deafblind people would be greatly help to feel safe.
My company researched your entrances and found a major flaw that will not only cause fines in the near future but lawsuits also. I chose to request a funded opportunity to repair these and produce a better standard installation under the Disability Act as opposed to suing you for negligence (ya that serious).

New Subway Projects

If you have travelled on or read about other subway services (including existing subways in Toronto), what did they do well from an accessibility perspective:

- **Along the pathways leading to their stations;**
- **In their stations;**
- **On their vehicles;**
- **In their communications, signage and wayfinding; and**
- **In their customer service offerings?**

Some stations in Toronto are good about marking where the station gap is lesser.
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most stations have both escalators and elevators - not all of them. Islington station doesn't have escalators or elevators at the street entrances/exits.

They are well lit, and mostly clean. I love the blue seats.

In England on the Mersey Line, customer service was offered to customers with disabilities on request. If a person can walk, but can't walk long distances, a wheelchair service was offered. Customers could specifically request customer service to take them, with or without a wheelchair, through the very long corridors, with confusing twists and turns, to a train. It was a great way of recognizing that not everyone can be 100% independent, but with a little help, they can still take the cheaper form of public transit. Door-to-door service is much more expensive.

The subway had been safe, however, it is not fully accessibility for Deaf and Hard of Hearing people such as speaker announcements in case of emergency, delay time, or request customers to leave the train. They do developed the visual written for next stop stations, and few things on the ceiling where deaf / hard of hearing can see (computerized on ceiling), but they do not provide announcements when there are emergencies or delays on the visual alert (I do not know what it is called) and Deaf / hard of hearing people had to rely on other customers on what the announcement just announced, and hard to follow instructions if there are one. It is very limited for us Deaf / Hard of Hearing.

Platforms edge tiles and braille elevator buttons are helpful

Have accessibility signage

If you have travelled on or read about other subway services (including existing subways in Toronto), what suggestions do you have that could improve your customer journey from an accessibility perspective in future subway projects:

- **Along the pathways leading to their stations;**
- **In their stations;**
- **On their vehicles;**
- **In their communications, signage and wayfinding; and**
- **In their customer service offerings?**

Safety! It's impossible to contact staff if something is wrong! I've never had a TTC operator actually respond to the intercoms.

easier cross over from one line to another line e.g. Yonge station going from the Bloor line to Yonge line. North South East West platforms aren't always easy to get to especially the signage as well.
There have been many times when I could not understand announcements made in the subway cars during a slow down. It is much rarer than it used to be. If you could have the driver repeat the announcement always - that would help.
Keep customer service for those who need it.
Not applicable
Just one thing... There is often a small height difference between the platform and the train cars. You can feel it when you're in a wheelchair and it can be a challenge to get on the train when you have smaller wheels.
In the station

What other questions or comments do you have about the accessibility of subway services?

If you do not wish to answer this question please write "No comment".

Not applicable
No Comment
I am not sure what you have in place for the Deaf on the subways. I know the buses have the electronic signs that say the name of the next stop, but what is available for the Deaf or hard of hearing? I know the new subway cars have a monitor - that is not easy to see from all parts of the car - but what about when they are in the station and there is an announcement?
No comment
Will there be any improvements on visual computerized announcements in case if there are emergencies, (from the speaker) / follow instructions if needed on the subway (get off subway, delays, etc.). IT is very limited for deaf and hard of hearing people and very limit visual features for Deaf and hard of hearing people.

I don't understand why the accessibility surveys are so detailed and yet there aren't meaningful opportunities to influence the aesthetic design of the stations.

No comments

Improving the Customer Experience: GO Rail and Bus

If you have travelled on GO Transit over the past year, what are we currently doing well as part of your customer journey (from an accessibility perspective), in each of the following areas: In our train stations and bus terminals; Along pathways to and through our station areas (including parking lots/garages)? On our trains and buses; In our communications, signage and wayfinding; and In our customer service offerings?

Love the new Kipling station! A welcome addition to the area! It is a lot better than catching a Mi-Way bus at the old Islington station!!!! The tunnel is really good to use in the bad weather. Metrolinx needs to make the GO Transit buses completely (100%) double decker "Super Lo"!!!!

Communications and signage is a lot better now.

The things that need improvement is the heaters in the shelters at the Transitway stops (Erin Mills in particular). They are always breaking down! Creating wind breaks at the Transitway stations. The corridor along the 403 is like a tunnel! Next bus information at the Erin Mills and Winston Churchill stops (Transitway).

I have traveled quite a bit from Union Station to Bradford. My only issue was the day that the train was on an unusual track and the elevator brought me to the non accessible part of the train. Is there a way to ensure that the information as to which elevator will bring you to the correct side of the train?

No comment as I have not travelled on the past year

Not applicable

Downsview Park Go & Subway has no Bathrooms. Why?

New wayfinding standard is appreciated.

How has COVID-19 currently affected your public transit use?

If you do not wish to respond to this question, you can respond with "no comment".

I use sporadically throughout the year
No it hasn't affected my use of public transit but I am more cautious - extra space around me. Always wearing my mask and making sure others on the transit are using theirs.
no comment
I am not going out as much
Yes, need more safety and limited accessibility for Deaf and Hard of Hearing people as well as Deaf Blind, people with disabilities.
Use it less
Less trips at first, but only slightly less trips after reopening in February 2022

How do you anticipate COVID-19 might change your future travel needs (for example, frequency of travel, working from home more frequently) and level of comfort?

If you do not wish to respond to this question, you can respond with "no comment".

No impact
I am retired so working from home doesn't apply. I still need to get around so I don't anticipate any change.
I will continue to work from home more frequently. I am uncomfortable if anyone in my car is not wearing their mask.
It will be a long time before I use public services due to the risk to my health.
More safety protocols, more accessibilities.

Keep masking up!

I am comfortable with Covid, especially with the booster shot and a weak Omicron variant

Because of university, my travel times are not just during the rush hour. I need good transit at different times (York Region to Downtown Toronto)

What suggestions do you have to improve your customer journey from an accessibility perspective, in each of the following areas: In our train stations and bus terminals; Along pathways to and through our station areas (including parking lots/garages)? On our trains and buses; In our communications, signage and wayfinding; and In our customer service offerings?

Photos with signs at the station as a means of wayfinding and confirmation of the train/route

Very overwhelming for someone who doesn't use public transportation frequently especially at Union Station

better direction signs showing a person the way to the accessibility platform from the accessibility elevator on the platform for the trains. We have trouble making sure we are going in the right direction from the elevator to the accessibility coach platform

The old buses. I cannot get on them easily and I cannot sit comfortably - I have arthritic knees and I was in such pain after I went from Yorkdale to Brampton. I LOVE the low riding double decker buses! they are so easy to enter and sit in!!! The fact that there is no elevator at the Yorkdale terminal is nothing less than shameful. Now I have to admit that it has been a few years since I took a bus from there, so if you have added one, awesome.

No comment

Not applicable

Downsview Park Go/Subway has no Bathrooms?!

1. Automated station announcements
2. Level platforms for every train car... at each station. I don't understand why this isn't being implemented as part of GO Expansion Early Works.
3. New wayfinding standard should be deployed across the entire Metrolinx network and should be adopted by all other transit agencies.

Do you have any suggestions for new accessibility features or services that could better support your customer journey?

nil
there is none that come to mind that you aren't already doing! At least none that I have come across.
I know it takes money, but you asked. Get rid of the old buses and replace them with the low riders (they don't have to be double decker) or find a bus that enters much more easily if you need the luggage storage.
No comment
Visual accessibility need more improvements for Deaf / Hard of Hearing people. They cannot hear the announcements on the speaker and the visual access (almost like closed captioned) on the ceiling / walls are not available; safety issues for Deaf and Hard of Hearing people who cannot hear the announcement in case of emergencies, or anything important. Safety is number one issues for Deaf and Hard of Hearing people who can't follow the announcements because there are not visual alert.
Put Bathrooms in Downsview Park Go/Subway.
<ol style="list-style-type: none">1. Automated station announcements2. Level platforms for every train car... at each station. I don't understand why this isn't being implemented as part of GO Expansion Early Works.3. New wayfinding standard should be deployed across the entire Metrolinx network and should be adopted by all other transit agencies.

What other questions or comments do you have about the accessibility of our services?

nil
Keep up the good work, there will always be new and better ideas coming
none that I can think of right now.

I have a degree of fear using the public system due to the fact that the experience is not seamless. I cannot walk long distances and use a mobility scooter. I would love to take the go train to downtown Toronto. I am aware though that issues with elevators are consistent in the fact that their availability is inconsistent. I also am aware that not all subway stops in the GTA have elevators yet. As a result of these facts, I can't ride the system therefore can't comment further as I haven't truly experienced what is accessible and what isn't.

N/A

Light Rail Transit (LRT)

If you have travelled on or read about LRT services in other cities (e.g. Kitchener-Waterloo, Ottawa), what did they do well from an accessibility perspective? In your response, please consider what was done along the pathways leading to their stations or stops, in their stations or stops, on their vehicles, in their communications, signage and wayfinding; and in their customer service offerings.

If you do not wish to respond to this question, you can respond with "no comment".

I haven't travelled or read about the LRT services in other cities

In need of more restrooms and more frequent. Love to have a disability stop where we can get off closer to the bathrooms and elevators. I am happy to provide more details, worked in high rise construction and retired
We reside balcony facing your current Eglinton Crosstown West site.
We have a perfect bird's eye view of everything being done currently at Eglinton Ave and Martin Grove Ave and see some critical areas that is financially crippling if you get audited, or an inspector dropped by! I created CPPP to assist in elimination of bacteria indoors at the rate of 4000sq ft/ 30 minutes. Non chemical and currently in use internationally but misused. Covid Prevention Plan Plus (CPPP) is an amalgamation of common practice and equipment OHIP cover allergy medications compatible with a team of experts and 20 years + each in our fields and capabilities to provide more details with manufacturers awaiting introduction.

No experience with LRT in other cities.

no comment

If you have travelled on or read about LRT services in other cities, what could they have done to improve your customer journey from an accessibility perspective? In your response, please consider what was done along the pathways leading to their stations or stops, in their stations or stops, on their vehicles, in their communications, signage and wayfinding; and in their customer service offerings.

If you do not wish to respond to this question, you can respond with "no comment".

no comment

BIGGER SIGNAGE AT EYE LEVEL!

No comments

no comment

What other questions or comments do you have about the accessibility of LRT services?

I think the LRT services will be a really good thing to have in our community (Mississauga)

We are the experts you need to oversee this project. There are so many fair or extremely poor safety conditions that you are unaware of that can put your crews out of work and hundreds of thousands each site in fines. We are here to help.

Not applicable

My question is about the building of the LRTs. I have never had this addressed, despite having asked several times, but what were you thinking at the corner of Eglinton and Bayview? To move the bus stops UPHILL from the corner was completely inaccessible. It made it impossible for me to use the buses there. I don't think anyone had accessibility in mind when they came up with that stupid plan.
Please make sure that something like that never happens again.

Improving the Customer Experience – Bus Rapid Transit (BRT)

If you have travelled on or read about BRT services locally (e.g. Mississauga Transitway, Viva in York Region, Zum in Brampton) or in other cities, what did they do well from an accessibility perspective? In your response, please consider what was done along the pathways leading to their stations or stops, in their stations or stops, on their vehicles, in their communications, signage and wayfinding; and in their customer service offerings.

If you do not wish to respond to this question, you can respond with "no comment".

Mississauga Transitway is a really great way to get from one side of the city into Toronto quickly. The signage is excellent - Next Bus, etc. Getting into the station is really easy and understandable.

No comment

If you have travelled on or read about BRT services locally or in other cities, what suggestions do you have that could improve your customer journey from an accessibility perspective in future BRT projects? In your response, please consider what was done along the pathways leading to their stations or stops, in their stations or stops, on their vehicles, in their communications, signage and wayfinding; and in their customer service offerings.

If you do not wish to respond to this question, you can respond with "no comment".

I feel nothing can be done to improve the BRT

No comment

What other questions or comments do you have about the accessibility of BRT services?

control the speed of buses using the Transitway

I took Mississauga's BRT once and my biggest concern was them not using securement for my wheelchair. PULSE didn't use wheelchair securements automatically either. BRT buses travel at a faster speed at times. I think securements are necessary to prevent serious injury in the case of an accident. (Note my experiences were pre-COVID. i.e. almost two years ago). If this changed, great. If it didn't, please consider it.

Public Forum: Other Questions/Comments

What other questions or comments do you have about the accessibility of our services? Post your response in the forum below.

NOTE: Conduct inconsistent with our policies will result in the removal of your submission.

Activity Type	Count
Comments	4
Agree	158
Disagree	237

Comments

Reality is always overlooked or pushed aside.

Anonymous

Jan 17, 2022 - 20:10

Also: It was so nice having the Metro Cop's taser in my face on the Go Train when he asked me so nicely to move for a woman with a baby carriage, I have a disability. You need to educate.

- Vote for this question: 26
- Downvote this question: 21

Answer

Metrolinx (Jeffrey)

Jan 21, 2022 - 15:28

Hello,

We're sorry to hear about this encounter you had with staff. We'd like to get more details about this incident, including the trip details. Can you please follow up with us by using the "Contact Us" page for this virtual accessibility consultation, or by sending an email directly to accessibility at Metrolinx dot com? Thank you.

- Vote for this question: 21
- Downvote this question: 33

I find the Go train and Union Station not a very accessible

Anonymous

Jan 13, 2022 - 17:39

Riding the Go train with a child with vision loss during "rush hour" is hard when people are in a rush and literally push people out of the way. We have had many instances where we have been pushed, even on stairs. There needs to be a safe route for people/children with accessibility issues. Trying to find such areas is difficult even if they exist

- Vote for this question: 27
- Downvote this question: 25

Answer

Metrolinx (Jeffrey)

Jan 21, 2022 - 15:14

Thank you for your feedback. We're sorry to hear about these challenging experiences you have had when travelling Union Station during rush hour, including being pushed by other customers. Given the level of congestion in stairwells at Union Station, an option for a safer route would be to use the elevators up to platform level.

- Vote for this question: 15
- Downvote this question: 32

Reality is always overlooked or pushed aside.

Anonymous

Jan 17, 2022 - 20:01

350 words does not allow one to fully post. This can be seen as a violation of both the AODA and OHRC. Please change this. Remember "Duty to Accommodate. Guess not METROLINX still does not understand either.

- Vote for this question: 25
- Downvote this question: 27

Answer

Metrolinx (Jeffrey)

Jan 21, 2022 - 15:23

Thank you for your suggestion to increase the word limit for comments and questions in this Public Forum. As a result of your feedback, the word limit has been doubled. For multi-part or multi-topic comments or questions, an option is to submit comments or questions in separate posts.

- Vote for this question: 14
- Downvote this question: 31

I find the Go train and Union Station not a very accessible

Anonymous

Jan 13, 2022 - 17:35

visit Sick Kids many times per year with my daughter with vision loss. hard to navigate the terminals/buildings when there is no staff at the kiosks or in the area to ask questions and that is for me a sighted person. Daughter got on train and doors closed as I shoved my arm in the door so she wouldn't be on the train by herself. So many issues

- Vote for this question: 14
- Downvote this question: 35

Answer

Metrolinx (Jeffrey)

Jan 21, 2022 - 15:02

Thank you for your feedback. Through the shift to a self-service model, Metrolinx encourages customers to use Ticket Vending Machines and other fare devices to purchase and top up PRESTO cards and purchase tickets. Prior to this shift, most station staff were located behind the service counter. Now that they have been redeployed to provide roaming assistance, they are able to serve customers throughout the station. More recently, they have also been assisting with the cleaning of high-touch point surfaces to keep everyone safe and healthy during the pandemic. Having said that, we recognize that it can sometimes be difficult to find station staff now that they have moved out from behind the service counter.

With regard to navigating Union Station, we hope that you find the updated wayfinding signage helpful in navigating through and beyond the station.

We're sorry to hear that you were almost separated from your daughter when trying to board the GO train. It would be helpful if you could send us further details about this trip using the "Contact Us" tab at the top of this page.

- Vote for this question: 16
- Downvote this question: 33

Accessibility Virtual Open House (VOH) - March 2, 2022

Activity Type	Count
Comments	5
Agree	9
Disagree	0

Comments

Safety and security for disabled LGBTQIA+ passengers

Anonymous

Mar 2, 2022 - 13:14

Riding GO Transit can be stressful for those of us with disabilities and even more so if you are also a member of the LGBTQIA+ community. Being Transgender on top of being disabled adds even more stress and danger to our travels. What is GO Transit

doing to make sure we can ride safely without worrying about being misgendered or harassed by staff or other passengers particularly when it comes to using public washrooms on trains and in stations, or when simply engaging with staff or just trying to enjoy our ride? Do staff members receive sensitively training and know not to use gender specific terms or assume someone's gender identity? These are situations that are extremely important to passengers in this community. Something that may seem innocent like accidentally misgendering someone can be absolutely devastating to a person who is Transgender. Proper terminology is always important as hearing something inappropriate can really hurt someone who is already dealing with fear, stress and feeling vulnerable. Being misgendered and assaulted in public washrooms is an ever present fear and not being allowed to use the washroom that corresponds to your gender identity can have a long lasting and extremely demoralizing effect on that person, and disabled washrooms aren't always available particularly in an emergency. We all want to be treated with dignity and respect but for some people that is not something that is easily obtained. Discrimination is cumulative and those with disabilities who are also Queer face more discrimination and harassment than others and if you are also a person of colour there's even more to deal with.

- Vote for this question: 3
- Downvote this question: 0

Cognitive and Developmental Disabilities access

Anonymous

Mar 2, 2022 - 11:33

1. The TTC has specific "training groups" that teach individuals how to use the TTC in person. is this something implemented with the Go-Train/Go-bus system?
2. Is there any type of low sensory type of environments where individuals can wait for transit?
3. Since Go-Train Ambassadors are slowly being moved out of the ticket booths and asked patrol the general area. Are there a specified spots where Go-Train ambassadors are easily accessible? (in the station)
4. Are there systems in place that would make both the website and travel information on the transit more accessible? (e.g. immersive reader for website and large/noticeable signs on trains, bus stops, and train stations.)
5. Are staff required to undergo crisis intervention training that is specified towards those with sensory and developmental disorders?

Suggestions

1. Make the accessibility information on website more easily visible.
2. Support Person Assistance card
 - a. Please make the information easier to find on website

b. More general information about the Support Person Assistance card is needed.
i. (e.g. how long does the sticker last, is it transferable if another support person helps the individual, do you need to get a new sticker/stamp every trip?),
ii. How will one get a support sticker/stamp if they are using the new mobile only system?

- Vote for this question: 2
- Downvote this question: 0

Accessible buttons at Whitby go station bus loop

Anonymous

Mar 2, 2022 - 15:23

Hey there, I have called and talked and about accessible buttons at the bus shelters at the Whitby go station and got told this will be long process. this should be first priority and also I got them put the washrooms in to make it accessible.

- Vote for this question: 2
- Downvote this question: 0

Crosstown stop at Victoria Park being called O'Connor

Anonymous

Feb 21, 2022 - 00:08

Do you anticipate passenger confusion with the Crosstown stop at Victoria Park being called O'Connor? It should be called Victoria Park - O'Connor so as not to confuse it with the Victoria Park subway station. If the Crosstown train is similar to the new TTC streetcars, you can't really access the driver to ask for clarification. Passenger confusion is time consuming and frustrating for all.

- Vote for this question: 1
- Downvote this question: 0

Eglinton west name change

Anonymous

Mar 2, 2022 - 09:29

Even if Eglinton west is Cedarvale, I think it should be named as Eglinton - Cedarvale or Eglinton West - Cedarvale, that way, Line 1 will be Eglinton West and Line 5 will be Cedarvale, Eglinton can be named Eglinton - Yonge

- Vote for this question: 1
- Downvote this question: 0