

# Metrolinx 2022 Accessibility Status Report

## Acknowledgements

We would like to acknowledge the efforts of current and former Metrolinx Accessibility Advisory Committee (AAC) members for their valuable input into our accessibility planning activities.

## 1. Introduction

The 2022 Accessibility Status Report provides an update to the 2021 Status Report, and is reflective of Metrolinx efforts as of December 31, 2022. Metrolinx, a Crown agency of the Province of Ontario under the responsibility of the Ministry of Transportation, operates GO Transit, PRESTO and the Union Pearson (UP) Express.

This Status Report fulfills Metrolinx's legal obligations under the Integrated Accessibility Standards Regulation (IASR) of the *Accessibility for Ontarians with Disabilities Act* (AODA) to publish an annual update on the multi-year accessibility plan. Metrolinx Multi-Year Accessibility Plans and other accessibility planning documents can be found on the Metrolinx website at the following link: [www.metrolinx.com/en/aboutus/accessibility/default.aspx](http://www.metrolinx.com/en/aboutus/accessibility/default.aspx).

Metrolinx, including its operating divisions, remains committed to implementing plans to achieve AODA compliance. Improvements continue to be made to remove barriers in order for services to be more convenient and easier to use for all customers, including those with disabilities. Metrolinx will comply with future regulatory requirements. More broadly, Metrolinx will work to improve the customer experience for all of its users, which will include making efforts beyond AODA requirements to ensure that specialized transit users have a seamless journey. rather than focusing only on what is required to comply with the AODA.

Metrolinx is guided by the following corporate accessibility commitment statement:

The organization will work diligently to remove existing barriers to access, avoid creating new barriers, and address

gaps hindering the safety and customer experience of persons with disabilities. Metrolinx will demonstrate leadership, consulting widely and incorporating best practices that go above legislated requirements to enhance accessibility in its services and infrastructure.

This includes the commitment to:

- ensuring that its services, infrastructure and operations are accessible, safe and convenient to all customers and employees, including persons with disabilities, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), and to
- work with Transit Agencies and Municipal partners in the Greater Golden Horseshoe (GGH) to plan, build and operate a safe and integrated accessible transportation system.

Examples of key accomplishments since the 2021 Status Report include:

- Elevator upgrades and installation of tactile attention indicator tiles along platform edges at various GO stations;
- Market research surveying customers who have disabilities to seek their input on the next generation GO Bus;
- The rollout of PRESTO contactless payment for GO Transit, Brampton Transit, MiWay and Oakville Transit allowing payment for transit by directly tapping a credit card or a credit card in mobile wallet. This provides another payment option and one that does not require loading. The physical PRESTO card remains fully supported for customers who don't have access to or are not comfortable using a credit card;
- The ability to register customers immediately by phone through the PRESTO call centre. This enables customers who do not create an online account to register their card without printing, filling in, and mailing a paper form.

Examples of key areas of focus and planned accomplishments for the coming year include:

- A network-wide accessibility audit of public-facing GO Transit facilities;
- A new partnership with Access Now , an app that provides information on the accessibility of environments with crowd sourced data, to become a Verified Customer. This will allow Metrolinx to share accurate data on the accessibility of GO station environments, and AccessNow will provide Metrolinx with feedback from customers regularly to help Metrolinx track and measure progress in supporting customers with disabilities;
- Continued construction on the new Eglinton Crosstown and Finch West Light Rail Transit (LRT) projects in Toronto, and on the Hazel McCallion Line (formerly known as the Hurontario LRT) project in Mississauga and south Brampton, which are being designed to be accessible, meeting Universal Design best practices for transit, informed by standards such as the CSA B651, Accessible Design for the Built Environment, and community consultation;
- A new and improved and accessible PRESTO ticket vending machine for GO Transit and UP Express stations that will provide the ability to purchase tickets and manage/load PRESTO cards.

## 2. Accessibility Accomplishments and Planned Activities

Metrolinx, GO Transit, PRESTO and UP Express have continued to make improvements to existing and planned services to improve accessibility.

This section will look at both the accessibility accomplishments and planned activities under the categories of Plan & Design, Build, and Operate & Deliver.

### 2.1. Plan & Design

#### 2.1.1. Metrolinx

2.1.1.1. Metrolinx continues to collaborate with municipal specialized transit service providers in the GTHA to improve cross-boundary travel for customers with disabilities. Due to the coronavirus pandemic (COVID-19), the main area of focus for most of 2022 continued to be on modifying services and procedures to ensure that both customers and staff are kept safe and healthy as ridership and service levels gradually rebuild. Examples include increasing the number of customers in each specialized transit vehicle (after this was temporarily reduced due to COVID-19 restrictions), vaccination policies for staff, and health screening questions for customers.

2.1.1.2. The following six Design Principles are overarching values that inform and guide the development of the Metrolinx Design Standards, and integrate the physical, digital and human aspects of the end to end customer journey: Seamless, Intuitive, Inclusive, Safe, Reliable, and Thoughtful. Metrolinx Design Standards apply to all new and renovated projects and include standards such as the Design Requirements Manual, Universal Design Standard, Wayfinding Design Standard, Transit Oriented Communities Design Guideline and the GO Station Architecture Design Standard, which address accessibility beyond minimum requirements in the Ontario Building Code and the Accessibility for Ontarians with Disabilities Act.

## 2.1.2. GO Transit

- 2.1.2.1. New and redeveloped stations will be added to the GO Transit rail network through the Transit Oriented Communities (TOC) program TOC is high density, mixed-use development that is connected, next to or within a short walk of transit stations and stops. This type of development is designed to increase transit ridership and reduce traffic congestion, increase housing supply and jobs with access to transit, and catalyze complete communities based on good planning principles. TOC is planned for Mimico, Innisfil and Woodbine GO Stations, and a new station at Park Lawn GO Station has an updated TOC Business Case. Stations developed under TOC are required to comply with applicable Metrolinx Design Standards identified in 2.1.1.2.
- 2.1.2.2. Market research with customers who have disabilities, to get input on the next generation GO Bus, was undertaken in late-2022 through in-person interviews. Their feedback will be used to inform future GO Bus specifications which will be used to ensure bus designs exceed minimum requirements in the AODA Integrated Accessibility Standards Regulation.
- 2.1.2.3. A comprehensive GO Transit network-wide accessibility audit of public-facing facilities kicked off in late-2022. The audit will assess existing levels of accessibility and identify critical gaps in the level of accessibility for existing GO rail stations and GO bus facilities. Metrolinx has hired a consultant to undertake this work, and will consult with the community of persons with disabilities and members of the Metrolinx Accessibility Advisory Committee (AAC). Findings will be used to inform state of good repair activities, station renovations and related prioritization of station works.
- 2.1.2.4. Metrolinx has established a partnership with AccessNow , a Canadian-based website and mobile app that provides information to people looking for verification on what environments and businesses are accessible. As part of the partnership, Metrolinx will become a Verified Customer. This partnership will provide accurate data on the

accessibility of GO station environments, and to market universal design and accessibility to customers who do not currently use GO services. This 3 year partnership commences in January 2023.

### **2.1.3. Light Rail Transit**

2.1.3.1. The Hazel McCallion and Hamilton LRT projects are moving forward. The Hazel McCallion Line has a tentative substantial completion timeline of late-2024. The timeline for the Hamilton LRT is still being determined. Metrolinx, municipal and other accessible design requirements will be followed for these projects.

### **2.1.4. Subways**

2.1.4.1. Metrolinx has assumed responsibility for planning and design of new subway projects. New subway lines/extensions being planned include: Eglinton Crosstown West Extension, Ontario Line, Scarborough Subway Extension, and the Yonge North Subway Extension. The Metrolinx Subway Station Architecture Design Standard (DS-09) provides design direction and requirements for customer facing elements of new subway stations as it pertains to the broader customer journey. In addition to project contract documents and regulatory and legislative requirements, which are in place to ensure accessibility for all, the accessible design integration for new subway stations is driven by the Metrolinx Universal Design Standard. This standard provides accessibility design requirements for customer-facing facilities for all modes. It goes above and beyond the minimum legislated requirements, representing a better practice approach to providing accessible transit.

## 2.1.5. Bus Rapid Transit (BRT)

- 2.1.5.1. All new BRT projects are required to comply with the Metrolinx Universal Design Standard which provides detailed accessibility design requirements for customer-facing facilities. It goes above and beyond the minimum legislated requirements, representing a better practice approach to providing accessible transit.
- 2.1.5.2. Planning for the proposed Dundas BRT corridor is underway. The purpose of the planning work is to evaluate the proposed transit corridor along a 48-kilometre stretch of Dundas Street from Highway 6 in the City of Hamilton through to the Kipling Transit Hub in the City of Toronto, linking Etobicoke and Mississauga City Centres. More than 20 kilometres of the 48-kilometre BRT, would operate in bus lanes or in a dedicated right-of-way, separate from other traffic, allowing faster and more reliable transit connections.
- 2.1.5.3. Planning for the proposed Durham-Scarborough BRT project is underway. This project would bring approximately 36 kilometres of dedicated transit infrastructure, that would connect downtown Oshawa, Whitby, Ajax, Pickering and Scarborough. This project would build on the existing Durham Regional Transit's Pulse Bus service and would provide more dedicated transit infrastructure along Highway 2 and Ellesmere Road to connect to Scarborough Centre.
- 2.1.5.4. A new BRT Architecture Design Standard is being developed. Amongst other requirements, it will include provisions such as median refuge areas (protected spaces at adjacent to BRT platforms that are aligned with crosswalks to facilitate bicycle and pedestrian crossings) and bullnoses (traffic barriers located at the head of the BRT platform island which reduce possible harm to pedestrians). More broadly, this standard will result in greater consistency in the customer experience for BRT facilities.

## 2.2. Build

### 2.2.1. GO Transit

2.2.1.1. Construction is underway on the following new stations:

- Confederation Station (Hamilton), on the Lakeshore West line - the station began receiving bus service in late-2019 with approximately 60 parking spaces available on the north side of the site. In October 2022, Metrolinx began construction of Confederation GO Rail station. The rail station will offer several key amenities, including an accessible island platform with canopies, pedestrian tunnel, 15-vehicle passenger pick-up and drop-off area and direct stair access from Centennial Parkway. Customers will also have access to approximately 150 additional parking spaces.
- Mount Dennis Station (Toronto), on the Kitchener line - this new, accessible transit hub will connect Kitchener's two-way, all-day GO Transit service to the airport via UP Express, the future Eglinton Crosstown LRT, and TTC buses. It will offer 120 bike parking spaces, including 80 indoor spots, as well as a pick-up and drop-off area.

2.2.1.2. Progress has continued on making GO Train service accessible at the remaining three non-accessible and one partially-accessible GO stations. In most cases, station improvements are being delivered as part of the GO Expansion capital program. As the GO Expansion program continues to evolve, project scope and timelines are subject to change.

- Eglinton Station, on the Lakeshore East line - construction and installation of new ramps and elevators to each platform is expected to create an accessible station by the end of 2024.
- Georgetown Station, on the Kitchener line - barrier-free boarding is currently



provided from the north side of the station. Completion of a project to provide barrier-free boarding from both the south and north sides is expected by mid to late-2026.

- Long Branch Station, on the Lakeshore West line - the station will undergo a complete reconstruction including elevators, a new station building, reconstructed platforms, new shelters as well as various initiatives to enhance the customer experience.
- Mimico Station, on the Lakeshore West line - Metrolinx is in the process of formalizing a third-party agreement for mixed-use development at the station, which would include a new station building, parking and other customer amenities, through the Transit Oriented Communities (TOC) program. The TOC project will connect to a new barrier-free pedestrian tunnel with elevator access to both north and south platforms and a new entrance building and accessible drop-off point south of the rail corridor.

2.2.1.3. Accessible station design features continue to be added/improved as part of GO Station renovations. For example, yellow tactile warning tiles are being installed along the full length of platforms, to identify the platform edge. In 2022, new tiles were installed at Pickering and Weston Stations.

2.2.1.4. There are 30 GO Transit Park & Ride facilities that are accessible.

- The Beamsville Park & Ride facility in Niagara Region underwent accessibility enhancements such as accessible parking improvements and the creation of an accessible pedestrian path from the municipal roadway to the bus stop within the Park & Ride. This work was completed in November 2021.

2.2.1.5. Metrolinx has developed the Regional Transit Wayfinding System to establish consistent and instantly recognizable standard for signs, maps and other customer wayfinding tools across the Greater Golden Horseshoe. The standard is designed to

create a high-quality customer experience that will make transit a preferred travel choice for more people, more often. The Standard is being delivered gradually across the region through planned infrastructure projects and other initiatives.

## 2.2.2. PRESTO

2.2.2.1. In April 2022, Metrolinx completed a fare payment device software upgrade to PRESTO devices, which included the following:

- Low-income program customers who previously heard a 2-tone accepted sound and saw a yellow light, are now being accepted at devices with the “adult” (1-tone) sound and a green light in the TTC and the 905 agencies. Many customers with disabilities qualify for low income programs and in the past, Metrolinx heard from some customers that the double tone singled out the use of the low income program. With the change, customers utilizing the low income program will be able to board the vehicles with the same device feedback as other non-low income program users.
- Updated PRESTO device screens on specialized transit to harmonize with standard PRESTO fare transaction device screens and provide more information to the customer (e.g. blocked, expired, reload funds, etc.). This updated includes screens with higher colour contrast and simple language to improve accessibility and understanding of the status of the PRESTO card.

2.2.2.2. PRESTO is working with GO Transit and UP Express on a new accessible and improved PRESTO ticket vending machine for GO Transit and UP Express stations. The new ticket vending machine will provide the ability to purchase tickets and manage/load PRESTO Cards. This device includes accessibility features such as colour contrasted labels and controls, LED lights that guide the customer through the controls, Braille labels and tactile symbols for all customer facing controls, an audio mode controlled with the pin pad, and toe clearance for mobility device users.

### 2.2.3. Light Rail Transit

- 2.2.3.1. Construction for the Eglinton Crosstown LRT is well underway on all underground stations and at-grade stops. All stations and stops will be accessible when the Eglinton Crosstown goes into service.
- 2.2.3.2. Construction for the Finch West LRT is underway, and substantial completion is estimated by the end of 2023. All stations and stops will be accessible when the LRT goes into service.

Metrolinx, municipal and other accessible design requirements are being followed for these projects including the Metrolinx Universal Design Standard and the CSA B651 Accessible Design for the Built Environment.

## Operate & Deliver

### 2.2.4. GO Transit

- 2.2.4.1. Major upgrades were completed in 2022 at various existing GO stations across the network. The following identifies a few examples of the work completed:
- Rutherford GO Station now has a new station building complete with accessible washrooms, walkways and platform access, a new parking structure including accessible parking and accessible routes, improved train platforms (with shelters, canopies and digital displays and elevator access to all platforms connected to the pedestrian tunnel) and an upgraded bus loop and accessible pick up and drop off with covered accessible pedestrian walkways.
  - Unionville GO Station has new accessible pedestrian tunnels and elevators, easier access to the platforms with new ramps from the parking lot, and canopies over the platforms with shelters to provide waiting outside of the elements.
- 2.2.4.2. Safety and accessibility improvements are being incorporated into bus loops at various GO rail stations (e.g. Ajax, Burlington) and bus terminals (e.g. Finch, Yorkdale) across the network. Examples of improvements include yellow painted lines along the full length of the bus loop, and installation of Accessible Pedestrian Signal controls at select pedestrian crosswalks. Preliminary work has started, including lighting upgrades at York Mills Bus Terminal and other locations.
- 2.2.4.3. All GO Trains and Buses include automated stop announcements in English and French. PA announcements have been updated on GO Trains to encourage customers who don't require step-free access to or from the train to use other doors.
- 2.2.4.4. Next-stop electronic (visual) displays are provided on GO accessible railcars and GO Buses.

- 2.2.4.5. Audio/hearing induction loop systems have been installed at service counters and/or other intercoms at several additional GO stations, including Agincourt, Bloomington, Kennedy, Milliken, Rutherford and Unionville, among others. This system allows customers who use hearing aids (equipped with a t-coil switch) to clearly hear staff through the intercom system, by filtering out background noise.
- 2.2.4.6. In October 2022, the existing teletypewriter (TTY) system in the GO Transit-UP Express contact centre was replaced with a new Bell relay service. The relay service enables people with a hearing or speech disability to make and receive telephone calls via text with the assistance of a relay operator. During a call, the relay operator communicates with the person who has a hearing or speech disability via text and then with the GO/ UPE Contact Centre via voice.
- 2.2.4.7. The Interactive Voice Response (IVR) phone system in the GO Contact Centre, launched in November 2015, includes features such as voice recognition, automated schedules, and several self-serve options. Recent IVR enhancements include: updates to zero out functionality from main menu, streamlining overall structure, improving the Where's My Bus flow and providing trip planning options, including cross-boundary and interregional trips by arrival time to destination. In addition to these enhancements, there will also be overall improvements for speech recognition, BCP call routing and reconciling code between the development, test, and production environments.
- 2.2.4.8. Every effort is made to notify customers immediately of any accessibility features (such as elevators) which are temporarily unavailable due to malfunction, construction or repair work. Customers can find this information on the "Service Updates" section of the GO Transit website, or by subscribing to receive status updates via email or text from "On the GO".
- If accessibility equipment breaks down on a bus, train or at a station or terminal, GO staff

will make arrangements so that customers with disabilities get to their destination. This could involve dispatching another vehicle, or issuing a taxi voucher to provide an accessible transportation alternative.

## **2.2.5. PRESTO**

- 2.2.5.1. The successful launch of PRESTO Contactless for GO Transit, MiWay, Brampton Transit, and Oakville Transit including Care-a-van specialized transit, took place in August 2022. PRESTO Contactless provides the ability to tap a regular credit card (VISA, Mastercard, American Express). This means that residents, business travelers and tourists will all be able to tap a payment card already in their wallet, rather than needing to learn how to buy and load a PRESTO card. PRESTO Contactless works with the accessibility features of the PRESTO fare payment devices, including the plug-in audio mode on the in-station devices. PRESTO Contactless will also include web and app functionality, which will be designed and tested to ensure accessibility.
- 2.2.5.2. Multiple customer channel enhancements were made to simplify the use of the PRESTO system and navigation of the website. Enhancements to the PRESTO website and app include:
- Ability to transfer balance to an existing registered PRESTO card from a lost/stolen/damaged card;
  - Increased colour contrast across website pages;
  - Display of fare type expiry date; and
  - Improved transaction history display (e.g. autoload vs ad-hoc load, default trip, transit pass tap).
- 2.2.5.3. Onboard (bus/streetcar) self-serve fare payment devices: The PRESTO fare payment devices that customers use to pay their fares as they board a vehicle include: tactile tap region indicators, red/yellow/green lights, and audio tones to indicate non-visually

whether the tap was a success or failure and whether a payment concession (e.g. child, student, senior, etc.) was recognized.

- 2.2.5.4. Off-board (in-station) self-serve fare payment devices: The PRESTO fare payment and query devices that customers use before they board a vehicle (e.g. in a GO Station) include: tactile tap region indicators, red/yellow/green lights and audio tones to indicate non-visually whether the tap was a success or failure and whether a payment concession was recognized (e.g. child, student, senior, etc.). These devices also include audio mode which is activated by plugging in headphones.
- 2.2.5.5. Secondary (lower) PRESTO readers have been added to the wider, accessibility lanes of the modern fare gates installed on the TTC Subway. This will help customers using wheeled mobility aids, who may have difficulty reaching the primary readers located higher up on the fare gates.
- 2.2.5.6. Self-serve sales devices: The PRESTO Self-Serve Reload Machine (TTC and GO Transit stations), Single Ride Vending Machine (TTC streetcars and select stops), and Fare Vending Machine (TTC stations) all include a variety of accessibility features, including:
- Braille labels,
  - high-contrast tactile labels,
  - a plug-in bilingual audio mode,
  - and the ability to operate the device from the keypad instead of the touchscreen.
- 2.2.5.7. PRESTO card services (card vending, card query and adding value to PRESTO cards) are also available on UP Express and GO Ticket Vending Machines (TVMs), which include a bilingual audio mode.
- 2.2.5.8. Handheld transit fare payment: Some specialized transit services make use of the PRESTO handheld Mobile Fare Transaction Processor (MFTP). The device includes a

bright, colourful display and an audio mode to allow the customer to privately hear their transactions and card query results. Note: the device is always controlled by the vehicle operator. This device is used by the TTC, Durham Region Transit (DRT), York Region Transit (YRT), Oakville Transit, and Burlington Transit.

- 2.2.5.9. Mobile fare processor app (for taxi operators): Some specialized transit services contract non-dedicated taxis to provide rides to some customers. The PRESTO Mobile Fare Processor App (MFPA) solution includes an app loaded on to a standard Android tablet and an external card reader. The device includes a bright, colourful display and an audio mode to allow the customer to hear their transactions and card query results. Note: the device is always controlled by the vehicle operator. This device is used by the TTC, DRT, Oakville Transit, and DARTS in Hamilton. OC Transpo will be using this device in the near future on their Para Transpo specialized transit vehicles.
- 2.2.5.10. The accessible PRESTO mobile app for iOS/Android devices has been optimized to take advantage of the accessibility features built into modern smartphones, such as screen readers (i.e. iOS VoiceOver, Android TalkBack) and font size control. Both versions now allow loading and querying PRESTO cards via the NFC capability built into most modern smartphones. This means that a customer can load funds to their PRESTO card with their phone as they wait for their bus. Then, once they've boarded, tapped and taken their seat, they can query their card with their phone to review the cost of the fare paid, their transfer window and their balance remaining. Customers can also set their GO default trip from the app and manage contactless credit cards used for fare payment in UP Express.
- 2.2.5.11. PRESTO customer service: PRESTO provides a number of accessible customer contact channels, including: phone, email, accessible web chat or postal mail. Customers are now able to register their PRESTO card over the phone with a call centre agent and an email address is not required. While accessibility



concerns can be reported via any channel, the Accessibility section on the PRESTO website also provides an email contact channel for accessibility-specific concerns ([accessibility@metrolinx.com](mailto:accessibility@metrolinx.com)).

- 2.2.5.12. In-person PRESTO sales: PRESTO customers who are more comfortable receiving service in person can receive this by visiting GO Transit stations, municipal transit agency service locations or any one of a growing network of retail locations around the GTHA and Ottawa. Most of these locations are Shoppers Drug Mart stores, but locations also include select Loblaws, Superstore, and Fortino's locations. These retail locations support buying, loading and setting up a PRESTO card with a fare type (e.g. senior, student).
- 2.2.5.13. PRESTO cards: PRESTO cards include several accessibility features: High contrast (black-on-white and white-on-black text), text that is as large as practicable, and a Braille "p" in the upper-right corner to help differentiate the card from other cards in a customer's wallet or purse.
- 2.2.5.14. PRESTO TTC Tickets: PRESTO Tickets are a limited-use product, especially for tourists and occasional customers. They are made of paper containing a lightweight chip, and are tapped like PRESTO cards. The tickets include high contrast (black-on-white) text and customers can query the tickets on TTC Fare Vending Machines (FVM) to reveal how many rides or time remains. The FVM audio mode can be used for this operation.

### 3. Accessibility Consultation and Feedback

The Metrolinx Accessibility Advisory Committee (AAC), , provide input into Metrolinx accessibility planning activities. Metrolinx has also sought input into its accessibility planning activities through the annual accessibility public consultation in early-2022, which was shifted to virtual consultation again due to COVID-19 and associated variants. Input received through these consultations is considered during the development of the annual Accessibility Status Reports and Multi-Year Accessibility Plans. Additionally, Metrolinx uses the GO Transit Customer Input Tracking system (which systematically tracks customer input provided by email and phone, as well as staff responses) to get input into accessibility planning. A Customer Input Tracking system is the main tool used by Metrolinx to manage, evaluate and take action on customer feedback.

Input received through comments from the virtual accessibility public consultations is incorporated into a summary document and posted on the Metrolinx website.

#### **4. AODA Compliance Status Update**

Appendix A on the next page of this document outlines the Metrolinx compliance status for in-progress and recently-completed (since the 2021 Status Report) AODA requirements for all services.

## Appendix A

### Metrolinx AODA Compliance and Dates - Completed / In-Progress since 2021 Status Report

<b>Integrated Accessibility Standards Regulation (IASR) Clause Number</b>	<b>Accessibility Requirements</b>	<b>Compliance Timeline</b>	<b>Notes</b>
14	Accessible websites and web content - existing content	January 1, 2021	GO Transit, PRESTO, UP Express websites- completed; Metrolinx website- completed
52	On-board announcements: electronic	January 1, 2017	On-board audible announcements of the route, direction, destination or next major stop are provided on all vehicles, and digital signs on accessible vehicles (including almost all accessible GO railcars and UP Express cars) provide visual on-board information of the route, direction, destination or next major stop. Installation of digital signs on the remaining accessible railcars was completed in mid-2022.

<p>80.23-80.29, 80.34-80.37, 80.39, 80.41, 80.43</p>	<p>Exterior paths of travel, access aisles, minimum number of accessible parking spaces, signage, on-street parking spaces, service counters, waiting areas</p>	<p>January 1, 2016</p>	<p>Requirements are already implemented for all new construction and major retrofits that have entered into contracts after December 31, 2012. All projects starting design on or after January 1, 2016 will be in compliance.</p>
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