



2023 Virtual Accessibility Consultation

September 28, 2023

6:30 pm to 8:00 pm

AGENDA

- | | |
|--|---------|
| 1. Welcome and Introductions | 5 mins |
| 2. Where Are We Currently | 10 mins |
| • Universal Design at Metrolinx | |
| • GO Transit, UP Express | |
| • PRESTO | |
| • Regional Specialized Transit Working Group | |
| 3. What's Our Plan | 10 mins |
| • Built Environment Accessibility Audit | |
| • AccessNow Partnership | |
| • Hidden Disabilities Sunflower Project | |
| 4. Where Are We Going Next | 5 mins |
| • New Projects | |
| 5. Your Questions and Comments | 60 mins |

Land Acknowledgement

Let us take a moment to acknowledge we are on lands that have been, and continue to be, home to many Indigenous Peoples including the Anishnabeg, the Haudenosaunee and the Huron-Wendat peoples.

We are all Treaty people. Many of us have come here as settlers, as immigrants or involuntarily as part of the trans-Atlantic slave trade, in this generation, or generations past.

We acknowledge the historic and continued impacts of colonization and the need to work towards meaningful reconciliation with the original caretakers of this land.

We acknowledge that Metrolinx operates on territories and lands covered by many treaties that affirm and value the rights of Indigenous communities, Nations and Peoples.

We understand the importance of working towards reconciliation with the original caretakers of this land. At Metrolinx, we will conduct business in a manner that is built on a foundation of trust, respect and collaboration.

Meeting Format

American Sign Language (ASL) interpretation as well as CART (Communication Access Realtime Translation) are provided live in this meeting by Canadian Hearing Services.

We want to ensure everyone can provide input in a format that is accessible to you. For any accommodations or alternative formats, please contact us at accessibility@metrolinx.com or at 647-946-8722.

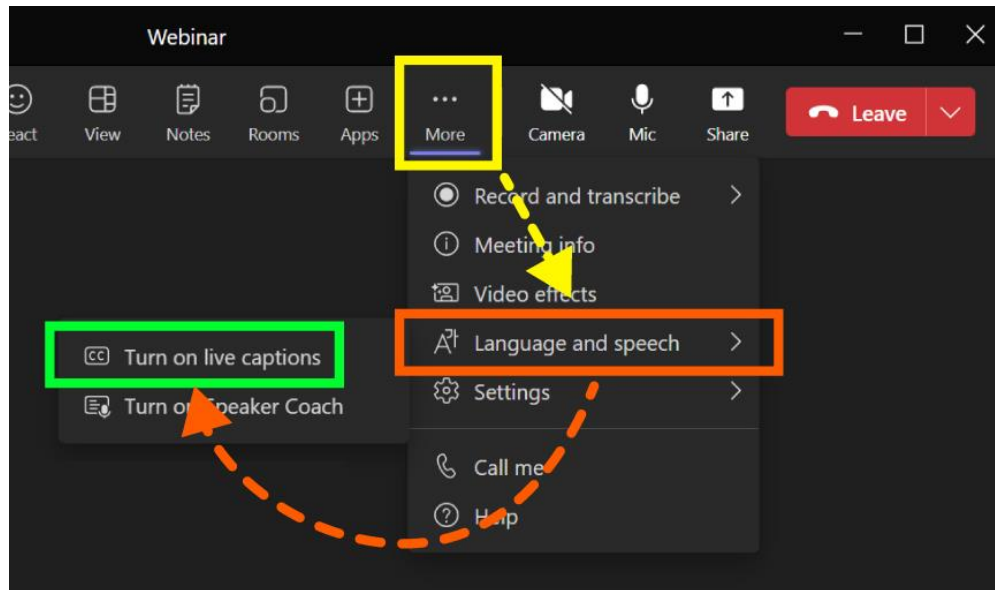
Share Your Thoughts!

Respond to the survey sent to you following this meeting.

Turn on CART Captioning

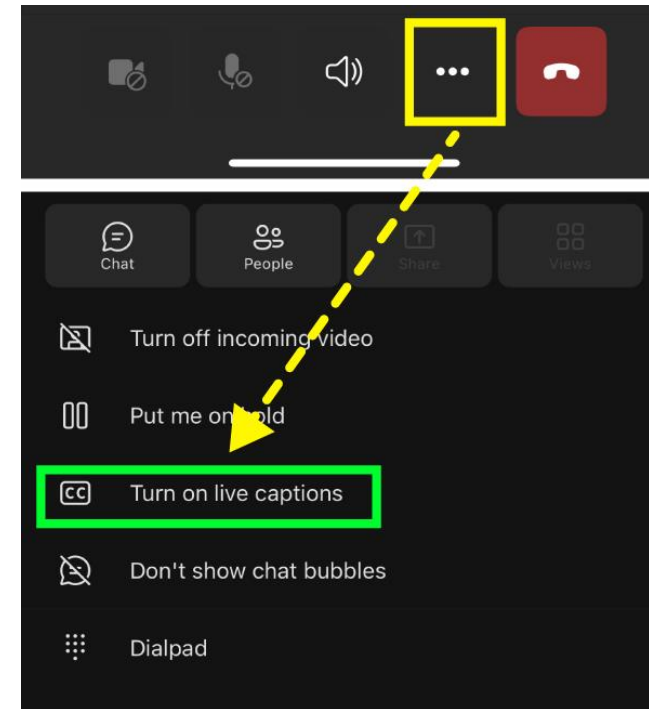
To turn on **CART captioning**, follow these steps if you are using a **web browser**:

- Go to your meeting controls at the top of the screen and select **More**... (Three dots) > **Language and speech** > **Turn on live captions**.



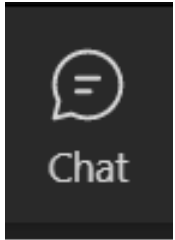
To turn on **CART captioning**, follow these steps if you are using a **mobile device**:

- Choose **More options**... (Three dots) > **Turn on live captions**.



How to Ask a Question (SLIDO)

To access **SLIDO** during the meeting to Submit **Questions**:



- Click "**Chat**" Icon, **Ctrl+Shift+2**

- Click Slido Link and enter your question.

Purpose of Meeting & How Your Feedback Matters

We are meeting with you to:

1. Provide an update on accessibility achievements.
 2. Share information on key planned initiatives for next year.
 3. Seek feedback to ensure our services and projects reflect your needs, and to provide an opportunity for input into our accessibility planning efforts.
- A summary of feedback, including survey results and Q&A responses, from this public consultation will be posted online at www.metrolinx.com/en/about-us/accessibility.
 - Your input will be considered during the preparation of the 2024 Multi-Year Accessibility Plan, in planning or policy processes, and in design through updates to Metrolinx design standards.
 - Consultation information supports the continual improvement of our services. Learnings and feedback are shared with staff across the organization.

Who You'll Hear From

Facilitation	Presenters	Q&A Panel (incl. Presenters)
<p>Zoie Browne LURA</p> <p>Liz McHardy LURA</p> <p>ASL and CART Organized by Canadian Hearing Services</p>	<p>Will Zver Metrolinx - Universal Design <i>Universal Design</i></p> <p>Karla Avis-Birch Metrolinx - Chief Planning Officer <i>Opening Remarks</i></p> <p>Amy Kelly Metrolinx - Universal Design <i>Regional Specialized Transit Working Group</i></p> <p>Marcela Correa Villada PRESTO - Accessibility, Payments <i>PRESTO</i></p> <p>Smit Gandhi Metrolinx - Engineering Lead, Electric Bus <i>Engagement on New Bus Procurement</i></p> <p>Lorene Casiez Human Space / BDP Quadrangle <i>Built Environment Accessibility Audit</i></p>	<p>Sarah Libera Metrolinx - Customer Interface Design</p> <p>Johanna Contreras Metrolinx - Universal Design</p> <p>Catherine Mais Metrolinx - Customer Relations</p> <p>Winnie Falkenstein Metrolinx - Inclusion and Engagement</p> <p>Jan Richards PRESTO - Manager Consumer Experience Strategy, Payments</p>

Planning and Development Mission, Vision & Commitment

Mission

To **connect** our communities.

Vision

Integrated, effective, and sustainable regional **transit for all**.

Commitment

To **remove barriers** to access, avoid creating new barriers, and **address gaps** hindering the **safety and customer experience of people with disabilities**.

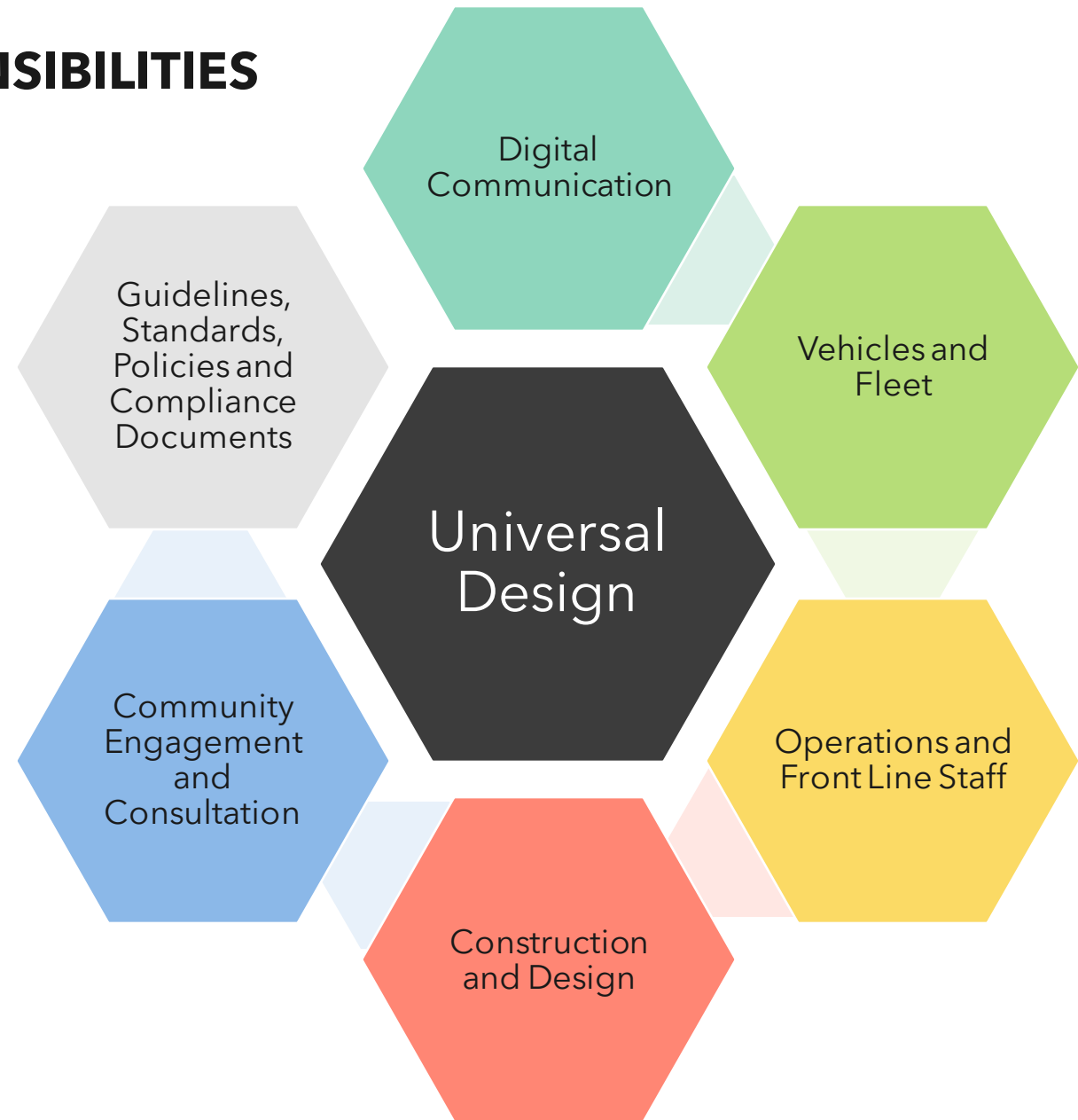
UNIVERSAL DESIGN ROLE & RESPONSIBILITIES

Universal Design Team Overview

Universal Design strives to **bring equity and support all customers, build confidence in the network to attract new ridership**, support Customer Satisfaction outcomes, and reduce risks and customer complaints.

The Universal Design (UD) team are the owners and managers of **the Universal Design Standard** and provide **Subject Matter Expert** guidance and compliance reviews.

Universal Design responds to questions posed through accessibility@metrolinx.com, works with the Customer Relations team to respond to queries focused on accessibility and inclusion, and reports on compliance with the AODA.



Where Are We Currently

Universal Design Built Environment Standard

- In 2019, Metrolinx completed and adopted its first Universal Design Standard. This Standard is a “living document”, evolving over time, and has undergone an update in 2023.
- The Universal Design team reviews this document regularly to reflect changes in legislation, technological advancement, and emerging best practices, as well as to reflect corporate direction and business needs.
- The standard reflects industry best practices to fill gaps in legislative requirements pertaining to transit infrastructure (i.e. CSA B651)
- Robust, inclusive consultation with people with lived experience of disability is key to vetting, refining and sometimes redefining design requirements. For example, staff consulted with Accessibility Advisory Committee members on these standards and related projects.



GO TRAIN STATION ACCESSIBILITY

62 of 66 GO stations are accessible and all Subway and LRT projects underway will be accessible.

GO Station	Work To Complete	Expected Completion Date
Eglinton	A current construction project is expected to create an accessible station.	2024
Georgetown	Accessible boarding is currently provided from the north side of the station. Completion of a project to address accessible boarding on the south platform is expected by late 2026.	2026
Long Branch	The station will undergo a complete reconstruction to support an accessible and enhanced customer experience at the station.	2026
Mimico	A third-party agreement for a mixed-use development at the station is near finalization, which will connect to a new development to provide an accessible station.	Timeline in development



PRESTO: Alternate Registration Methods

The PRESTO call centre is now able to register customers immediately by phone who previously would have been directed to download, print-out, fill-out, and mail-in a PDF paper form.

Ideal for:

- Customers who don't have a computer or Internet access/comfort (including some seniors and people with disabilities).
- Customers who have no interest in managing their PRESTO card via the website or the PRESTO App.

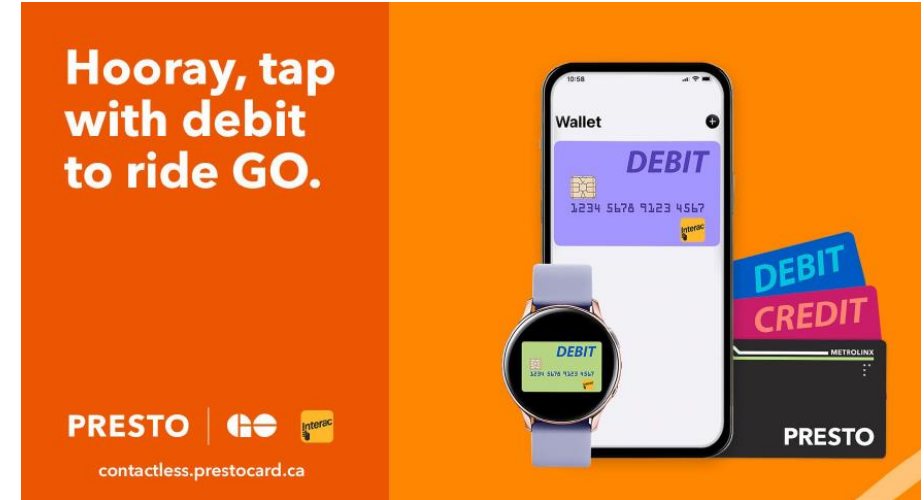
Notes:

- Registration over the phone only provides balance protection.
- For other benefits such as checking online transaction histories, setting up Autoload and Autorenew, and to manage multiple cards, customers need to create an account online through the PRESTO website or App.



PRESTO: Pay By Credit or Debit

- **A new way to pay!**
- Credit and debit cards now accepted at PRESTO devices
 - Bus devices
 - Station devices
 - Para transit vehicle devices



PRESTO DIGITAL CHANNELS

- PRESTO Web and PRESTO App
 - Accessible (Conform to WCAG 2.0)
 - Log in to your PRESTO Account or anonymously
 - Add/remove debit card from account
 - View transaction history
 - Set a GO Default Trip for your debit or credit card

Transaction History

You can find your travel history for this card. Travel history is only available for the last 6 months.

FILTER BY MONTH

March 2020 Expand all

8 Mar 2020	Total: \$5.02 2 Items
This was an unpaid fare that was settled on 6 March 2020.	
UP Tap Off 09:26 AM 8 Mar 2020 Weston UP	-\$4.23

PRESTO: New Ticket Vending Machine

- New machines will be placed at GO and UP Express stations.
- Accessibility Features Include:
 - Controls are between 700 mm – 1200 mm for easy access when standing or sitting,
 - Toe clearance for wheelchair users,
 - Braille labels and tactile symbols on all customer facing controls,
 - Pinpad controlled Accessibility Mode using the headphone jack



Regional Specialized Transit Working Group (RSTWG)

- Metrolinx continues to work with municipal transit partners by coordinating the RSTWG to help support a seamless cross-boundary travel experience, including opportunities to better coordinate specialized and conventional transit. The RSTWG consists of 12 specialized transit agencies in the region.
- A Memorandum of Understanding (MOU) is in place between the various specialized transit agencies in the Greater Toronto and Hamilton Area (GTHA) to help facilitate cross-boundary travel. For customers using mobility aids who are registered (in good standing) with a specialized transit agency in a GTHA municipality where they live, they are automatically eligible for specialized transit services with the other transit agencies.
 - For more information, please visit http://www.metrolinx.com/en/aboutus/accessibility/cross-boundary_travel.aspx

What's Our Plan

GO Transit Built Environment Accessibility Audit

To increase consistency in the portfolio of GO Services, a network wide built environment audit was initiated in December 2022, to be complete by January 2024.

This audit will determine where existing GO facilities meet the Metrolinx Universal Design requirements and identify recommendations for remediation of barriers identified.

34 of 70 Stations have been assessed to date, with the remainder being completed this fall. (Grey represents completed)



- Lakeshore West: Complete
- Lakeshore East: Complete
- Richmond Hill: Complete
- Bus Stations: Complete
- Barrie
- Stouffville
- Milton
- Kitchener

GO Transit Built Environment Accessibility Audit: Emerging Themes



Aging Infrastructure



Site Connectivity



Wayfinding



Safety

Legacy infrastructure was not designed for customers with disabilities.

- Improvements will focus on:
- Prioritizing the accessible route with appropriate widths and clearances
 - Ensuring accessible washrooms where washrooms are provided

Sites have been designed to prioritize vehicular access rather than pedestrian access.

- Improvements will focus on:
- Continuous and safe pathways throughout the site
 - Separation between vehicle and pedestrian paths

The majority of information is displayed in digital and visual format.

- Improvements will focus on:
- Providing information in visual, tactile and audible formats
 - Ensuring consistency and ease for customers

Stations must prioritize safety and perception of safety for all.

- Improvements will focus on:
- Consistent placement and availability of Passenger Assistance Intercoms
 - Prioritizing independent egress routes

AccessNow Station Accessibility

Launch: December 2023

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.

The partnership will provide verified 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 will also help us update information available currently on the website that is inaccurate or dated.

Our next step is work with AccessNow to collect information that will be updated on their platform in advance of our official launch in December.



Hidden Disabilities Sunflower Project

- Metrolinx has become a member of the Hidden Disabilities Sunflower Project.
- Metrolinx supports our customers living with hidden disabilities by providing a mechanism that allows customers to identify needs without disclosing a particular condition.
- Customers who choose to participate in the Sunflower Project can wear a sunflower lanyard or pin or share a sunflower card.
- Once the program has launched pins can be picked up at select Metrolinx stations or customers can use sunflowers that have been provided by other organizations.
- When wearing the sunflower, you are letting Metrolinx staff know that you might need extra help, understanding or just more time.



Where Are We Going Next

Built Infrastructure Projects

Connecting communities across the region...

30 individual transit infrastructure projects in planning and under construction, **in 16 municipalities**. This includes **Subways** in Toronto and York Region, **Light Rail Transit (LRT)** in Toronto, Mississauga, Hamilton and **Bus Rapid Transit (BRT)** in Vaughan, Brampton and Durham.

...with accessible transit for all

Projects initiated after 2019 will comply with:

- 1. Metrolinx Universal Design Standard**
- 2. Relevant Provincial Codes and Standards**
- 3. Municipal Accessibility Requirements**

Projects underway prior to 2019 comply with CSA B651 Accessible Design for the Built Environment in lieu of the Metrolinx Universal Design Standard.

Your Feedback in Action: Informing Bus Fleet

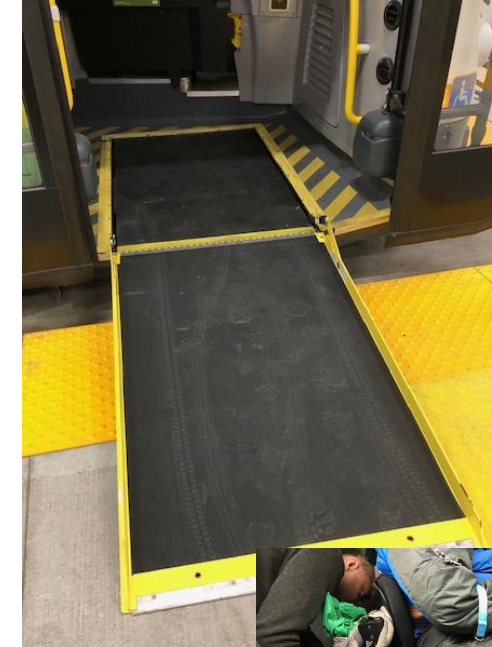
Metrolinx conducted focused interviews with people with disabilities. There were a total of 22 participants recruited from Metrolinx's Accessibility Advisory Committee, organizations such as Silent Voices and the public, with each engagement lasting approximately 75 minutes long.

Positive Features

- Good lighting
- Easily visible handrails
- Sturdy restraints for wheelchairs
- Sturdy boarding ramp
- Audible ramp deployment cue
- Seatbelts
- Large doors and low floor
- Seat comfort

Improvements Requested

- Need more handholds
- Inaccessible Stop Request button
- Missing walker restraint mechanism
- Lack of space for service animals
- No visual ramp deployment cue
- Missing visual warning around restraint system
- Small onboard signage
- Small seats

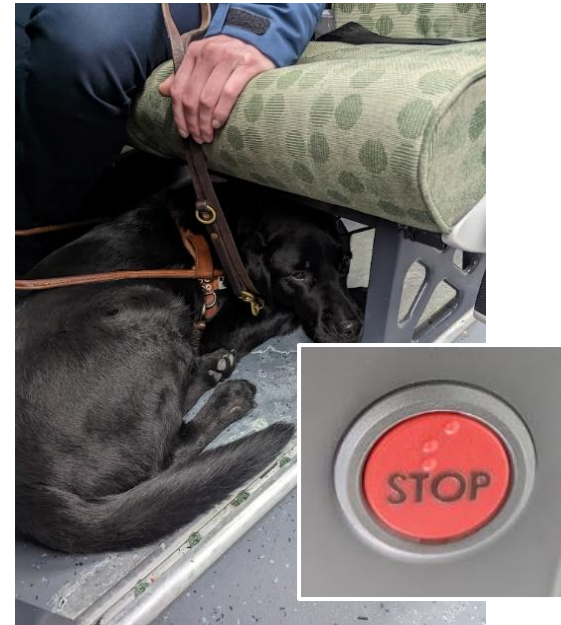


Your Feedback in Action: Informing Bus Fleet

The findings from the Accessibility Advisory Committee interviews have been used to better understand the needs and preferences of people with disabilities and **inform future bus specifications.**

Added to the Specifications Post-Consultation:

1. Yellow textured handholds & grab handles throughout the bus including priority seating area
2. Placement of STOP request button reachable in accessible/priority seating area
3. Walker restraint mechanism in or near priority seating area
4. Larger under-seat space to accommodate service animals
5. Flashing lights during ramp deployment
6. Visual markers around restraint systems
7. Larger "Priority Seating" and "Warning" signages with yellow outline
8. Coach-sized seats throughout the bus



Additional Features Added:

- Reachable USB ports and reading light controls
- Textured way-finder strips across aisle and ramp
- Braille on buttons
- Interior and exterior destination announcements

Live Question & Answer Period (Q&A)



Raise

- Click "**Raise Hand**" Icon, **Ctrl+Shift+K** or ***5**



Mic

- Click "**Mic**" Icon, **Ctrl+Shift+M** or ***6**



Camera

- Click "**Camera**" Icon, **Ctrl+Shift+O**



Chat

- Click "**Chat**" Icon, **Ctrl+Shift+2**

- Click Slido Link and enter your question.

Thank you for participating!