

To: Metrolinx Board of Directors
From: Karla Avis-Birch, Chief Planning Officer
Date: February 15, 2023
Re: Planning & Development (P&D) Quarterly Report

This report provides an update on recent activities and key milestones over the past quarter:

Improving Accessibility for all Commuters through AccessNow Partnership

Metrolinx places high priority on ensuring that everyone has full access to our transit services and that travel across our transit network is safe, convenient, and easy. In alignment with our objective to provide equitable access to transit service, our latest partnership with AccessNow supports the promotion of GO Transit and UP Express as a viable option for customers with disabilities. The digital tool provides transit riders with an accurate, go-to resource to search for locations with specific accessibility features.

Since the program's launch on January 23, 2024, customers can now use the AccessNow app to plan their journeys along verified accessible routes with the accessibility features they require and discover accessible places nearby. Metrolinx becoming an AccessNow verified business ensures accurate information will be provided on the app, and the information will continue to be updated.



Promotional material of the partnership shared by AccessNow on social media sites.

Harmonizing wayfinding across the transit network

The Regional Transit Identifier (T-symbol) is a consistent marker for transit across the Greater Golden Horseshoe (GGH). This symbol is a unifying element, helping to knit the region's transit services into an integrated, regional network. The use of the T-symbol, as part of station identity signs and maps, is particularly impactful for journeys that involve multiple agencies and creates a visual bridge, connecting one agency's services to those operated by others.

In 2019, Metrolinx started rolling out the T-symbol at GO bus stops throughout the region. The next significant implementation of the T-symbol will come with the opening of the Eglinton Crosstown LRT, where it is used at every station and stop, including large-scale signage at Mount Dennis and Kennedy. It has been included as a requirement in the Finch West LRT, Hazel McCallion Line



The T-symbol displayed on Mount Dennis Station.

LRT, the Subways Program and at several GO stations slated for capital works in the coming years. Initial customer and 'influencer' feedback on the T-symbol has been very positive.

Metrolinx Participation in Congestion Management Coordination

Inter-agency coordination on congestion management continues through ongoing collaboration between Metrolinx, the Ministry of Transportation (MTO), the Toronto Transit Commission (TTC), and the City of Toronto. Metrolinx representatives have been invited to both support and advance this work through a sub-working group that has been formed to engage specifically on congestion management during project construction. This sub-working group will focus on the ways that project construction affects traffic congestion within the City of Toronto and surrounding areas. Meetings will be co-chaired by MTO and Metrolinx staff with efforts being made to coordinate our construction projects across all agencies.

In addition to this MTO-led working group, Metrolinx has been asked to participate in a business-led congestion management task force launched by the Toronto Region Board of Trade. The Congestion Task Force includes membership from business leaders across the City of Toronto. This task force looks to identify and champion practical and bold high-impact solutions, working with stakeholders and all orders of governments to drive results for construction-related congestion relief.

Respectfully submitted,

Karla Avis-Birch
Chief Planning Officer