



2024 Virtual Accessibility Consultation

June 18, 2024

6:30 pm to 8:00 pm

AGENDA

- | | |
|---|---------|
| 1. Welcome and Introductions | 5 mins |
| 2. GO Transit, UP Express, PRESTO <ul style="list-style-type: none">• Universal Design at Metrolinx• GO Transit, UP Express• PRESTO• Accessibility Advisory Committee | 10 mins |
| 3. Programs and Partnerships <ul style="list-style-type: none">• AccessNow Partnership• Hidden Disabilities Sunflower Project• Magnus Cards• One Fare | 15 mins |
| 4. Multi Year Accessibility Plan | 10 mins |
| 5. Questions and Comments | 50 mins |

Welcome and Introductions

Note: This meeting is being recorded.

The recording will be made available to attendees afterwards through the Metrolinx YouTube account.

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

This meeting has American Sign Language (ASL) interpretation as well as CART (Communication Access Realtime Translation).

We want to ensure everyone can provide comments and submit questions in a format that is accessible to them.

For any accommodations or alternative formats, please contact us at accessibility@metrolinx.com or call us at 647-946-8722.

Share Your Thoughts!

There will also be a survey sent to you after this meeting!

Purpose of Meeting

We are meeting with you to:

1. Provide an update on accessibility achievements.
2. Share information on key planned initiatives for the next year.
3. Seek feedback to help Metrolinx services and projects reflect your needs, and
4. Provide an opportunity for input into accessibility planning efforts.

Your Feedback Matters

Your feedback is considered in the following ways:

- As we prepare the 2025 Multi-Year Accessibility Plan,
- In planning or policy processes, and
- In our design, through updates to Metrolinx Design Standards.

A recording of this meeting, the summary of feedback, survey results and Q&A responses will be posted at www.metrolinx.com/en/about-us/accessibility after the meeting.

We share these learnings with staff across the organization. Your participation today helps the continuous improvement of Metrolinx services.

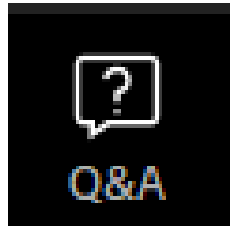
Zoom Controls: Toolbar

If you are joining the meeting by the desktop or mobile Zoom app, **a toolbar with these buttons appears at the bottom of your screen.**

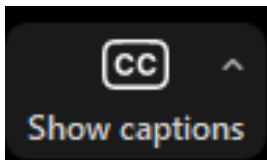


Click or tap the **Raise Hand** button to ask a question or provide a comment. The button will be highlighted yellow while your hand is raised, and you are in the queue.

Attendees with their hand raised will be placed in a queue by the facilitator.



Click or tap either the **Q&A** or **Chat** button to open the Q&A or Chat window and submit a written question. Similar questions may be combined and provided with a verbal response. Questions will be incorporated into the meeting summary.



Click or tap the **Show Captions** button to display closed captions. Caption size and color can be adjusted in the Accessibility tab of your Zoom Settings.

Zoom Controls: Telephone or Call-In Participants

Call-in participants can raise their hand and unmute or mute themselves with these keys.



***9**

**Raise/Lower
Hand**

To **raise your hand**, press ***9** on your telephone's keypad. Press ***9** again to **lower your hand**.

Note: You may hear an audio prompt if the host lowers your hand on your behalf.

***6**

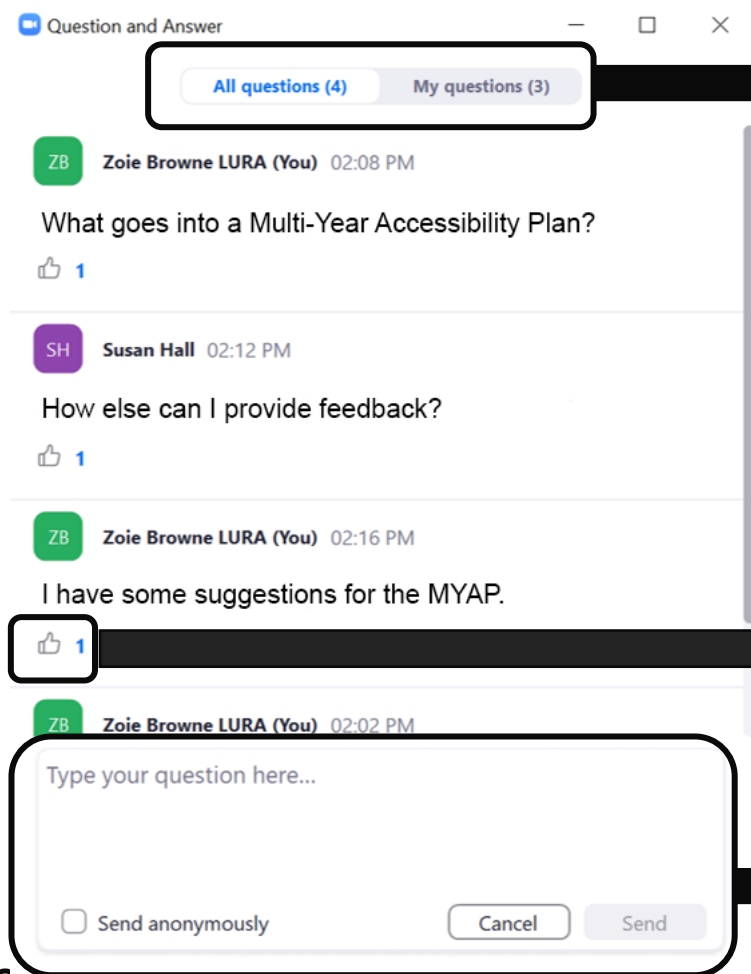
Unmute/Mute

You can **unmute** yourself by pressing ***6** on your phone's keypad. Press ***6** again to **mute** when you are done speaking.

Note: You may hear an audio prompt if the host mutes you on your behalf.

Zoom Controls: Q&A

Use the Q&A pane to submit written questions or comments during the meeting.



The **All questions** tab will show questions submitted by both you and other participants.

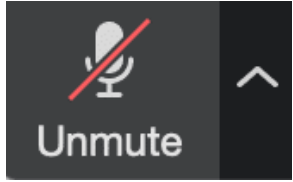
The **My questions** tab will only show questions that you have submitted.

Use the **Upvote** button on other participants' questions and comments to indicate that you have the same question or feel the same way.



To submit a written question or comment, type it into the box and then click **Send**.

Zoom Troubleshooting Tips



Can't hear the Host/Presenter?

Option 1 - Check your audio settings. Click or tap the “^” next to “Unmute” to select the appropriate source for your audio.

Option 2 - If you are using a headset, unplug it and listen through your device's speakers.

Option 3 - Switch to phone audio while still watching on your device. Click or tap the “^” next to “Unmute”, then click “Switch to Phone Audio” and follow the call-in instructions in the pop-up window that appears.

Who You'll Hear From

Facilitation	Presenters	Presenters	Q&A Panel (incl. Presenters)
<p>Zoie Browne LURA</p> <p>Denise Soueidan-O'Leary LURA</p> <p>ASL and CART Organized by Canadian Hearing Services</p>	<p>Jenny Hiseler Metrolinx - Universal Design <i>Universal Design Accessibility Advisory Committee</i></p> <p>Karla Avis-Birch Metrolinx - Chief Planning Officer <i>Opening Remarks</i></p> <p>Amy Kelly Metrolinx - Universal Design <i>AccessNow</i></p> <p>Marcela Correa Villada PRESTO - Accessibility, Payments <i>PRESTO</i></p> <p>Sarah Libera Metrolinx - Customer Interface Design <i>Sunflower Program</i></p>	<p>Meaghan Mendonca and Nadine Navarro Metrolinx - Stations Sponsor <i>GO Station Update</i></p> <p>Josh Nobrega Metrolinx - Partnerships <i>MagnusCards</i></p> <p>Nicholas Day Metrolinx - Regional Planning <i>One Fare</i></p>	<p>Johanna Contreras Metrolinx - Universal Design</p> <p>Will Zver Metrolinx - Universal Design</p> <p>Winnie Falkenstein Metrolinx - Inclusion and Engagement</p> <p>Jan Richards PRESTO - Consumer Experience Strategy, Payments</p> <p>Ronnie Sly Metrolinx - Customer Relations</p>

Metrolinx Planning and Development Division

Mission

To **connect** our communities.

Vision

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

Commitment

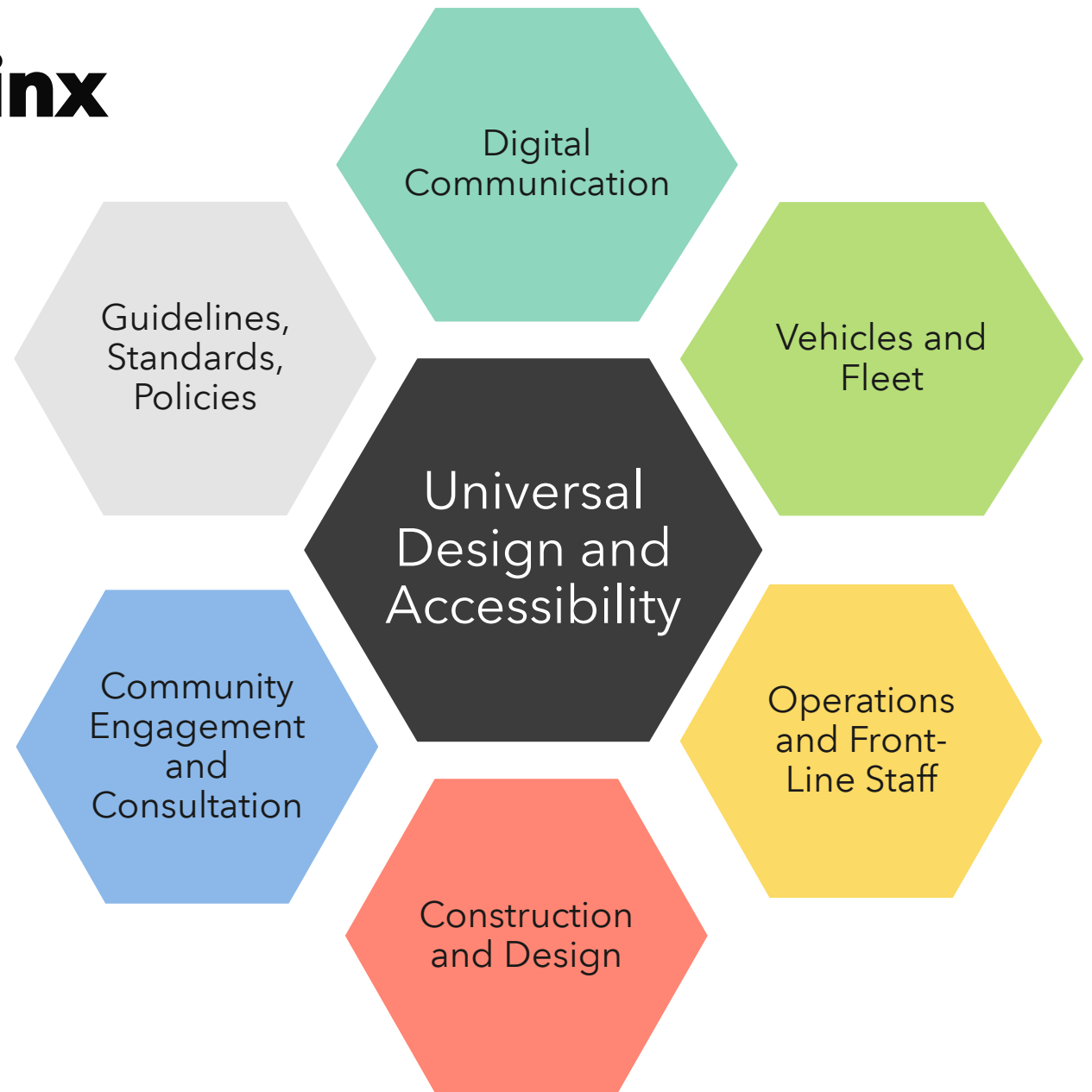
To **remove barriers** to access, avoid creating new barriers, and **address gaps** hindering the **safety and customer experience of people with disabilities**.

Accessibility at Metrolinx

Universal Design and Accessibility at Metrolinx

To fulfill our commitment to a positive customer experience for people with disabilities, Metrolinx works diligently internally to ensure universally designed and accessible environments remove barriers and promote independent access for all.

All departments within Metrolinx are involved in achieving this commitment and aligning with the goals of Universal Design and accessibility.



GO Transit, UP Express, PRESTO

Universal Design Standard

In 2019, Metrolinx completed and adopted its first Universal Design Standard. This Standard is a “living document”, evolving over time.

Metrolinx reviews the Standard to reflect changes in legislation, technological advancement, and emerging best practices.

The standard reflects industry best practices to fill gaps in legislative requirements pertaining to transit infrastructure.

An update to the Universal Design Standard was completed in 2024 and will be effective for projects initiated this year.



GO Station: Accessibility

65 of 68 GO stations are accessible and all Subway and LRT projects underway will be accessible.

GO Station	Work To Complete	Expected Completion
Eglinton	Station improvements are underway, and station will be accessible by Fall 2024	2024
Long Branch	The station will undergo a renovation to create an accessible and enhanced customer experience at the station.	2026 for accessible connection
Mimico	The station will undergo a renovation to include a new pedestrian tunnel with elevators to island platforms and accessible entrances from both sides of the corridor. Platform upgrades include the addition of the mini-platform and tactile indicators along the edge.	Schedule currently in development



PRESTO: Learn about PRESTO on our Website

- AODA compliant, the website conforms to **WCAG 2.0+**
- Accessibility is part of our requirements, design-build and testing process
- We've recently added a new page to explain how to set up PRESTO Fare Types to receive Discounts

PRESTO Learn PRESTO Card PRESTO Perks Support FR Sign In / Sign Up

Fare Types

Adult, Child, Youth, Post-Secondary Student, and Senior are the universal PRESTO fare types recognized by all transit agencies accepting PRESTO. However, please note that discounts may not always be available at all agencies. For fare information, please visit the [Use PRESTO page](#).

Transit Affordability Programs are offered by some municipalities and transit agencies. For more information, please contact your transit agency directly.

Fare Type	Who is Eligible?	How to set up the fare type	Is proof of eligibility required to travel?	What happens when the fare type expires?
Adult	Everyone!	All PRESTO cards are adult by default.	No ID required.	Never expires.
Child <small>Note: On OC Transpo, children must not use a PRESTO card.</small>	Ages 6-12 <small>Note: Pre-school children under 5 travel free (without a PRESTO card) when accompanied by a fare-paying customer.</small>	After the child's 6th birthday, visit a participating Shoppers Drug Mart or a Customer Service Outlet location to set up their card. Proof of age is required.	Proof of age is required.	Expires on the child's 13th birthday and does not automatically switch to a Youth fare type.
Youth	Ages 13-19	After your 13th birthday, visit a participating Shoppers Drug Mart or Customer Service Outlet location to set up your card. Proof of age is required.	Proof of age is required.	Expires on your 20th birthday.

PRESTO: Google Wallet Now Available

- With PRESTO in Google Wallet, you can tap your Android phone or Wear OS watch to pay for transit!
- You can Convert your physical PRESTO card
 - ❖ **Note:** Physical PRESTO card will no longer work
- Or you can get a new FREE PRESTO in Google Wallet card using the PRESTO app
- PRESTO App has been tested for accessibility



Metrolinx Accessibility Advisory Committee

The Metrolinx Accessibility Advisory Committee (AAC) provides advice and input on activities undertaken to support Metrolinx's corporate commitment to accessibility.

AAC members:

- Provide advice and input to staff from Metrolinx operating divisions and business units to support Metrolinx in fulfilling its commitment to accessibility.
- Advise on the development and implementation of Metrolinx accessibility plans.
- Advise on significant new developments, policy issues or changes that will affect customers with disabilities.

To be notified about future calls for AAC members, subscribe to our Metrolinx Accessibility Distribution List or email us at accessibility@metrolinx.com.

The committee includes 12 to 15 people who:

- Reside in communities across Southern Ontario,
- Have physical, sensory, intellectual, developmental, communication, mental health, or other cognitive disabilities,
- Represent community agencies supporting or advocating for people with disabilities, and/or
- Have a variety of travel requirements and use a variety of transportation modes.

Programs and Partnerships

Free Transfers Between Transit Agencies

Starting February 26, Ontario's One Fare Program improves affordability to allow transit riders to **only pay once** when connecting to and from the TTC and GO Transit, Brampton Transit, Durham Region Transit, MiWay and York Region Transit.

The PRESTO system is the foundation of One Fare, enabling seamless regional fare integration for specialized transit services offered by YRT, TTC, and DRT. Peel Region's TransHelp joined the One Fare program on May 15, and can be contacted directly for their specialized transit services.

Transfers are valid for two hours for trips started on local transit and within three hours of the start of a GO Transit trip.



Hidden Disabilities Sunflower

Metrolinx supports customers living with hidden disabilities by providing a mechanism that allows customers to identify needs without disclosing a condition.

Customers participating in the Sunflower Project can wear a sunflower lanyard or pin or share a sunflower card.

Pins can be picked up Union Station or by emailing accessibility@metrolinx.com and requesting a pin.



AccessNow

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 provides up to date and verified data on the accessibility of GO and UP Express station environments.

Find information on stations by downloading the AccessNow app, or by visiting www.accessnow.com

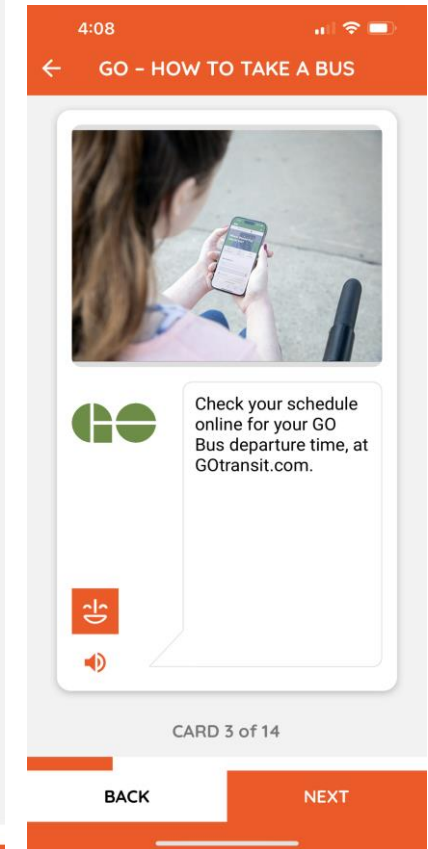
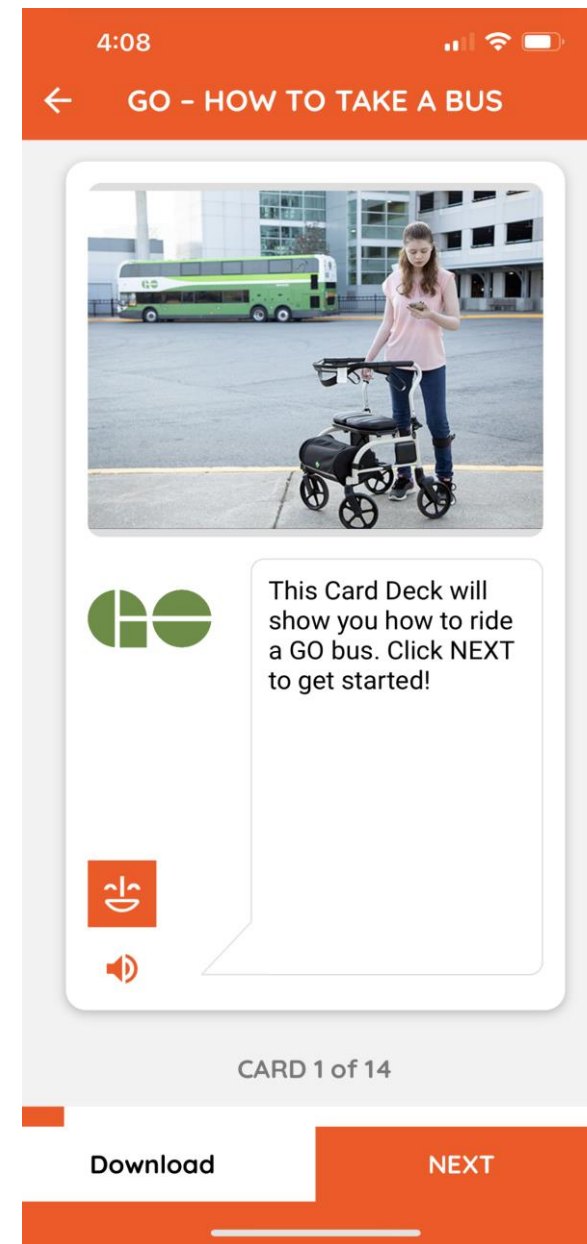


MagnusCards

MagnusCards is a free app that provides step-by-step guidance on everyday tasks and life skills, designed specifically for the neurodiverse community.

Metrolinx has partnered with MagnusCards to provide step-by-step digital guides on navigating PRESTO, UP Express, and GO Transit.

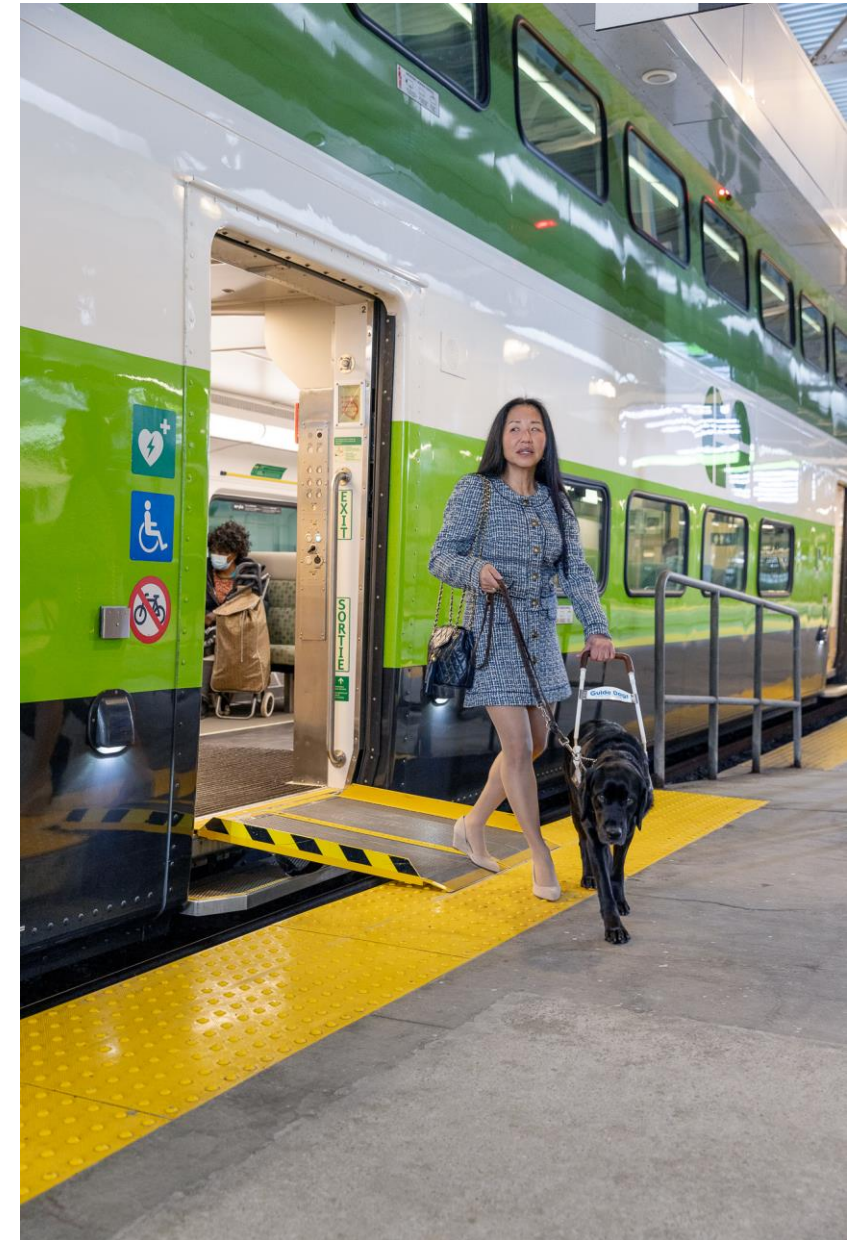
To access the MagnusCards decks, download the MagnusCards app.



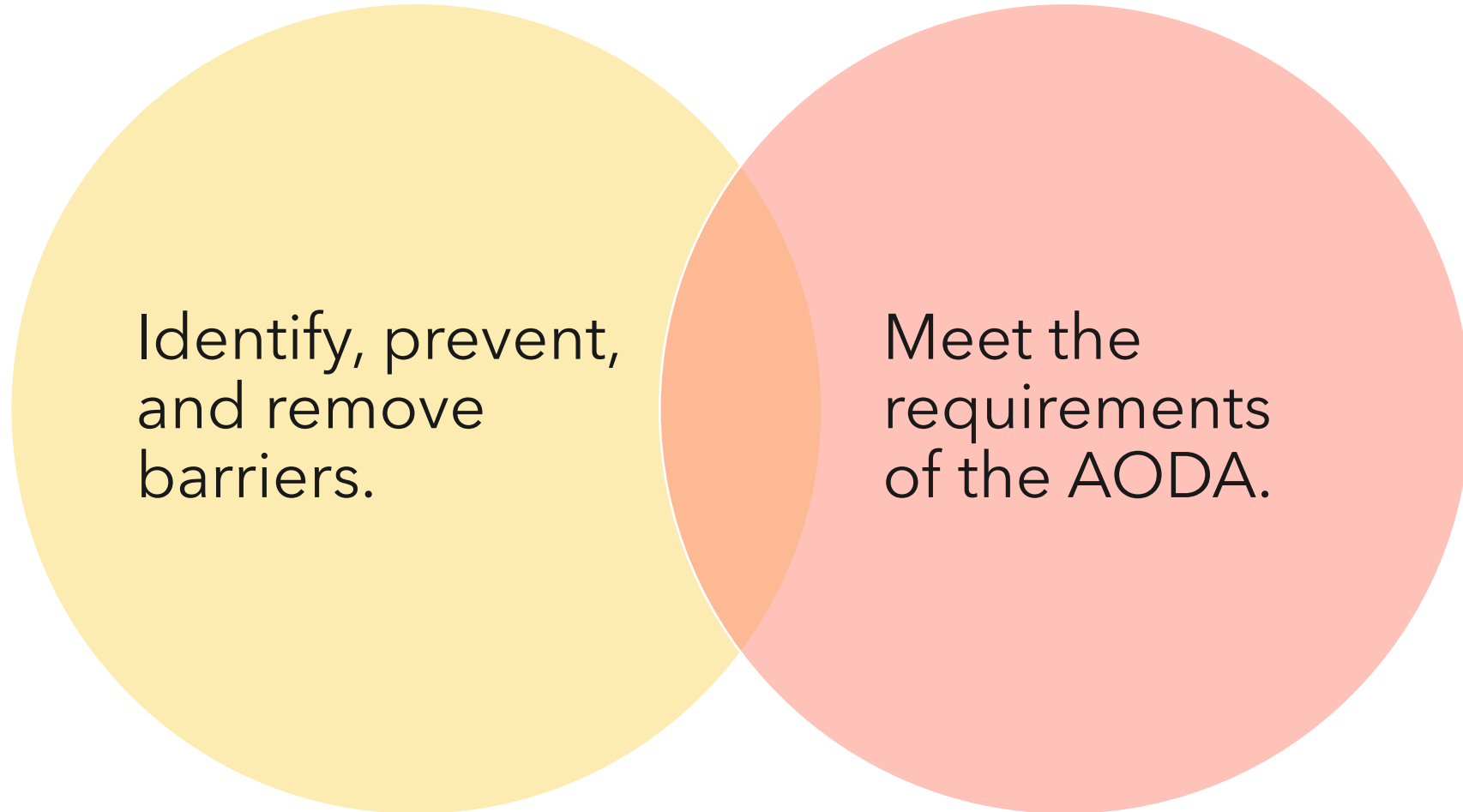
Multi Year Accessibility Plan

Multi-Year Accessibility Plan

The AODA requires Metrolinx to establish, implement, maintain, and document a **Multi-Year Accessibility Plan (MYAP)**, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Regulation.



Multi-Year Accessibility Plan Strategy



Channels of Information



Customer Meetings

Annual Accessible Public Meeting

Metrolinx Accessibility Advisory Committee Meetings

Metrolinx Design Advisory Panel Meetings



Collection of Feedback

Information shared via accessibility@metrolinx.com

Information collected by customers via phone

Community engagement conversations



Design Review

Compliance - AODA, OBC & Metrolinx Standards

Questions and feedback from colleagues

Conversations with design and construction partners



Best Practices

Lessons learned from project delivery

Global research initiatives and projects

Continuous improvement projects

MYAP Process

Completed:

- Gathered internal and external feedback
- Analyzed data to determine areas of priority

Next:

- Collect 2024 feedback
- Stakeholder review and internal review process
- Implement January 2025

Survey



A survey link is provided to learn more about the range of people using the network. The questions on the survey will ask you to voluntarily share the following:

- Disability representation
- Regional representation
- Service experience
- Transit Priorities

* Online, by phone, and alternative formats by request.

Question and Comment Period

Thank you for participating!