

To: Metrolinx Board of Directors
From: Karla Avis-Birch, Chief Planning Officer
Date: June 27, 2024
Re: Planning & Development (P&D) Quarterly Report

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

Metrolinx Hosts its Annual Accessibility Public Meeting

On June 18, Metrolinx hosted the 2024 Virtual Accessibility Public meeting. The public meeting was a chance to provide updates on accessibility improvements, inform on key planned initiatives for the year, and gather important feedback on services and projects from transit users in Ontario.

As part of this year's meeting, the consultation focused on the development of the Metrolinx Multi-Year Accessibility Plan, Universal Design at Metrolinx, the services we operate (GO Transit, UP Express and PRESTO), and the Accessibility Advisory Committee. Updates were also provided on programs and partnerships, such as Hidden Disabilities Sunflower, Magnus Cards, and AccessNow verified listings.

The meeting was conducted with live captioning, American Sign Language (ASL), and the opportunity to provide information in French and Quebec Sign Language (LSQ). For people who were not able to attend live, Metrolinx shared a recording of the meeting and provided an opportunity for engagement via survey.

The feedback, customer comments, and questions gathered at the meeting will help to inform initiatives to be undertaken as part of the upcoming Metrolinx Multi-Year Accessibility Plan to support customers with disabilities.



Ontario's One Fare Program Expands to Peel TransHelp

Introduced in February 2024, Ontario's One Fare Program allows 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. It builds on previous fare integration initiatives that provided free transfers between GO Transit and several local transit systems.



On May 15, the Program expanded to include Peel Region's TransHelp, the specialized public transit service for Peel residents who live with physical, cognitive, visual, sensory, or mental health disabilities in Brampton, Caledon, and Mississauga. As a result of the expansion, TransHelp bookings connecting to and from the TTC and GO Transit are now free.

As of May 31, approximately \$29,000,000 has been saved through Ontario's One Fare Program, increasing the affordability of over 9,000,000 transfers between the TTC and Brampton Transit, Durham Region Transit, GO Transit, MiWay, and York Region Transit.

Metrolinx will continue to work with our provincial and municipal partners to expand Ontario's One Fare Program and make cross-boundary travel seamless for transit users across our region.

Secure Bike Rooms at GO Stations

Making secure bike rooms a reality is a Metrolinx-wide project. The 2041 GO Rail Station Access Document, published in February 2023, calls for additional secure bike parking across the GO network, to make customers feel confident about cycling to their GO station.

The new bicycle facilities offer GO customers a reserved, weather-protected, and higher-security option for storing their bicycles at stations, encouraging cycling as a first- and last-mile solution for transit access and supporting Metrolinx in meeting future cycling mode share targets across the GO Rail network.



Enclosed bike room at Stouffville GO Station.

As of June 2024, there are 14 secure bike rooms across the GO Rail network serving 167 customers who have reserved spaces. The popularity of the program is evidenced by four of the bike rooms already at capacity.

We are exploring opportunities to increase their capacities with additional bike racks, speaking to customer demand for secure bike parking and the success of the program.

Respectfully submitted,

Karla Avis-Birch
Chief Planning Officer