

2025 Virtual Accessibility Public Meeting

June 11, 2025

6:30 pm to 8:00 pm

1. Welcome and Introductions	5 mins
2. AODA Updates <ul style="list-style-type: none">2025-2029 Multi-Year Accessibility Plan Launch2024 Status ReportAccessibility Advisory Committee Update	10 mins
3. Informing Staff and Customers <ul style="list-style-type: none">Quality of Stations ProgramAccessibility Operating PlanGO Train - Accessibility Coach Overview	10 mins
4. Informing Design <ul style="list-style-type: none">State of Good Repair Team UpdatesAccessible Communication RequirementsUser Research PoolGo Bus Stop Accessibility Improvements	15 mins
5. Coordinating Efforts <ul style="list-style-type: none">PRESTO updates	5 mins
6. Question and Answer Period	45 mins



Land Acknowledgement

Metrolinx acknowledges that we connect communities by building and operating transit within the traditional lands of the Anishinaabe, the Haudenosaunee and the Huron-Wendat peoples, for whom these lands continue to have great importance.

Treaties between First Nations and governments cover these lands, and the promises contained in these Treaties remain relevant to this day.

Metrolinx and its employees are committed to understanding the history of these lands and the continued impacts of colonization and take responsibility for actions to advance reconciliation.

Metrolinx will continue to seek the knowledge, expertise and experience of Indigenous partners and commits to doing business in a manner that is built on a foundation of trust, respect, and collaboration.

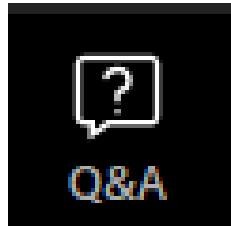
Zoom Controls: Toolbar

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.**

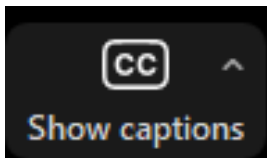


Click or tap the **Raise Hand** button to ask a question or provide a comment. The button will be highlighted yellow while your hand is raised, and you are in the queue.

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.

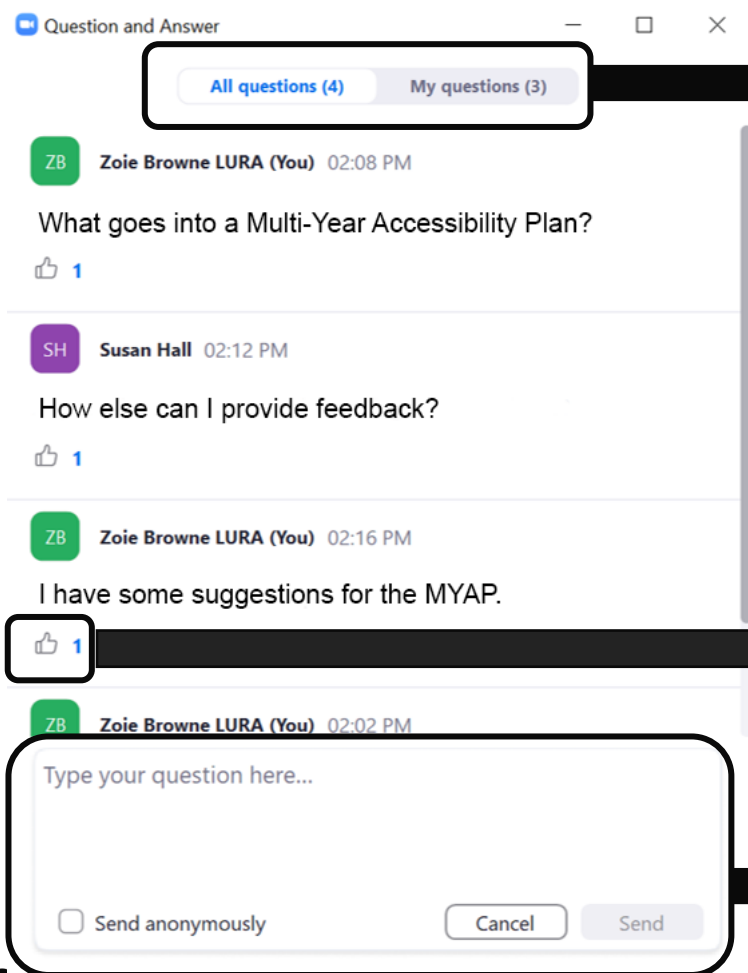
***6** **Unmute/Mute**

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.

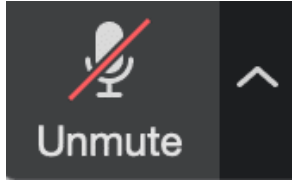
The **My questions** tab will only show questions that you have submitted.

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: Presenters

Facilitation	Presenters	
Zoie Browne LURA Geoffrey Mosher LURA ASL, LSQ, and CART	Jenny Hiseler Metrolinx - Universal Design Multi Year Accessibility Plan, 2024 Status Report, Metrolinx Accessibility Advisory Committee Nadine Navarro Metrolinx - Vice President Stations Head Sponsor Opening Remarks Marcela Correa Villada PRESTO - Accessibility, Payments PRESTO Pooja Ramaswamy Metrolinx - Universal Design Accessible Communication Requirements	Ashley Cabral Metrolinx - Operations & Safety (GO & UP) Quality of Stations Program Evan Notley Metrolinx - Customer Experience & Enablement Accessibility Operating Plan Krutarth Patel Metrolinx - Manager Stations State of Good Repair Hanan Abubeker Metrolinx - Digital Product Design & User Experience User Research Pool Cary DeVries Metrolinx - Bus Facilities and Infrastructure Go Bus Stop Accessibility Improvements

Who You'll Hear From: Panelists

Question and Answer Panelists	
Johanna Contreras Metrolinx – Universal Design	Shyam Sunderrajan Metrolinx – Customer Care
Will Zver Metrolinx – Universal Design	Winnie Falkenstein Metrolinx – Inclusion and Engagement
Jan Richards PRESTO - Consumer Experience Strategy, Payments	Justin Singh Metrolinx – Customer Experience & Enablement
Ronnie Sly Metrolinx – Planned Communications	Amy Kelly Metrolinx – Universal Design

Welcome and Introduction

Nadine Navarro

Vice President Stations

Head Sponsor

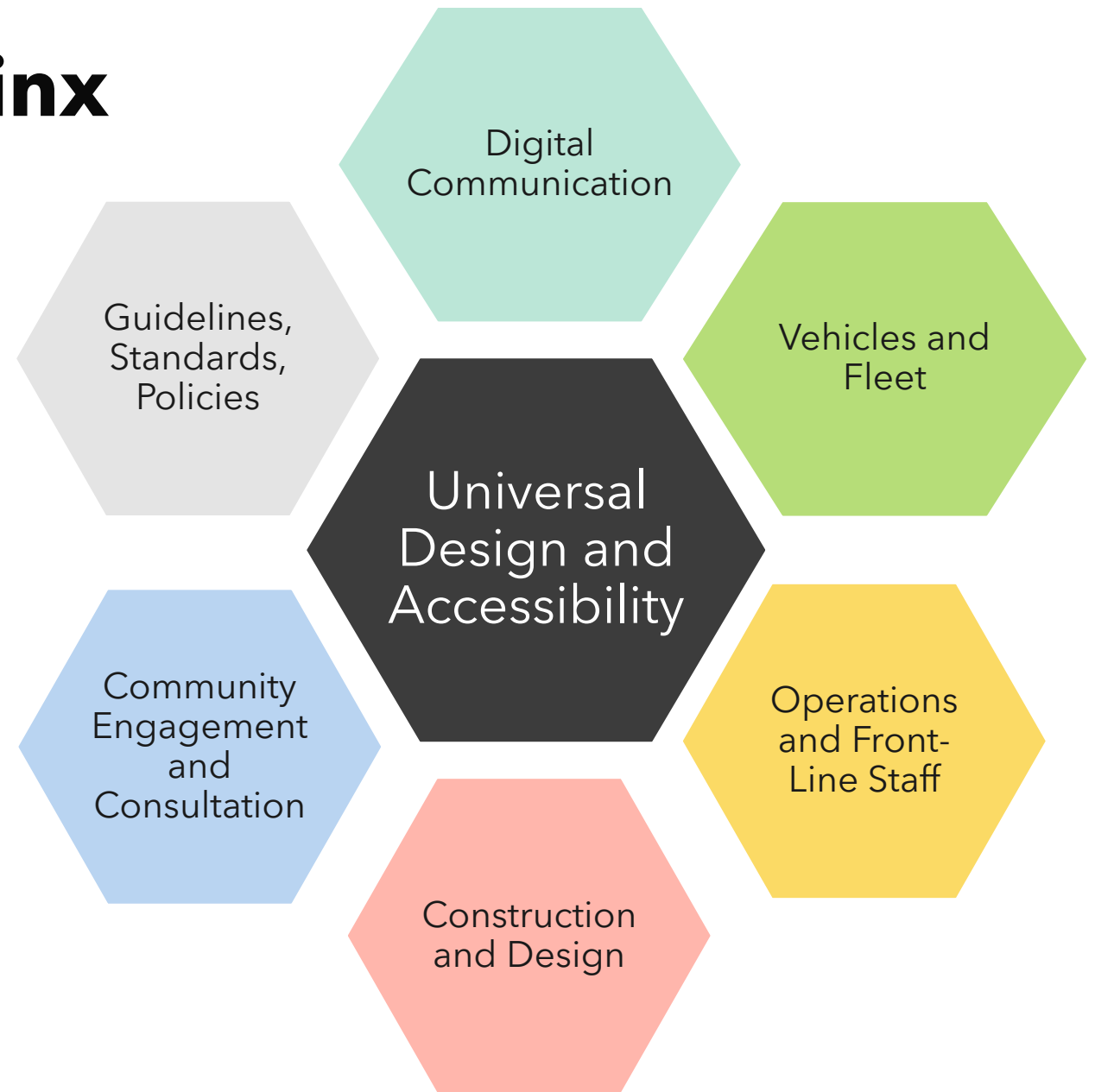


Accessibility at Metrolinx

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.



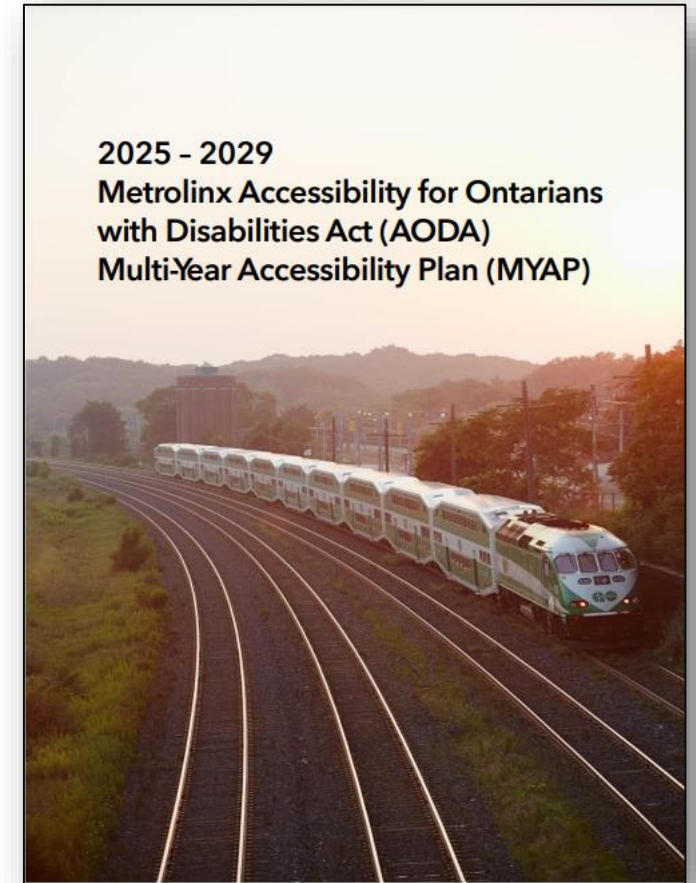
AODA Updates

2025-2029 AODA Multi-Year Accessibility Plan

The Accessibility for Ontarians with Disabilities Act (AODA) Multi-Year Accessibility Plan (MYAP) is a public-facing roadmap for meeting obligations under the AODA and for preventing and removing barriers to accessibility across the organization.

Metrolinx has launched a new MYAP, effective from January 1, 2025, to December 31, 2029.

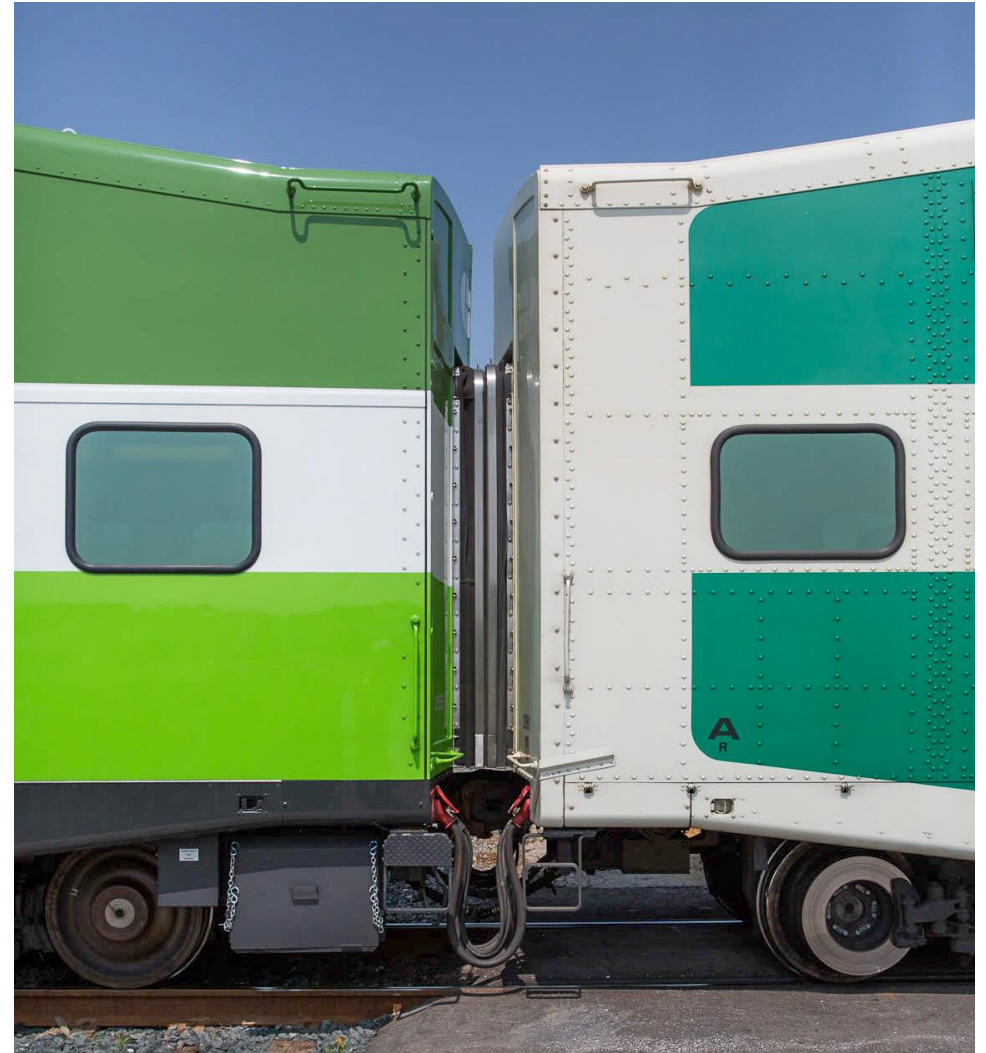
<https://www.metrolinx.com/en/about-us/accessibility/multi-year-accessibility-plan>



2024 Annual Accessibility Status Report

The Annual Status Report providing updates on areas Metrolinx is working on or has completed work on towards the prevention and removal of barriers to accessibility across the organization.

The 2024 Status Report captures activities related to the built environment, PRESTO, customer service, communications and others. The status report can be found here: <https://www.metrolinx.com/en/about-us/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.

The 2024 Status Report includes a summary of 2024/25 AAC activities.

Informing Staff and Customers

Quality of Stations Program

The Quality of Stations program was launched in 2024 to enhance the overall customer experience at our stations. We are dedicated to creating an inclusive and equitable experience for all customers, including those with disabilities.

Accessibility is one of the program's 8 service categories, with a focus on ensuring existing stations are user-friendly, safe, and barrier-free.

The Quality of Stations approach ensures long-term accountability and supports the goal of creating an equitable transit experience for all customers.

The result: systemic improvements that will embed accessibility into all aspects of station management and operations.

Program elements:

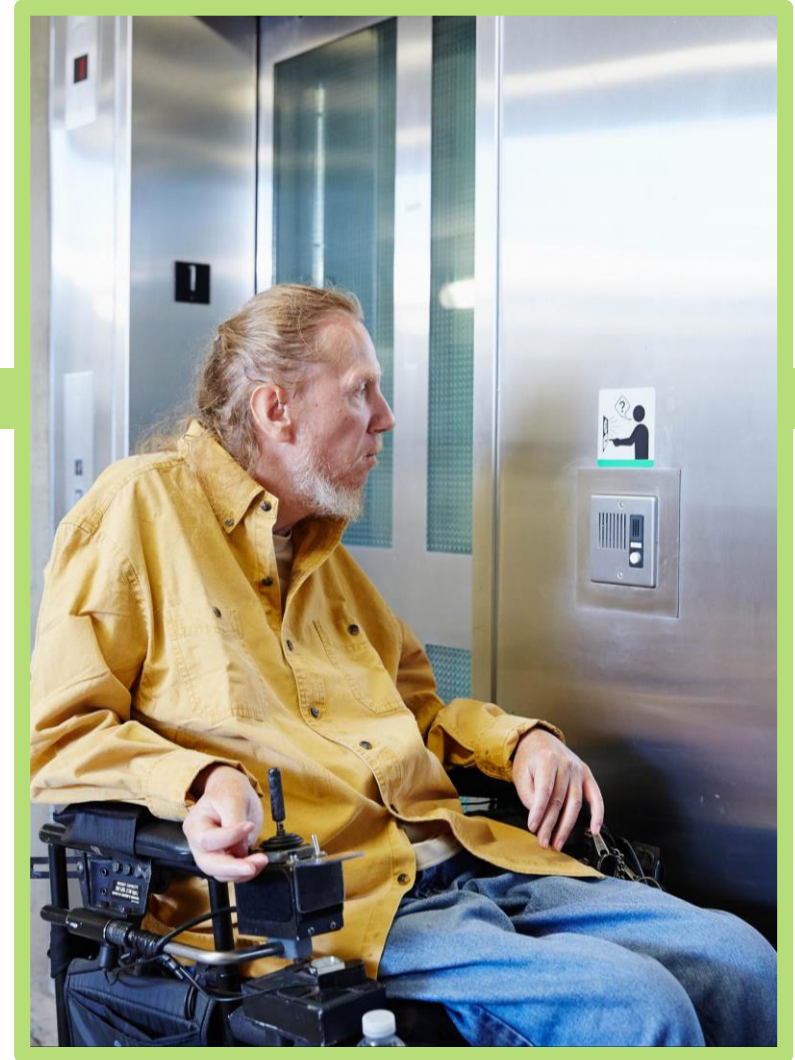
- Standards Development.
- Auditing and Performance Tracking.
- Governance for Escalations.
- Employee Engagement.
- Continuous Improvement Planning.

Accessibility Operating Plan

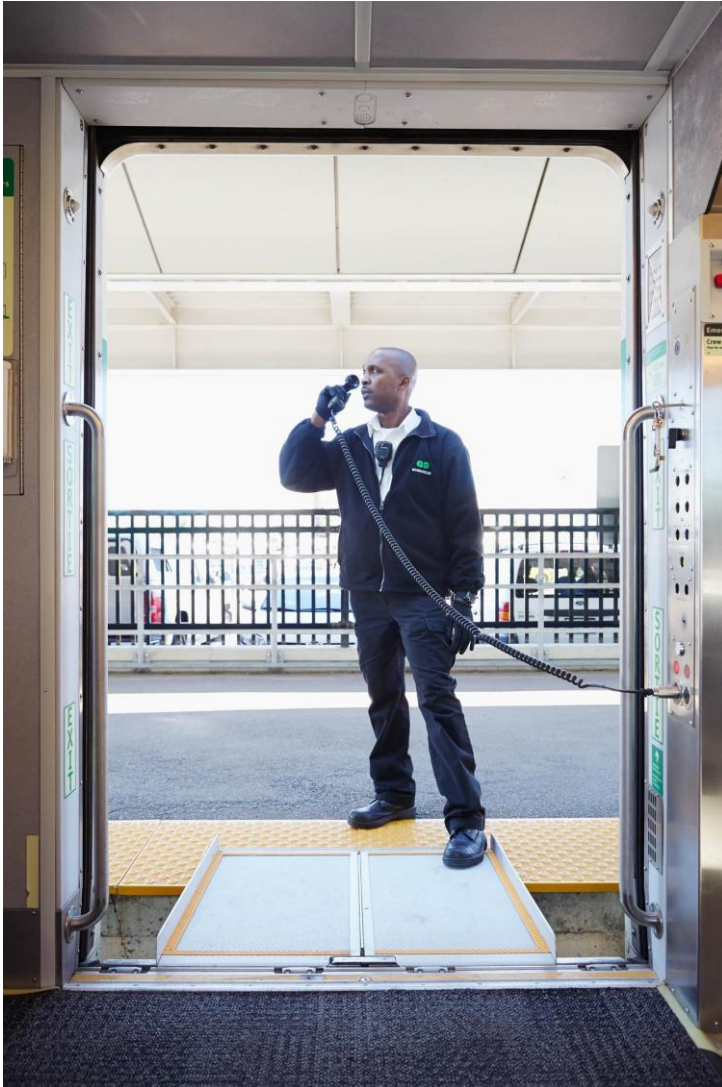
The 2025 Accessibility Operating Plan (AOP) will centralize information into one Standard Operating Procedure outlining how GO Transit and UP Express work together to provide customers with disabilities with an accessible, enjoyable, reliable, and safe customer experience.

Key Aspects Include:

- Clear customer service standards for accessibility.
- Defined roles, responsibilities, and processes to ensure accessibility during disruptions.
- Proactive communication strategies, ensuring customers are informed of disruptions in real time and that alternative solutions are provided.
- A governance structure for ongoing monitoring and process improvement.



The GO Train Accessibility Coach



The Accessibility Coach is the accessible coach at the centre of the train, and includes:

- Mini-platform (station) and bridge-plate (train).
- CSA (Customer Service Ambassador).
- Accessible washroom.
- Digital signage.
- 8 spaces for mobility devices + near the door.
- Securement, seatbelts and emergency assist within reach.

All GO Train Coaches have:

- Priority seating.
- Audible announcements.

<https://www.gotransit.com/en/travelling-on-go/accessibility/accessible-vehicles-and-stations>

Informing Design

State of Good Repair (SOGR)

The Station Facilities State of Good Repair team is working to promote accessibility through the planning and completion of accessibility rehabilitation projects, and has focused on platform accessibility (walkways, platform mini ramp and tactile edge, platform elevator access), as well as accessible access to station facilities and amenities.

Approximately 12 locations across the network have been upgraded or are planned in the coming year to improve accessibility.

Station	Wash-room	Platform - Tactile or Mini Platform	Elevator Rehab	Fiscal Year Complete
Oshawa		x		23/24
Dixie	x	x		23/24
Hamilton		x		23/24
Meadowvale	x	x		23/24
Barrie South		x		23/24
Kipling		x		24/25
Bradford		x		24/25
Bronte			x	24/25
Kennedy			x	24/25
Rouge Hill			x	24/25
Danforth			x	25/26
Milton		x		26/27

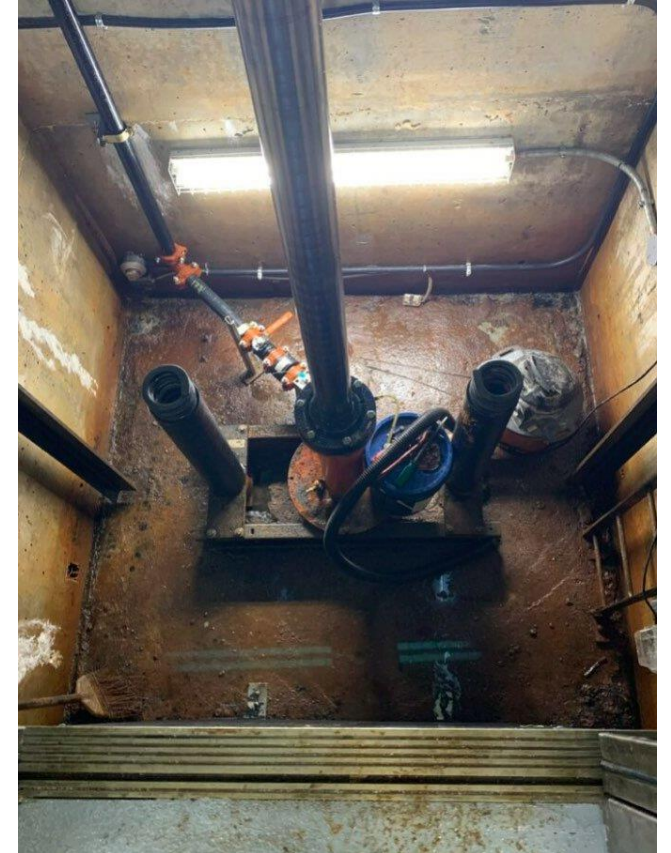
State of Good Repair (SOGR)



Dixie GO
Washroom Renovation



Meadowvale GO
Tactile Edge



Streetsville GO
Elevator Rehabilitation

Accessible Communication Requirements

The Universal Design team has launched an Accessible Communication Requirements document for Metrolinx teams and vendors to utilize as a reference when providing information to customers.

Requirements include criteria for:

- Text,
- Plain Language,
- Disability Terminology and Language,
- Image Descriptions,
- Colour Contrast,
- Inclusive Imagery,
- Translation to French, ASL, and LSQ.

The requirements have been informed by:

1. Feedback gathered from co-design sessions with people with vision loss.
2. Current better practices provided by internal and external subject matter experts.

This is a living document that will continue to be expanded on.

User Research Pool

The User Experience Research team includes the practice of designing products and services that are usable, efficient, and enjoyable for all.

How User Research is Conducted:

Methods: User interviews, usability testing, surveys, and observational field studies

Focus: Understand customer needs, challenges, and behaviours across different accessibility requirements

The user research pool is a group of GO customers who volunteer to provide feedback by participating in design studies.

This allows us to gather diverse perspectives and ensure our services meet a wide range of needs.

Participants can join by completing a brief screening survey to ensure we tailor research opportunities to your expertise and interests.

GO Bus Stop Accessibility Improvements

209 bus stops have been renovated to provide a firm surface to board customers with disabilities.

Concrete pads have been installed with appropriate dimensions for people using wheeled mobility devices.

Where required and appropriate, a connection to the nearest sidewalk has also been provided.

Continued upgrades are planned at 45 additional stops for 2025/26.

Before



Now



Coordinating Efforts

PRESTO

PRESTO in Apple Wallet

You can now tap your iPhone or Apple Watch to pay for your ride.

PRESTO How-To Videos

The PRESTO YouTube page is constantly updated with new short videos to help you get the most out of PRESTO.



Question and Answer Period

