

Section	Accessibility	Current Approval Date
Subject	Support Person Policy	March 3, 2026

PURPOSE

The purpose of this policy is to establish guidelines and requirements relating to customers with a Support Person travelling on Metrolinx vehicles and while attending Metrolinx properties. It serves to reduce instances that create risks of unclear staff guidance, and to provide positive customer experiences.

POLICY STATEMENT

Metrolinx is committed to providing an accessible environment for customers travelling with a Support Person on all Metrolinx vehicles and properties, consistent with the requirements of the Ontario [Accessibility for Ontarians with Disabilities Act](#) (AODA) and the Ontario [Human Rights Code](#).

SCOPE & APPLICATION

This policy applies to all Metrolinx employees and contractors who interact with customers, as well as all customers travelling on Metrolinx services with a Support Person across Metrolinx property.

Metrolinx employees and business units are responsible for meeting AODA obligations when providing goods, services, and access to Metrolinx facilities, including GO Transit, UP Express, and PRESTO.

The policy complies with the AODA's requirements that allow Support Persons to travel with customers with disabilities on Metrolinx premises.

For Employees:

- This policy shall be followed by Metrolinx staff and contractors when serving customers travelling with Support Persons.
- This policy is applicable to both unionized and non-union employees.

For Customers:

- The policy will be followed in all situations where customers are travelling with a Support Person while on Metrolinx property.

Note: 'Property' refers to any GO Transit or UP Express station, facility or vehicle managed by Metrolinx where a customer is travelling with a Support Person.

- The policy is available publicly to ensure a transparent approach to all customers in compliance with the AODA.
- Customers can share feedback relating to travelling with a Support Persons on Metrolinx systems through the [GO Transit Inquiries and Feedback Process page](#).

SPECIFIC DIRECTIVES

This policy addresses the following aspects of Support Person requirements and conduct:

1. Travelling with a Support Person

- Any customer with a disability (hereinafter referred to as ‘the customer’ in this section) is allowed to travel with one Support Person who travels for free in accordance with this policy without further designation.
- Any additional travelling companions must pay the appropriate fare.
- The customer and their Support Person must remain together and are permitted to access all areas of GO and UP vehicles and facilities that are generally available to the public.
- When assisting a customer travelling with a Support Person, employees will communicate directly with the customer. In the event that the customer is not able to communicate directly, employees will communicate with the customer through the Support Person as directed.
- The Support Person’s free transport ceases when they are no longer in the company of the customer. If the customer terminates their trip first, the Support Person travelling alone will be responsible for their own fare if continuing their journey.
- Both the customer and the Support Person are held to the same conduct of behaviour as all other Metrolinx customers, as required in the [Metrolinx bylaws](#). In the event of an incident requiring intervention, employees can remove the customer and Support Person from Metrolinx property if they determine that their conduct negatively affects their own safety, the safety of other passengers, employees, or the safe operation of the vehicle.

2. Eligibility Requirements for Travel with a Support Person

Customers with a disability may visit any staffed Metrolinx station to obtain a Metrolinx Support Person designation/sticker which identifies them as requiring accommodation to travel with a Support Person. This allows the customer to pay their fare and for their Support Person to travel with them for free.

The person with a disability (not the Support Person), receives the designation confirming their need, allowing the customer to travel with a Support Person. The designation does not attach to one particular Support Person – a different Support Person may travel with the customer as may be necessary at different times.

Metrolinx accepts a variety of documentation to demonstrate a customer’s need to travel with a Support Person. Accepted documentation enabling free travel for a Support Person who is accompanying a customer includes (but is not limited to):

- Access2 Card (provided by Easter Seals Canada)
- Canadian National Institute for the Blind (CNIB) Card
- Access cards required by other transit agencies such as the Toronto Transit Commission (TTC)

- Designation provided by Metrolinx, such as the Support Person sticker (which can be placed on the customer's PRESTO pass)

3. Employee Training

- Training will be delivered to employees as required and as a part of the new hire onboarding process.

4. Policy Availability

- This policy is available in French and in English.
- This policy is posted on the Metrolinx Accessibility page and other GO, UP, and PRESTO webpages.
- Updates may be made to the policy from time to time and will be posted on the above websites.

Note: The policy is available in alternate formats or with communication supports by contacting accessibility@metrolinx.com or through the [Contact Centre](#).

ROLES AND RESPONSIBILITIES

All Metrolinx employees are required to adhere to the AODA requirements regarding Support Persons. Individual roles and responsibilities include:

Vice-President Customer Experience within CTO

- Approver of the policy

Directors, Managers and Supervisors

- Responsible for ensuring the policy is followed as required

Employees

- Responsible for complying with this policy and all associated procedures.

ESCALATIONS AND EXCEPTIONS

Customers with disabilities are allowed to travel with their Support Person on Metrolinx networks wherever other customers are permitted and are subject to the same code of behaviour. Feedback or concerns can be directed to [GO Transit Inquiries and Feedback Process page](#).

Note: While Metrolinx allows for free passage for Support Persons, requirements and applicability to other municipal service providers vary and should be reviewed prior to travel on these systems (e.g. TTC, YRT, MiWay, Brampton Transit). Customers are responsible for confirming Support Person eligibility and fare requirements with each participating transit agency.

REFERENCES

- [Accessibility for Ontarians with Disabilities Act](#)
- [Integrated Accessibility Standards Regulation](#)
- [Ontario Human Rights Code](#)
- [Metrolinx By Law No.2](#)

DEFINITIONS

- **AODA** – The *Accessibility for Ontarians with Disabilities Act*, which lists requirements for businesses to lawfully accommodate persons with disabilities.
- **OHRC** – The Ontario Human Rights Code **prohibits actions that discriminate against people based on a protected ground in a protected social area**
- **Support Person:** A Support Person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.