

# Dedications & Acknowledgements

This report is dedicated to the memory of Mr. Edward Segovia, who passed away in November 2015. Mr. Segovia was part of the Metrolinx Accessibility Advisory Committee (AAC) for several years. He shared many great ideas, and was passionate about improving accessibility for all customers.

We would also like to acknowledge the efforts of former AAC members Ms. Marlane Lepine and Ms. Nancy Barry, both of whom stepped down from the AAC in 2015. They were valued and committed members of the AAC.

Lastly, we would like to thank all of the Metrolinx AAC members for the amazing work they do as volunteers to improve the accessibility of our services.

# Introduction

The 2015 Metrolinx Accessibility Status Report provides an annual update of the Metrolinx Multi-Year Accessibility Plan published in December 2012, as well as the 2014 Metrolinx Accessibility Status Report.

Metrolinx, a Crown agency of the Province of Ontario under the responsibility of the Ministry of Transportation, has three operating divisions: GO Transit, PRESTO and Union Pearson Express.

This Status Report, in conjunction with the December 2012 Metrolinx Multi-Year Accessibility Plan, fulfills Metrolinx’s legal obligations for 2015 under the Ontarians with Disabilities Act (ODA), to publish an annual accessibility plan; and also under the Accessibility for Ontarians with Disabilities Act (AODA), to publish an annual status report on its multi-year plan.

The December 2012 Metrolinx Multi-Year Accessibility Plan and other accessibility planning documents can be referenced on the Metrolinx website at the following link: www.metrolinx.com/en/aboutus/accessibility/default.aspx. In accordance with the AODA, it must be updated every five years.

Metrolinx, including its operating divisions, remains committed to proceeding with plans to ensure AODA compliance. It continues to make improvements and remove barriers from its operations, in order to improve the convenience of service for all customers, including those with disabilities. Metrolinx will be in compliance with future regulatory requirements when they come into effect. More broadly, Metrolinx emphasizes improving the customer experience for everyone, rather than focusing only on what we are required to do to comply with the AODA.

The Metrolinx Accessibility Program is guided by the following corporate commitment statement:

Metrolinx is committed to ensuring that its services and operations are accessible to all customers and employees in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), and to working with partners in the GTHA (Greater Toronto and Hamilton Area) to plan, build and operate an integrated accessible transportation system. The organization will work diligently to remove existing, and avoid creating barriers to access and will demonstrate leadership, consulting widely and incorporating best practices to enhance accessibility in its services.

# Accessibility Accomplishments and Planned Activities

Metrolinx, GO Transit and PRESTO have continued to make improvements to existing services and planned services. The Union Pearson (UP) Express also continued to enhance its accessibility offerings in preparation for launch of their new express train service between Union Station and Pearson International Airport.

This section will look at both the accessibility accomplishments and planned activities by using Metrolinx’s three cornerstones of *Plan, Build* and *Operate*.

* 1. **Plan**
		1. **Metrolinx**
			1. Accessibility will be an important component of the employee Diversity and Inclusion Strategy that Metrolinx is developing.
			2. In preparation for the Pan Am and Parapan Am Games being held in and around the GTHA in July and August 2015, Metrolinx worked with the Ministry of Transportation (MTO), Toronto 2015, and municipal specialized transit agencies to review accessible transportation plans.
			3. Metrolinx will continue to work with municipal specialized transit service providers in the GTHA to improve cross-boundary travel for customers with disabilities, focusing on items such as harmonized eligibility.
			4. As part of the Metrolinx review of The Big Move, the section addressing the plan for universal access is being reviewed.
			5. Metrolinx is looking at ways to embed accessibility into other strategic planning initiatives, including its sustainability initiatives.
		2. **GO Transit**
			1. The GO Design Requirements Manual (DRM) has been updated to reflect Ontario Regulation (O Reg) 368/13 (amendment to the Ontario Building Code, 2012).
			2. A new GO Accessibility Guide was published in fall 2014. The Guide is available in HTML and PDF formats on the GO website.
			3. The following new accessible station will be added to the GO Train network:

Caledonia GO Station, on the Barrie line – the new station is in its early planning stages, and is expected to provide a connection to the Eglinton Crosstown LRT. The anticipated opening is in December 2019.

* + - 1. Accessibility will be an important design element of the following bus terminals:

Highway 407 & Jane Bus Terminal – this new, accessible bus terminal will be part of the new Highway 407 Station on the TTC Spadina Subway Extension. The terminal is scheduled to open in winter 2016/2017. This project is being led by the TTC.

New Union Station Bus Terminal – a new accessible bus terminal will be built at Bay Street and Lakeshore Boulevard West in downtown Toronto. The bus terminal will include accessibility features such as elevators at main entrances at the north and south ends, accessible universal washrooms, automatic door operators, no elevation changes on each level. Construction will be completed in late 2018.

* + 1. **PRESTO**
			1. A pilot for implementing PRESTO on third-party paratransit service providers is underway.
			2. An accessibility review of PRESTO fare collection equipment locations to identify improvements is ongoing throughout the GTHA transit systems. The review will result in greater consistency of device placement and also identify other accessibility considerations.
		2. **New Rapid Transit**
			1. Planning and construction for the Eglinton Crosstown LRT has progressed, on track for the originally planned opening date of 2020. The RFP for the remainder of the project including stations, stops and other infrastructure work was issued in December 2013. Accessibility requirements were included in the specifications issued for Eglinton Crosstown facilities, with the contract awarded in summer 2015.
			2. Metrolinx established an Improving Centre Platform Accessibility Taskforce to develop recommendations for preferred approaches for the design of LRT platforms that will provide confident navigation for all users regardless of ability, including people with vision loss. The Taskforce engaged subject matter experts in the fields of universal design/accessibility, wayfinding, and transit station design, and also explicitly sought representation from people with visual loss. To ensure accessibility and general validation of the Taskforce’s findings, they are being presented for broader public consultation followed by final submission of recommendations in the fall of 2015.
			3. The Finch West, Sheppard East, and Hurontario LRT projects are moving forward. The planned openings for Finch West and Hurontario are 2021 and 2022 respectively, while the planned opening for Sheppard East is still to be determined. Accessibility requirements specifications are the same as for Eglinton Crosstown.
	1. **Build**
		1. **GO Transit**
			1. The following new accessible stations are being added to the GO Train network:

West Harbour GO Station (formerly known as James Street North Station), on the Lakeshore West line – new station opened in July 2015;

Gormley GO Station, on the Richmond Hill line – construction is underway, and the station is scheduled to open at the end of 2017.

* + - 1. Progress continued on making GO Train service accessible at the remaining six non-accessible GO stations, as follows:

Long Branch Station, on the Lakeshore West line – elevators, improved platforms and shelters will be added, with the station scheduled to become accessible by the end of 2018.

Mimico Station, on the Lakeshore West line – detailed design work for a new tunnel and elevators is underway. Initial phase of construction has started, relocating existing tracks, as well as widening and lengthening of two island platforms to allow for the future elevators. The station is scheduled to become accessible by the end of 2018.

Kipling Station, on the Milton line – completion of an accessible station is expected at the end of 2020. The renovated station will provide accessible connections between GO Train and TTC services, and will include a new, accessible bus terminal for MiWay (Mississauga Transit) and possibly GO Transit.

Georgetown Station, on the Kitchener line – an interim accessibility improvement project creating the opportunity for most train trips to provide accessible service to the station was completed in summer 2015. Completion of an accessible station is expected in summer 2018.

Bloor Station, on the Kitchener line – the station is scheduled to become accessible in winter 2015/2016 (the UP Express portion of the station was accessible when service launched in June 2015).

Eglinton Station, on the Lakeshore East line – tunnel and platform work is underway to create an accessible station by the end of 2016.

* + - 1. Accessible facilities and features were/will be added as part of the following GO Station improvements:

Hamilton GO Centre, on Lakeshore West line – the station will undergo accessibility upgrades to bring this heritage facility to compliance with current accessibility codes and the GO DRM. Construction is scheduled to begin in the winter of 2017-18.

Burlington Station, on the Lakeshore West line – a new station building will be built to improve accessibility of washroom facilities, waiting area and ticket sales as well as to provide shelter to all accessible routes throughout the station, allowing a more seamless route of travel between ticket sales, elevators and platforms. The scheduled completion of this project is summer 2016.

Oakville Station, on the Lakeshore West line – a dedicated drop-off location for municipal specialized transit was added in spring 2015.

Lisgar Station, on the Milton line – enhancements to the bus loop with a new walkway connecting to the city sidewalk will be completed by fall 2015.

Acton Station, on the Kitchener line – work is underway to move the mini-platform to accommodate 12-car trains. Accessibility is being maintained during construction.

Malton Station, on the Kitchener line – work has completed to upgrade the mini-platform to meet the latest accessibility standards.

Weston Station, on the Kitchener line – the renovated accessible station, with a redundant access point added, will open at the end of fall 2015.

York Concourse in Union Station – a new accessible concourse opened to the public in April 2015, and includes elevators to GO platforms, digital signage with GO service information, and accessible washrooms.

Rouge Hill Station, on the Lakeshore East line – a new station building and new platforms are currently being designed. Upon completion, there will be two elevators and two tunnels to provide redundant access.

Pickering Station, on the Lakeshore East line – elevators from the pedestrian bridge to the island platform went into service in summer 2015.

Whitby Station, on the Lakeshore East line – a new station building will be built close to the parking structure with accessible parking spaces, an accessible path of travel and close proximity to platforms. The project is scheduled for completion in late 2017. This project was delayed to avoid construction during the Pan Am and Parapan Am Games.

Oshawa Station, on the Lakeshore East line – a new accessible station building will accommodate both VIA Rail and GO Transit services. In addition, the Kiss & Ride and parking lot will be modified to improve the overall commuter circulation while providing additional accessible parking. The existing building will remain in service during construction with demolition occurring after the new building is constructed. Construction started in fall 2014 and the new station will be open to the public in late 2017. This project was delayed to avoid construction during the Pan Am and Parapan Am Games.

* + - 1. To better serve all customers, operational adjustments and infrastructure improvements have also been made at the remaining non-accessible bus terminals.

Square One Bus Terminal – new accessible bus terminal building with new service counters, washrooms and waiting area will be completed in the winter of 2015-16.

Scarborough Town Centre – detailed design of an actuated pedestrian crossing by the TTC is ongoing in order to create an accessible connection between the GO Bus platforms and the mall. Approvals from the property owner and agreements with the TTC are still required in order to proceed with construction.

* + - 1. There are 22 of the 27 GO Transit Park & Ride lots that are accessible. The five remaining existing locations are part of large scale capital projects.
			2. GO Transit worked with municipalities in 2014 to convert over 100 non-accessible on-street municipal bus stops to accommodate GO Bus lift operations. In 2015 and 2016, an additional 50 to 100 municipally-owned bus stops served by GO Transit will be modified to accommodate GO Bus lifts.
			3. An additional five accessible railcars will be added to the GO Train fleet in 2016 using a new Crash Energy Management (CEM) platform.
			4. New GO low-floor double-decker buses will be a lower height design, with 18 double decker buses expected to be delivered in 2016 and 90 buses in 2017. The new lower height will allow these new buses to run in the same routes and locations as the traditional high-floor MCI buses. The new buses will include accessibility improvements such as:

Longer and shallower ramps for easier boarding, moving from a 1:4 to 1:6 slope, which will also accommodate up to 400 kilograms (a 25% increase over the current ramps);

Wider wheeled mobility aid securement areas; and

Easy access luggage compartment, for storage of lighter weight wheeled and stationary mobility aids.

* + 1. **UP Express**
			1. The design of UP Express stations and trains was finalized and implemented for service launch in June 2015. Features include level boarding of trains from platforms, and accessible sloped floors to the UP Express Union Station entrance, which results in the system being physically accessible for all customers.
		2. **New Rapid Transit**
			1. The accessible Bus Rapid Transit Transitway is under construction in Mississauga.All amenities are accessible including elevators and stations.Erin Mills station will be going into service at the end of 2015. Work on the Transitway will continue, with full completion anticipated by 2017.
			2. Construction continues for York Region Transit’s VIVA Bus Rapid Transit (BRT) Rapidways. The anticipated timelines for completing the segments of the VIVA Rapidways are as follows:

Highway 7 West: 2020/2021

Davis Drive (Yonge Street to Roxborough Road): December 2015

Yonge Street: 2018

Highway 7 East, Enterprise Drive, Birchmount to Kennedy: 2021

* + - 1. Construction for the Eglinton Crosstown LRT progressed, on track for the originally planned opening date of 2020. Tunnelling continues to progress, with eastbound tunnelling having reached Allen Road (at Eglinton West TTC Subway Station) in April 2015.
	1. **Operate**
		1. **Metrolinx**
			1. A Regional Transit Traveller Information System (Triplinx) launched in April 2015, beginning with a trip planner. In addition to meeting AODA web accessibility requirements, Triplinx provides a variety of accessibility features including the option to select only routes that are wheelchair-accessible. Triplinx also provides regional specialized transit (paratransit) information, and accessible text-only versions of Triplinx web pages. A Triplinx app launched in July 2015 on multiple platforms, building on the native accessibility supports available through iPhone, Android and Windows.

Further enhancements and features will be made to Triplinx that will provide access to more transit service information, including service updates and real-time information.

* + - 1. Metrolinx worked with York Region Transit and MTO in the development of “Call One”, a call centre service to book specialized transit and coordinate trips between service providers during the Pan Am and Parapan Am Games period.
			2. In order to make it easier for people who use a wheeled mobility aid to be eligible to travel on all GTHA specialized transit systems, Metrolinx oversaw the development of a Memorandum of Understanding (MOU) for reciprocal recognition of eligibility across all GTHA specialized transit services.
			3. Metrolinx has continued a research partnership with the Inclusive Design Research Centre at the Ontario College of Art & Design (OCADU), which is providing input and advice on best practices to Metrolinx teams about information and communications accessibility. The IDRC has provided input into various Metrolinx accessibility initiatives, including wayfinding, Ticket Vending Machines and other fare systems technology and processes, electronic documents, websites, electronic signage, and mobile apps.
			4. Improved web accessibility auditing has helped Metrolinx understand that more work is needed to ensure that its existing website content is compliant with WCAG 2.0 AA standards. New corporate websites are being built and tested for WCAG compliance.
			5. Metrolinx staff participated in numerous accessibility outreach events in 2014 and 2015, including the Connections Trade Show for People with Disabilities in Mississauga, and the People in Motion Exhibition and Trade Show for People with Disabilities in Toronto. Metrolinx staff also gave presentations to municipal Accessibility Advisory Committees and other groups.
		1. **GO Transit**
			1. The electronic display and automated stop announcement system was fully rolled out on GO buses in 2014.Preparations will continue for automated audible and visual announcements on trains, and pre-boarding audio announcements at GO Stations. Visual displays showing pre-boarding information already exist at all GO Stations.
			2. Agreements for bus stop maintenance (snow removal) were established with ten municipalities in 2014. The aim is to have agreements with contractors in place for the remaining locations by 2016.
			3. An intercom/audio induction loop pilot at Bay Street East Teamway Service Counter began in spring 2015. This system allows customers who use hearing aids (equipped with a t-coil switch) to clearly hear the station attendant through the intercom system, by filtering out background noise.
			4. To improve the usability and accessibility of GO Ticket Vending Machines, tactile/Braille stickers were added, the user interface was revised, and the audio assist mode was upgraded in summer 2015.
			5. An upgrade to the current GO Mobile app will launch in summer-fall 2015. The app will provide the following accessibility improvements:

The app has been designed to work with the accessibility features native to the customer’s iOS or Android device, including large text support and text-to-speech support;

Improved scheduling feature will provide information on train/bus and bus/train connections and will indicate to customers which stops/stations are accessible and which are not; and

Elevator service status updates.

* + - 1. The next upgrade to the Interactive Voice Response (IVR) phone system in the GO Contact Centre is planned for late-2015, and will include new features such as digital touch and voice recognition.
			2. GO Transit developed and will begin implementing a plan to assist customers with mobility-related disabilities to easily access the Priority Seating areas on the accessible railcar, by encouraging customers travelling with children, strollers, and luggage to shift to other railcars in the train.
			3. Communication programs will be introduced to remind customers of accessibility features throughout the GO system, as well as to give priority to customers with disabilities through various channels (i.e. GO website, social media) as well as the ongoing “Customer Etiquette” communication campaign.
			4. A new digital signage strategy has been approved and is in the process of being implemented, which will include accessibility requirements based on recommendations from OCADU’s Inclusive Design Research Centre (IDRC).
		1. **PRESTO**
			1. Self-service fare collection equipment for TTC included a variety of accessible features and was launched in November 2014.
			2. PRESTO card redesign with an improved accessible format was deployed in February 2015. The card redesign included:

Braille “P” added to card front for easy tactile / non-visual card identification;

Larger font sizing and increased spacing between number blocks to strengthen readability; and

More white space to help separate blocks of information, improve eye path, and reduce visual density.

* + - 1. PRESTO card services such as card vending, card query and adding value to the card, will be included in UP Express and GO Ticket Vending Machines (TVMs), with more convenient audio assist user interface at various UP and GO stations.
			2. Exploration of improvements to customer-facing PRESTO devices used by GO Transit included:

Tactile cues to identify the card ‘target areas’ of the devices; and

Changing audible tones emitted by balance checking devices and fare transaction devices so that customers with vision loss can differentiate between the two.

* + - 1. Work will continue to enhance customer-facing PRESTO devices, including tactile references and Braille for the location and name of user functions.
			2. PRESTO “Support Person” fares will be included for the conventional and paratransit systems in 2017.
		1. **UP Express**
			1. Systems included in the UP Express technology program and overall communications (including signage and wayfinding for people with varying degrees of vision loss), were implemented in June 2015.
			2. Systems provide visual and audible next-stop information on board and visual and audible next-train departure information at the platform level. These features, including the audible next-train departure announcements, were implemented in June 2015.
			3. UP Express plans to implement automated in-station announcements at all stations. These audible announcements will provide information regarding service disruptions and next-train information.

2.3.5. **New Rapid Transit**

2.3.5.1. A section of the accessible Bus Rapid Transit Transitway in Mississauga, between Central Parkway and Dixie, went into service in November 2014. All amenities are accessible including elevators and stations.

2.3.5.2. York Region Transit’s VIVA Bus Rapid Transit (BRT) Rapidway on Highway 7 East (Richmond Hill Centre Bus Terminal to Downtown Markham at Warden Avenue), which has 11 stations along 6 kilometres of Rapidway, went into service in 2015. All stations have accessibility features built to compliance with AODA standards.

# AODA Compliance Status Update

This section of the document outlines the approach being taken to ensure compliance with AODA clauses for both projects currently in service and those projects not yet fully in service within the appropriate timeframes.

## 3.1. **Metrolinx Projects in Service**

Exhibit 1 in Appendix A of this document shows Metrolinx’s accessibility schedule for those AODA clauses where legal requirements have not yet been fully met or have been met within the past year.

Exhibit 2 in Appendix A of this document shows the work schedule for those AODA clauses applying to the GO Transit service.

Exhibit 3 in Appendix A shows the work schedule for those AODA clauses applying to the newly-launched UP Express service.

## 3.2. **Metrolinx Projects Not Yet In Service**

Exhibit 4 in Appendix B of this document shows the AODA compliance work schedule for Metrolinx’s three LRT projects.

Exhibit 5 in Appendix B of this document shows the accessibility work schedule for the VivaNext Bus Rapid Transit (BRT) Rapidways being undertaken by Metrolinx in conjunction with York Region.

# Accessibility Consultation and Feedback

The Metrolinx Accessibility Advisory Committee (AAC), along with various ad hoc working and testing groups, provide input into Metrolinx accessibility planning activities. Metrolinx sought input into its accessibility planning activities through public events such as the annual Accessibility Public Meetings held in late-fall 2014, as well as the Connections Resource Fair for Persons with Disabilities (Mississauga) and People in Motion (Toronto), among others. Input received at these meetings has been considered in the 2015 Metrolinx Accessibility Status Report. Additionally, Metrolinx uses the GO Transit Customer Input Tracking system (which systematically tracks customer input provided by email and phone, as well as staff responses) to get input into accessibility planning.

Input received through comments at these public events, as well as through emails and phone calls, has been summarized and incorporated as Exhibit 6 in Appendix C. A response provided by Metrolinx to the issues raised is also included.

# Appendix A: Metrolinx AODA Compliance Status Update

## Exhibit 1: Metrolinx AODA Compliance Status Update

| Integrated Accessibility Standard Regulation Clause Number | Accessibility Requirements  | Regulatory Compliance Date | Estimated Completion Time of Work to Meet Requirements | Description of Issue and Metrolinx’s Action Plan | Status Update |
| --- | --- | --- | --- | --- | --- |
| 7 | Training | January 1 2014 | Completed | All employees must receive training on AODA and the Human Rights Code, with records of dates and number of individuals trained maintained.  | Completed. All employees are required to complete the “Working together: the OHRC and AODA”. Three additional courses were made mandatory to certain groups based on the scope of their roles and responsibilities.  |
| 12 | Accessible formats and communication supports  | January 1 2015 | Completed | Upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities. | Completed. Metrolinx has developed a formal process for responding to customer requests for accessible formats and communication supports. |
| 14 | Accessible websites and web content: all content | January 1 2021 |  January 1 2021, or sooner | For all web pages, the goal is to ensure full compliance to WCAG 2.0 AA standards in advance of the AODA timelines. Procedures will also be implemented to ensure ongoing compliance. | Improved web accessibility auditing has helped Metrolinx understand that more work is needed to ensure that its websites are compliant with WCAG 2.0 AA standards. New websites are being built and tested for WCAG compliance. |
| 22 | Recruitment, general  | January 1 2014 | Completed | Metrolinx updated its staffing standard operating procedures and policies to fully align with the new requirements under the AODA Integrated Accessibility Regulations.  | Completed. Metrolinx job ads contain a statement notifying applicants about the availability of accommodation. Email correspondence with applicants notifies candidates of the availability of accommodation. New hires are notified of accommodation policies prior to coming onboard. |
| 23 | Recruitment, assessment or selection process  | January 1 2014 | Completed | Enhancing resources for HR to expedite the potential use of accessible formats. | Completed. A formal process for providing accommodation has been put in place, as reflected in Staffing Services Standard Operating Procedures.  |
| 26 | Accessible formats and communication supports for employees  | January 1 2014 | Completed | Metrolinx shall consult with the employee to provide accessible formats upon request by December 2013. | Completed. Metrolinx has developed a formal process for responding to requests from employees for accessible formats and communication supports. An online course is being developed to assist with training staff involved in creating accessible documents, and will be made available in fall 2015. |

## Exhibit 2: GO Transit AODA Compliance Work Program

| Integrated Accessibility Standard Regulation Clause Number | Accessibility Requirements  | Regulatory Compliance Date | Estimated Completion Time of Work to Meet Requirements | Description of Issue and Metrolinx’s Action Plan | Status Update |
| --- | --- | --- | --- | --- | --- |
| 51 | Pre-boarding announcements: electronic  | January 1 2017 | Buses - completedTrains by end of 2016 | The GO Transit electronic display and automated stop announcement system will be fully deployed to meet the requirement of automated audio and visual pre-boarding announcements, in advance of the compliance deadline. | The implementation on buses was finalized and launched for the public in November 2014.Pre-boarding audio and visual announcement solutions for trains are being implemented. |
| 52 | On-board announcements: electronic  | January 1 2017 | Buses - completedTrains Fall 2015 (audible only, visual to follow by 2017) | The GO Transit electronic display and automated stop announcement system will be fully deployed to meet the requirement of automated audio and visual on-board announcements, well in advance of the compliance deadline. | The implementation on buses was finalized and launched for the public in November 2014.Visual next-stop announcement solutions for GO Transit trains are being implemented. |

| Design of Public Spaces Standard Regulation Clause Number | Accessibility Requirements  | Regulatory Compliance Date | Estimated Completion Time of Work to Meet Requirements | Description of Issue and Metrolinx’s Action Plan | Status Update |
| --- | --- | --- | --- | --- | --- |
| 80.23-80.29,80.34-80.37,80.39,80.41,80.43,80.90 | Exterior paths of travel, access aisles, minimum number of accessible parking spaces, signage, on-street parking spaces, service counters, waiting areas, trails | January 1 2016(Standards apply only to new construction and major retrofits, where contracts have been entered into after December 31, 2012, and will apply to all new projects by 2016.) | Requirements already implemented for all new construction and major retrofits that have entered into contracts after December 31, 2012. All projects starting design on or after January 1 2016 will be in compliance. | Many of the accessible features outlined in this amendment are currently part of the GO Transit easier access features. GO is working closely with all stakeholder groups to ensure our standards are in line with accessibility and our customers’ needs. | Requirements already implemented for all new construction and major retrofits that have entered into a contract after December 31, 2012. All projects starting design on or after January 1 2016 will be in compliance. |

## Exhibit 3: UP Express AODA Compliance Work Program

| Customer Service Standard Regulation Clause Number | Accessibility Requirements  | Regulatory Compliance Date | Estimated Completion Time of Work to Meet Requirements | Description of Issue and Metrolinx’s Action Plan | Status Update |
| --- | --- | --- | --- | --- | --- |
| 4 | Use of service animals and support persons | January 1 2010 | Completed | Appropriate policies and training for all front-line staff will be in place to ensure that access is provided to service animals and support persons. | Completed |
| 5 | Notice of temporary disruptions | January 1 2010 | Completed | Procedures for temporary UP Express disruptions, ensuring the public receives appropriate information about any disruptions, will be in place and available in accessible formats upon request. | Completed |
| 9 | Format of documents | January 1 2010 | Completed | Procedures will be in place to ensure that UP Express documents provided to a person with a disability will be delivered in a format that takes into account that person’s disability. | Completed |

| Integrated Accessibility Standard Regulation Clause Number | Accessibility Requirements  | Regulatory Compliance Date | Estimated Completion Time of Work to Meet Requirements | Description of Issue and Metrolinx’s Action Plan | Status Update |
| --- | --- | --- | --- | --- | --- |
| 6 | Self-service kiosks  | January 1 2014 | Completed | UP Express will make use of the PRESTO card via ticket vending machines which will be designed with an array of accessibility features.  | PRESTO card dispensing and re-loading at UP Express Ticket Vending Machines (TVMs) will be in place later in 2015 (not at launch as per original plan). Once introduced, it will provide an array of accessibility features.In the interim period between June 2015 and the time when the TVMs will provide PRESTO functionality, PRESTO will deploy AVMs (Add Value Machines) at key station locations on the UP Express route to enable passengers to load and reload PRESTO cards. |
| 34 | Availability of information on accessibility equipment etc.  | January 1 2012 | Completed  | When it is launched, the UP Express website will provide current information on accessibility equipment, routes, and vehicle features in an accessible format, and alternate accessible formats will be provided upon request. | Completed. Part of Policies and Procedures documentation. |
| 35 | Non-functioning accessibility equipment  | July 1 2011 | Completed | UP Express will have in place procedures to assist customers with disabilities if an elevator or any other piece of accessibility equipment is out of service. | Completed. Part of Policies and Procedures documentation. |
| 37 | Emergency preparedness and response policies  | January 1 2012 | Completed  | UP Express will have on its website and in relevant locations on trains and stations, information on using the passenger assistance alarm and emergency procedures for evacuating customers (including people with disabilities) from trains and stations. | Completed. Part of Policies and Procedures documentation. |
| 38 | Fares, support persons  | January 1 2014 | Completed | UP Express will have in place appropriate policies and training to ensure that no fare is charged for the support person of a person with a disability.  | Completed |
| 39 | Transition, existing contracts | July 1 2011 | Completed | UP Express does not have any existing contracts for vehicles that do not meet AODA requirements. | Completed |
| 40 | Transition, existing vehicles | July 1 2011 | Completed | UP Express does not need to retrofit any existing vehicles. | Completed |
| 44 | General responsibilities | January 1 2012 | Completed  | UP Express’ level boarding system is passive and does not require any lifts, ramps or portable bridge plates for boarding. UP Express also provides assistance with safe securing of mobility aids for people with disabilities. A vehicle-mounted sill extension minimizes the gap between vehicle door and station platform. | Completed |
| 45 | Alternative accessible method of transportation  | January 1 2013 | Completed | UP Express provides accessible service. Pre-booked Wheel-Trans service and accessible taxis are also available between all points served by UP Express, as potential alternate or connecting accessible services.  | Completed |
| 46 | Fares | July 1 2011 | Completed  | UP Express has in place appropriate policies and training to ensure that a higher fare is not charged to a person with a disability than one without. Alternative fare payment options will also be made available to those who require it. | Completed |
| 47 | Transit stops  | January 1 2012 | Completed | UP Express stops at specific stations with level boarding. Alternative stopping locations will not be required or available, as it would be unsafe to board between stations. | Completed |
| 48 | Storage of mobility aids, etc.  | July 1 2011 | Completed  | Each UP Express vehicle will have one or two areas designated for passengers using wheeled mobility aid (WMA)s. There will also be ample storage for the luggage of all passengers.  | Trains will include designated areas for customers using WMAs and luggage storage.  |
| 49 | Courtesy seating  | January 1 2012 | Completed | In addition to offering clearly marked “priority” seating for people with disabilities, “courtesy” seating will be offered for other people that will benefit from it (i.e. expectant mothers, seniors and adults travelling with small children). This will include supporting information for the benefit of customers and employees in accessible formats upon request. | Completed |
| 50 | Service disruptions  | January 1 2013 | Completed | Appropriate procedures and training are in place to ensure that, during disruptions, the UP Express rail service is supplemented by alternate accessible services until regular services are restored. | Completed. Procedures are now being developed with appropriate training to follow, to ensure that alternative accessible services are available during disruption of UP Express services. This is part of UP Express Operations and GO Operating procedures. |
| 51 | Pre-boarding announcements: verbal | July 1 2011 | Completed | UP Express has automated announcements as part of station public address systems providing route direction, destination and next-stop information. | Completed |
| 51 | Pre-boarding announcements: electronic | January 1 2017 | Completed | UP Express has electronic displays as part of its station designs and on train exteriors to provide the route direction, and destination and next-stop information. | Completed |
| 52 | On-board announcements: verbal | July 1 2011 | Completed  | UP Express has automated announcements as part of train public address systems that provide approaching station, current station and other information. | Completed  |
|  | On-board announcements: electronic | January 1 2017 | Completed | UP Express has electronic displays as part of its train interior designs that provide approaching station, current station and other information. | Completed |
| 53 | Requirements re: grab bars, etc. | January 1 2013 | Completed | Grab bars, handholds and handrails are available as per standard requirements for railroad equipment. | Completed  |
| 54 | Floors and carpeted surfaces  | January 1 2013 | Completed  | UP Express train design ensures that floors produce minimal glare and are slip resistant, and that any carpeted surfaces have a low, firm and level securely fastened pile or loop. | Completed |
| 55 | Allocated mobility aid spaces  | January 1 2013 | Completed | UP Express trains include two designated seating areas to accommodate passengers with WMAs and/or space for service animals, with companion seats nearby. | Completed |
| 56 | Stop-requests and emergency response controls  | January 1 2013 | Completed | UP Express trains do not need stop-request buttons as they stop at each station along their route. It will have an alarm intercom located appropriately throughout the train, including within reach of allocated mobility aid spaces. | Completed |
| 57 | Lighting features  | January 1 2013 | Completed  | UP Express trains will include lights above or beside each passenger access door that are evenly lit. No lifting devices or ramps are required on UP Express trains, and as such, they do not require lights. | Completed |
| 58 | Signage  | January 1 2013 | Completed  | UP Express trains will have external destination displays showing the destination, visible from the boarding point. | Completed |

# Appendix B: AODA Compliance Work Programs For Projects Not Yet In Service

## Exhibit 4: LRT AODA Compliance Work Program

| Customer Service Standard Regulation Clause Number | Accessibility Requirements  | Regulatory Compliance Date | Estimated Completion Time of Work to Meet Requirements | Description of Issue and Metrolinx’s Action Plan | Status Update |
| --- | --- | --- | --- | --- | --- |
| 4 | Use of service animals and support persons | January 1 2010 | See various in-service dates in section 4 of this document. | Standards to be determined as part of the Operating Agreement and will be AODA compliant. | On schedule |
| 5 | Notice of temporary disruptions | January 1 2010 | See various in-service dates in section 4 of this document. | Standards to be determined as part of the Operating Agreement and will be AODA compliant. | On schedule |
| 9 | Format of documents | January 1 2010 | See various in-service dates in section 4 of this document. | Standards to be determined as part of the Operating Agreement and will be AODA compliant. | On schedule |

## Exhibit 5: VivaNext AODA Compliance Work Program

| Integrated Accessibility Standard Regulation Clause Number | VIVANext Bus Rapid Transit Accessibility Requirements  | Regulatory Compliance Date | Estimated Completion Time of Work to Meet Requirements | Description of Issue and Metrolinx’s Action Plan | Status Update |
| --- | --- | --- | --- | --- | --- |
| 6 | Self-service kiosks  | January 1 2014 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the projects and will be AODA compliant. | On schedule |
| 14 | Accessible websites and web content: all content | January 1 2021 | January 1 2021, or sooner | New content will meet AODA requirements (York Region responsible for VivaNext website). | On schedule |
| 34 | Availability of information on accessibility equipment etc.  | January 1 2012 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 35 | Non-functioning accessibility equipment  | July 1 2011 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 37 | Emergency preparedness and response policies  | January 1 2012 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 38 | Fares, support persons  | January 1 2014 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 39 | Transition, existing contracts | July 1 2011 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 40 | Transition, existing vehicles | July 1 2011 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 44 | General responsibilities  | January 1 2012 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 45 | Alternative accessible method of transportation  | January 1 2013 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 46 | Fares | July 1 2011 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 47 | Transit stops  | January 1 2012 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 48 | Storage of mobility aids etc.  | July 1 2011 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 49 | Courtesy seating  | January 1 2012 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 50 | Service disruptions  | January 1 2013 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 51 | Pre-boarding announcements: verbal  | July 1 2011 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 51 | Pre-boarding announcements: electronic | January 1 2017 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
|  | On-board announcements: verbal  | July 1 2011 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
|  | On-board announcements: electronic  | January 1 2017 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 53 | Requirements re grab bars, etc. | January 1 2013 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 54 | Floors and carpeted surfaces  | January 1 2013 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 55 | Allocated mobility aid spaces  | January 1 2013 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 56 | Stop-requests and emergency response controls  | January 1 2013 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 57 | Lighting features  | January 1 2013 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 58 | Signage  | January 1 2013 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 59 | Lifting devices, etc.  | January 1 2013 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 60 | Steps  | January 1 2013 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |
| 61 | Indicators and alarms  | January 1 2013 | See various in-service dates in Section 4 of this document. | Requirements are included as part of the delivery of the project and will be AODA compliant.For more information, please see the York Region Accessibility Plan at the following internet link:[York Accessibility Plans](http://www.york.ca/wps/portal/yorkhome/yorkregion/yr/accessibility/accessibilityplans/) | On schedule |

# Appendix C: 2014 Metrolinx Public Feedback Summary

## Exhibit 6: 2014 Metrolinx Public Feedback Summary

| **Vehicles: GO Trains** |
| --- |
| **Public Comment/Question:** Consider having more than one GO accessible railcar; aging population will add to need for more accessible seating.**Metrolinx Response:** Currently, GO does not have additional accessible railcars available to add a second railcar to each train set.Additionally, significant station renovations would be required to accommodate a longer or second mini-platform, and trains would need an additional CSA to operate the bridge plate (ramp) to allow customers to get on and off the trains. |
| **Public Comment/Question:** There is often not enough space for customers using wheeled mobility aids in the GO accessible railcar. People with luggage and strollers are taking up space in the accessible car.Customers with disabilities should not have to tell others to move.**Metrolinx Response:** When all Priority Seating on the accessible car is occupied, a customer requiring one of these seats may approach the Customer Service Ambassador (CSA) to request assistance in finding a seat. The CSA would then make a localized announcement to all customers on the lower level of the accessible railcar, asking that they give up their seat. If this does not result in a seat becoming available, a second localized announcement is made, indicating that the customer requires a seat before the train resumes service.GO is trying to distribute customers to other railcars who don’t need to be in the accessible car through increased signage, minor equipment modifications (i.e., removing centre stanchions at railcars adjacent to accessible car) and localized messaging by CSAs. |
| **Public Comment/Question:** Removing stanchions from other railcars will not help – people with strollers will still want to use ramp to the accessible railcar.**Metrolinx Response:** If centre stanchions are removed from other railcars, this would improve the overall boarding and deboarding process because it would provide more space in the doorways.Additionally, GO Transit is planning to launch a marketing campaign around courteous behaviour on the GO in late fall 2015. The campaign may address this topic. |
| **Public Comment/Question:** Consider support person fare stickers or special card to verify the need for accessible seating.**Metrolinx Response:** While some customers with disabilities do travel with a support person, many customers do not. Additionally, some customers choose not to self-identify as having a disability, but may still need to use the accessible seating area. Thus, it would be difficult to provide verification of the need to use the accessible seating areas. |
| **Public Comment/Question:** Consider making accessibility coach available only to customers with disabilities.**Metrolinx Response:** GO will not be making the accessible car available only to customers with disabilities, because this would go against the principles of inclusion. |
| **Public Comment/Question:** Strollers should have to be folded up (when possible), to allow for more space for customers using wheeled mobility aids.**Metrolinx Response:** GO encourages customers travelling with babies and small children to bring a collapsible stroller, and asks that these customers not obstruct aisles on buses and trains. |
| **Public Comment/Question:** Dedicated space for strollers and bicycles to keep these out of spaces reserved for accessibility.**Metrolinx Response:** GO is trying to distribute customers to other railcars who don’t need to be in the accessible car through increased signage, minor equipment modifications (e.g., removing centre stanchions at railcars adjacent to the accessible car) and localized messaging by CSAs. |
| **Public Comment/Question:** Consider a policy for mandatory securement of wheeled mobility aids on trains; would eliminate guess work for customer, and would improve customer safety.**Metrolinx Response:** Many customers prefer not to have their wheeled mobility aids secured on trains, so this is not a requirement. |
| **Public Comment/Question:** Seat design in accessible railcaris uncomfortable for some customers who have arthritis in their legs or back; little/no back or side supports, and seat depth also seems shorter than elsewhere.**Metrolinx Response:** Current accessible car seating is designed specifically to accommodate customers using wheeled mobility aids which can make them less than ideal for use as standard seats. They must be flip-up bench seats and also lack the armrests found on other seats. The bench portion is quite short in order to make them light enough for a person with a disability to operate and compact enough to allow room in which to manoeuvre a wheeled mobility aid. This is mandatory to ensure compliance with ADA and AODA regulations. There are eight locations on the lower level of the accessible car designated as Priority Seating and primarily for wheeled mobility aids. For ambulatory customers, standard seating is available in the rest of the accessible car. |

| **Vehicles: GO Buses** |
| --- |
| **Public Comment/Question:** GO should keep up-to-date with changing weight requirements and different types of wheeled mobility aids which are manufactured now as they are a lot bigger and heavier than they used to be, and incorporate them into buses.**Metrolinx Response:** Suppliers of equipment such as ramps, lifts, and wheelchair restraints follow government regulations for the consistent application throughout the bus industry. All GO Buses are equipped with the latest design to meet or exceed legal requirements. However, the size and weight of scooters is not regulated by the government, so some scooters are too large to fit in buses. |
| **Public Comment/Question:** Clearly display info about weight restrictions on ramps and lifts. The weight of a person using an electric wheelchair or scooters changes when travelling a long distance and bringing chargers or other accessibility equipment.**Metrolinx Response:** Information about the maximum dimensions for wheeled mobility aids is posted on the GO website, the GO Accessibility Guide, and there are external decals at the bus lift door. All wheelchair restraint areas are equipped with a 120-volt outlet for charging batteries. |
| **Public Comment/Question:** What happens when bus ramp is broken?**Metrolinx Response:** All buses are equipped with a feature to enable bus drivers to manually deploy the accessible ramp in the event it breaks down while the bus is in service.Ramps and lifts are tested before drivers take a bus out on the road. If a lift or ramp does not pass testing, the bus will not be released for service. |
| **Public Comment/Question:** Highway coach lifts are not designed for people with canes and walkers. Would they need to be secured if they cannot climb the stairs? / How are these customers kept safe when on lift?**Metrolinx Response:** Customers in wheeled mobility aids are only required to be secured while on the bus. Ambulatory customers and customers with limited mobility are permitted to stand on the accessibility lift of the high-floor GO Buses. Bus drivers request that customers stand in the centre of the lift and firmly hold the handrails while facing the coach. The safety strap is engaged and the driver will stand nearest to the front of the lift as possible. The driver will confirm with the customer that they are comfortable with the lift movement prior to activation. The driver will unlatch the safety strap and allow the customer to step off when it is safe to do so. |
| **Public Comment/Question:** Emergency exit from vehicles - provide shallow ramps, and ensure customer service agents assist with wayfinding.**Metrolinx Response:** Bus drivers are trained to deal with emergencies and follow an operating procedure to ensure all customers are safe during an emergency. Bus Supervisors and/or Safety and Training staff are also present at emergencies to assist customers if required. |
| **Public Comment/Question:** Provide more than 2 wheeled mobility aid spaces on buses; if customer cannot board bus because spaces are full, may have long wait for next bus.**Metrolinx Response:** Two wheeled mobility aid areas are required on all buses by federal and provincial regulations, and this is the standard design for buses in North America. GO Transit would need to have a custom-designed bus to accommodate more than two wheeled mobility aid areas, which would result in a significant cost increase for purchasing buses. |
| **Public Comment/Question:** Flip-up / flip-down seats on GO Buses for greater flexibility in seating options.**Metrolinx Response:** GO Transit provides flip-up seats at the two wheeled mobility aid areas on the low-floor double decker buses. |
| **Public Comment/Question:** Securements on buses and trains do not fit properly with some devices.**Metrolinx Response:** Equipment design is based on federal and provincial regulations and fits many types of wheeled mobility aids, and accommodates many different wheelchair and scooter designs that are in use. These types of securements are used by many other transit systems around the world. |

| Stations & Terminals: Design Standards |
| --- |
| **Public Comment/Question:** Design standards should exceed minimum requirements, and follow current best practices where possible.**Metrolinx Response:** Metrolinx has met minimum requirements set out by the Ontario Building Code (OBC) and AODA, and strives to exceed requirements wherever possible and/or practicable. |
| **Public Comment/Question:** Tactile platform edging should be along full length of platform, not just the accessible mini-platform.**Metrolinx Response:** GO has a new standard outlining the requirement for tactile edging along the full length of platforms. This new standard will be implemented at all new platforms across the GO network. A system-wide plan is also being developed for retrofit options for existing platforms that do not currently have tactile platform edging. |
| **Public Comment/Question:** Why aren’t tactile platform edges wider?**Metrolinx Response:** The tactile rail platform edge standard has been developed to meet the OBC and International Standards Organization (ISO) requirements, and CSA and CNIB guidelines. The required tactile edge width stated by OBC is between 300 and 610 mm. The new GO standard for tactile width is set at 610 mm, the maximum code requirement. |
| **Public Comment/Question:** Will UP Express platforms have tactile platform edge tiles?**Metrolinx Response:** Bloor and Weston will; Union and Pearson will be equipped with (cane-detectable) platform screen doors, and will have tactile warning indicators at door openings. All of these features were in place for service launch in June 2015. |
| **Public Comment/Question:** High-colour contrast strips on edge of stairs to help with depth perception and overall visibility.**Metrolinx Response:** All new projects and retrofits where stairs are affected will have colour contrasting non-slip strips on edge of stairs to improve overall visibility and safety. GO is also installing tactile attention indicators, identical to the platform edge tile, at the top of the stair to ensure high visibility to passengers with visions loss. In addition, the lighting levels in each design are carefully considered to ensure we meet best industry practice in terms of lighting our station environments.UP Express has followed GO Transit design requirements at the two stations that currently have stairs for access – Bloor and Weston Stations. |
| **Public Comment/Question:** Platform safety, including the horizontal gap between trains and platforms, is important to people with disabilities, and should be considered throughout the design.**Metrolinx Response:** The horizontal gap between train and platform must meet requirements set out for the Transport Canada Clearance Envelope. The horizontal gap between GO Trains and the mini-platform is safely spanned by the bridge plate (ramp), operated by GO staff.UP Express, which will provide level boarding, has a built-in extender on the trains (by the doorways) to reduce the horizontal gap between the train and platform. |
| **Public Comment/Question:** All platforms should provide level access without need for a ramp.**Metrolinx Response:** UP Express has been designed to provide level access. However, the GO Transit system as a whole shares many of its operating corridors with other carriers, (VIA, CN, CP) and is legally bound to respect Transport Canada clearances between the train and platform. |
| **Public Comment/Question:** Station design and operations should extend beyond property lines to work with municipalities.**Metrolinx Response:** Metrolinx is working closely with municipalities in the development of mobility hub plans around key GO stations. |
| **Public Comment/Question:** Access to bus loops is difficult for people with disabilities at some GO stations (e.g., Whitby).**Metrolinx Response:** A new initiative set out by Standards is the Ideal Station Layout Plan, which addresses this issue by situating bus loops in universally accessible locations adjacent to the station building. This ideal layout also accommodates easy access to Kiss & Rides, station building and platform access. |
| **Public Comment/Question:** Design shelters that better accommodate customers using wheeled mobility aids.**Metrolinx Response:** The current GO shelter design meets accessibility codes and regulations. GO is working to develop a new shelter design that will better accommodate customers using wheeled mobility needs. It will include an accessible entry into the shelter along with universally accessible seating. |
| **Public Comment/Question:** Service counter heights are not always accessible for customers using wheeled mobility aids.**Metrolinx Response:** A new service counter standard has been developed to meet all vertical accessibility requirements. This new design has already been integrated in the new GO York Concourse and Bay East Teamway at Union Station. It will also be installed at all new stations and existing stations at times when major construction renovations occur. |
| **Public Comment/Question:** Locate accessible parking spots as close as possible to accessible mini-platforms; quite a distance at Milton GO Station (as one example).**Metrolinx Response:** Currently, GO strives to provide the shortest and most convenient barrier-free paths through stations. However, there are site constraints that make it difficult to do this. The Ideal Station Layout that GO is developing will locate the accessible parking spots adjacent to the station building and mini-platforms in proximity to the station building to minimize the distances that customers are required to travel along their journey. |

| Station & Terminal Accessibility: General |
| --- |
| **Public Comment/Question:** Why the delays in making Scarborough Town Centre GO Bus terminal accessible?**Metrolinx Response:** The project was delayed by the TTC due to potential high construction costs. GO Transit is currently working with the TTC to improve accessibility at the terminal, including the introduction of an actuated pedestrian crossing to create an accessible connection between the GO Bus platforms and the mall, which is expected to be completed in 2015. |
| **Public Comment/Question:** Prioritize making Long Branch & Mimico GO Stations accessible (there is currently no direct accessible conventional transit option to get downtown).**Metrolinx Response:** These stations are currently in the early stages of planning and design development for service improvements to meet current accessibility standards by the end of 2017. |
| **Public Comment/Question:** Some bus stops & loops appear to be accessible but not shown as accessible on timetables; why is this?**Metrolinx Response:** GO Transit updates timetables when there is a board change. This sometimes results in a delay from when bus stops and loops become accessible to when this information is updated in timetables. |
| **Public Comment/Question:** Ramps at some UP Express stations (e.g., Weston Station) look very long if you have a manual wheelchair even if built to standards. Are elevators also an option?**Metrolinx Response:** All UP Express stations have elevators which can provide access to and from the platforms. |

| Station & Terminal Accessibility: Light Rail Transit (LRT) Stations |
| --- |
| **Public Comment/Question:** Redundant access at LRT stations, especially interchange stations.**Metrolinx Response:** Several key Eglinton Crosstown LRT stations (including stations that connect to the TTC subway system) will include redundant access. |
| Ensure tactile strips inside LRT stations are easy to locate and are weather-proof. Some TTC tactile strips are not tactile enough.**Metrolinx Response:** Metrolinx created a task force to look at how to make it easier for people with vision loss to navigate station platforms, including the use of effective tactile warning and guidance tiles. The task force included individuals who are blind or who have low vision, along with accessible design consultants and staff from the TTC. |
| **Public Comment/Question:** Seamless link between Eglinton Crosstown LRT and UP Express for accessibility and ease of use.**Metrolinx Response:** Metrolinx is currently exploring opportunities to integrate UP Express with Eglinton Crosstown LRT. |
| **Public Comment/Question:** Need visual displays and audible announcements for Eglinton Crosstown stations and platforms.**Metrolinx Response:** Eglinton Crosstown will include visual displays and audible announcements on vehicles and in stations. |

| Station & Terminal Accessibility: Elevators |
| --- |
| **Public Comment/Question:** Elevators tend to go out of service at a high rate, and not always properly & promptly communicated to customers; not all customers have access to email or text alerts. Elevator disruptions create serious domino effect for customer plans.**Metrolinx Response:** The failure rate for GO elevators is less than 1%, but staff are looking at some changes and retrofits for older elevators to strategically replace them to reduce breakdowns; also looking to supplement elevators with alternatives (e.g., ramps), where possible.Communications can be enhanced so customers better understand that station attendants will provide assistance in service disruptions.Plans are being developed to further improve the reliability of older elevators, while improving access to stations by developing a minimum of two accessible paths to platforms. This will ensure that projects being undertaken at this time will not face this issue in the future. |
| **Public Comment/Question:** What alternate arrangements are available for customers who cannot access station due to out-of-service elevators?**Metrolinx Response:** The front-line team has a list of accessible taxi service providers and a complimentary taxi to the next accessible station can be provided during elevator outages. GO has several accessible vans which can be used during major service disruptions or emergencies to transport customers with disabilities between stations. Communicating service disruptions allows customers to make alternate trip plans. |
| **Public Comment/Question:** What is the response time for getting elevators back into service?**Metrolinx Response:** There is a protocol to deal with out-of-service elevators which includes a contract with vendors to be on-call 24-hours a day. GO manages vendor response and repair solutions to ensure timely repair. GO is working on technology for instant alerts when elevators go out-of-service so staff are alerted before customers, to get messaging out to increase likelihood that customers will be notified sooner and can make alternate arrangements. |
| **Public Comment/Question:** Could GO hire its own elevator technicians to help speed up elevator repairs?**Metrolinx Response:** There are many layers to providing in-house technician services, from ongoing training to certification and licencing. GO’s contracted industry experts provide a high level of service. Contract language continues to be enhanced, with performance expectations and specific response times. |
| **Public Comment/Question:** Add second elevator to GO platforms; would provide back-up when one elevator is out-of-service, and will help move customers to and from platforms more quickly, especially during special events.**Metrolinx Response:** New station designs will incorporate a second barrier-free path to platforms using additional elevators or ramps as required. At existing stations, GO will look to add additional elevators during major construction projects. For example, upcoming station replacement projects at Eglinton, Guildwood and Rouge Hill will each include two new tunnels with elevators, to ensure there will be two accessible paths to the platforms. |
| **Public Comment/Question:** Elevators are often used by customers with strollers and bikes; long wait for customers using wheeled mobility aids to use elevators. Consider movable walkways between levels at Union, similar to those in airports?**Metrolinx Response:** There are currently no plans for movable walkways. Our Customer Care Coordinators often go on platforms and encourage people who don’t have to use elevators to use stairs to create more capacity for customers who have to use them. In addition, CSAs make announcements asking customers to allow persons with mobility devices to use the elevators first. |

| Station & Terminal Accessibility: Parking |
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| **Public Comment/Question:** Not enough accessible parking; should provide more than required minimum number of spaces, and some spaces should be bigger; availability of spaces should be posted on website.**Metrolinx Response:** In terms of the size of parking spaces, GO’s current standards are aligned with the AODA. Enhanced station accessibility information (including accessible parking information) has been developed, and updates have been added to the GO website for several GO stations.GO staff monitor parking utilization and will add accessible parking spaces where required, as demand dictates. |
| **Public Comment/Question:** Provide accessible parking at or near Guelph GO Bus terminal.**Metrolinx Response:** There are accessible parking spaces available to GO Transit customers in the Passenger Pick-up & Drop-off (PPUDO) on the south station access off Farquhar Street. |
| **Public Comment/Question:** Give tickets to cars parked illegally in (or blocking) designated accessible parking spots.**Metrolinx Response:** GO staff patrol our various stations. There are not enough staff to be at each station all the time. While going through our stations, staff consider the accessible parking area and issue infractions when an offence is observed. GO is currently working on a communications strategy and an updated transit safety/enforcement approach which is intended to reduce the frequency of this problem. |
| **Public Comment/Question:** Consider providing designated parking spots for expectant mothers.**Metrolinx Response:** One of the challenges to adding designated parking spaces for expectant mothers is that it would be very difficult to monitor the appropriate use of such spaces, given that there are no permits for using such parking spaces (in contrast to accessible parking spaces).Expectant mothers can get an accessible parking permit when prescribed by a doctor. More information can be obtained through Service Ontario. |

| UP Express Accessibility |
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| **Public Comment/Question:** What accessibility features does UP Express have?**Metrolinx Response:** All 4 stations are accessible, including ramps and elevators; each railcar is accessible, with 4-5 spaces for wheeled mobility aids on each train set; accessible restroom on C car (most train sets will have a C car); level boarding, with 1.5-inch gap between platform and train; tactile platform edge tiles; platform screen doors (cane-detectable) at Pearson and Union Stations; audible announcements and visual displays; Guest Services Representatives (GSR) on trains, platforms, at service counters; priority boarding and courtesy seating for customers with disabilities. |
| **Public Comment/Question:** Staff available to help with baggage?**Metrolinx Response:** There is a minimum of 1 GSR on trains, a minimum of 2 GSRs on the platform at Union and Pearson Stations, and 1 GSR at the in-terminal service counter inside the International Arrivals Hall at Terminal 1. |
| **Public Comment/Question:** Discounts for people on social assistance?**Metrolinx Response:** Similar to GO Transit and other GTHA transit operators, UP Express does not provide fare discounts to people on social assistance. |
| **Public Comment/Question:** If Wheel-Trans is $3, why take UP Express?**Metrolinx Response:** For Toronto residents who are not eligible for Wheel-Trans, UP Express provides an accessible, reliable, convenient and comfortable transit option to get to and from the airport. |
| **Public Comment/Question:** Will you be inviting people with disabilities to ride the service prior to launch?**Metrolinx Response:** In May 2015, UP Express hosted a preview tour of the UP Express system for the Metrolinx Accessibility Advisory Committee (AAC) in advance of opening date. Members rode the train end-to-end, toured Union and Pearson Stations, and provided feedback on their experience. |

| **Signage & Wayfinding** |
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| **Public Comment/Question:** Improved signage for elevator locations at Union Station.**Metrolinx Response:** The new GO York Concourse at Union Station includes improved wayfinding signage, which will also be used throughout the GO Bay and VIA Concourses at Union Station once the building renovations to these areas have been completed. |
| **Public Comment/Question:** How will wayfinding be addressed at Union Station to travel to and from the new UP Express Station?**Metrolinx Response:** UP Express is working with internal and external partners (GO, TTC, City of Toronto) to provide effective wayfinding. |
| **Public Comment/Question:** Tactile signage & wayfinding (Braille, raised lettering) and more visible signage (including lighting on signage for improved visibility at night) to assist people with vision loss.**Metrolinx Response:** GO is undertaking a review of wayfinding strategies at its facilities, including the use of tactile and highly contrasting surfaces to aid customers with vision loss. Braille indicators are being implemented for washroom and Ticket Vending Machine signage. This strategy is expected to be completed by summer/fall 2015. |
| **Public Comment/Question:** Signage (icons and terms) needs to be clear, consistent and consistently displayed.**Metrolinx Response:** GO stations and terminals have been upgraded at different times over the course of the GO Transit service expansion, meaning that different wayfinding strategies have been used over the years. GO is in the process of developing a wayfinding and signage standard to be implemented across the network.UP Express has developed a signage system to ensure wayfinding and information signage is clear and consistent at all stations and on board the train. |
| **Public Comment/Question:** Ensure that signage provides strong colour contrast for people with low vision.**Metrolinx Response:** GO currently meets high colour contrast requirements for its signage, by meeting or exceeding the minimum 70% colour contrast guidelines recommended by the CNIB.UP Express is working with the GO Transit Standards division to ensure wayfinding signage colour contrast is adequate at all stations and on board the train. |
| **Public Comment/Question:** Maps should provide detailed accessibility information and also broader network context for ease of regional wayfinding.**Metrolinx Response:** GO has developed preliminary ‘Barrier Free Path of Travel' site plans to assist with customer inquiries. Additionally, a pilot program is currently being developed to highlight station accessibility features.Further efforts are being made to create accessibility maps that will be integrated into kiosks for customers to access.UP Express is working with Metrolinx’s Design Excellence team to help ensure seamless regional wayfinding in the future.Metrolinx’s new regional traveller information system, Triplinx, includes features such as a regional trip planner, which has an option to select accessible routes. |
| **Public Comment/Question:** Improved signage on accessible railcar to emphasize that priority must be given to customers with disabilities.**Metrolinx Response:** GO is planning to increase accessibility symbol on railcar exterior. When customers with disabilities are having difficulty getting a seat, CSAs make localized announcement asking people to vacate seats. |
| **Public Comment/Question:** Wayfinding decals on floor could help some people with developmental disabilities to get around stations or to know where to go on platforms.**Metrolinx Response:** While floor-mounted wayfinding decals can be difficult to maintain, are less visible during winter months, and would also be less effective during peak periods when there is crowding, this suggestion will be considered further. |
| **Public Comment/Question:** Construction work impacts sidewalks, crossings, bus stop placements, etc.; consider needs of people with different types of disabilities (e.g., wayfinding, safety).**Metrolinx Response:** Doing construction while maintaining transit operations is challenging. To minimize customer impacts and maintain service levels, our construction projects include multiple phases and off-peak construction activities. Maintaining accessibility requirements during construction is a priority. |
| **Public Comment/Question:** Difficult for people with vision loss to notice when bus stop locations have changed. Perhaps drivers could tell people that certain bus stops have moved so they know to stand somewhere different.**Metrolinx Response:** Bus stop announcements are made on all buses so customers know when to get off the bus. When bus stop locations change, drivers are requested to pick up customers at both old and new locations until people become familiar with the changes. |
| **Public Comment/Question:** At Pearson Terminal 1 Station, how do customers find the terminal if they are blind?**Metrolinx Response:** UP Express Guest Services can provide some assistance to locate the correct terminal which can be requested online at www.upexpress.com, or by calling Guest Services. Additionally, ACAP guest services (provided by the Greater Toronto Airports Authority) can be pre-booked. |
| **Public Comment/Question:** Are there wheelchairs available on short notice at Pearson Terminal 1 Station, for people who cannot walk long distances?**Metrolinx Response:** In addition to Pearson Airport’s accessibility services, UP Express has wheelchairs readily available at all stations, including Pearson Station which is connected to Terminal 1. |
| **Public Comment/Question:** Customer information / “talking stations” (with audible information available by push of a button) would help people with vision loss navigate stations (e.g., locate service counters, restrooms, train platforms).Add push buttons on platforms to enable audible announcements of platform number or light up platform number signage.**Metrolinx Response:** Staff have made note of these ideas for future consideration. |
| **Public Comment/Question:** Green and yellow (in signage, timetables, etc.) are harder to read for someone who is colour-blind.**Metrolinx Response:** These signs and materials are being converted to black and white to provide strong colour contrast and overall improved legibility. |

| **Communications** |
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| **Public Comment/Question:** Construction information, bus stop relocation information not always available or properly communicated; no thorough information about wayfinding, alternate accessible routes.**Metrolinx Response:** Public notices and bus stop relocation information is provided on-site prior to any changes. GO is working on a process to make this information more readily available on its website. In addition, GO Transit supervisors can be deployed in busy locations to assist customers with any changes. |
| **Public Comment/Question:** Designated Waiting Areas need a way for people who are deaf or blind to use them. This is an important safety concern, especially for people travelling alone and at night.**Metrolinx Response:** Metrolinx established an Improving Centre Platform Accessibility Taskforce to develop recommendations for preferred approaches for the design of transit platforms in order to provide confident navigation for all users regardless of ability, including people with vision loss. The Taskforce engaged subject matter experts in the fields of universal design/accessibility, wayfinding, and transit station design and also explicitly sought representation from people who have vision loss. One of the items the Taskforce looked at was how to make it easier for customers with vision loss to locate and use Designated Waiting Areas. |
| **Public Comment/Question:** Announcements on trains not accessible to customers who are deaf. It isn’t always easy to see out windows to read signs or know when certain train car doors will not open.**Metrolinx Response:** Electronic displays and audible announcements providing service information will be added to GO Trains in 2017. |
| **Public Comment/Question:** Better service needed for people who are deaf during extreme weather, emergencies, etc. (e.g., Winter 2013-14 ice storm made travelling on GO difficult for many people in the deaf community).**Metrolinx Response:** Service and emergency messaging is displayed on departure boards system-wide to assist all customers.Additionally, GO Transit has “On the GO” email and text message alerts. |
| **Public Comment/Question:** Better communication about when customers using wheeled mobility aids need their devices secured.**Metrolinx Response:** Although the securement of wheeled mobility aids on GO and UP Express railcars is not mandatory due to the relatively low “g-forces” during acceleration, deceleration and gradual turns, CSAs on GO Trains and Guest Service Representatives on UP Express trains will assist customers with securement upon request.All mobility aids are required to be secured on GO Buses at all times. Drivers are responsible for securing wheeled mobility aids on GO Buses. |
| **Public Comment/Question:** How will GO serve customers with disabilities and seniors who are not tech-savvy?**Metrolinx Response:** GO continues to provide printed schedules and information brochures at stations. Service updates are provided on radio and TV. Announcements are made in stations and on buses and trains. Electronic displays in stations and on buses provide service information. |
| **Public Comment/Question:** During special events (i.e., CNE) staff are great about consistently communicating reminders about accessibility, including priority boarding - this should be part of regular practice not just special events.**Metrolinx Response:** CSAs are given an announcement book to follow throughout their shifts. CSAs must carry this book with them at all times. |
| **Public Comment/Question:** Communications about which railcars are opening and general constructions issues are not always clear or readily available. Also causes crowding on accessible rail car.**Metrolinx Response:** CSAs are given a Daily Operating Notice (DON) which outlines all platform restrictions. CSAs follow the instructions in the DON as to when to make the announcements. Overcrowding is caused by the construction which forces customers to use certain coaches. |
| **Public Comment/Question:** Consider a communications campaign to clearly identify difference between priority and courtesy seating; people with non-visible disabilities may be asked to give up seat but have right to sit in priority or courtesy seating.**Metrolinx Response:** GO Transit is planning to launch a marketing campaign around courteous behaviour on the GO in late fall 2015.  A key component of this campaign will be messaging around the appropriate use of priority and courtesy seating. |
| **Public Comment/Question:** Consider a poster campaign, or occasional announcements, asking people not to block stairways.Blocked aisles in accessible railcar make it especially difficult for people using wheeled mobility aids to move around.**Metrolinx Response:** GO Transit is planning to launch a marketing campaign around courteous behaviour on the GO in late fall 2015. The campaign will address this topic. |
| **Public Comment/Question:** Printed material doesn’t meet Aphasia requirements. People with Aphasia cannot hear announcements on bus clearly.**Metrolinx Response:** In addition to announcements, electronic displays provide next-stop information on buses. |

| **Electronic Communications** |
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| **Public Comment/Question:** Platform announcements, station displays do not provide enough advance notice about which track a trip will depart from; can be difficult for people using wheeled mobility aids to get to their platform on time; can also make it difficult for family members to meet up with someone who requires extra assistance (i.e., people with intellectual or developmental disabilities).**Metrolinx Response:** Platform announcements are scheduled to ensure that all customers have time to reach the platform once the announcement is made, while minimizing the possibility that a train platform will need to be changed after an announcement has been made. |
| **Public Comment/Question:** Add out-of-service elevator and other information about service changes (customer notified) to GO Mobile apps.**Metrolinx Response:** Notifications about out-of-service elevators, along with other features, will be included in the next version of GO Mobile that will be available to the public in summer 2015. |
| **Public Comment/Question:** Could GO Mobile apps inform customers when wheeled mobility aid spaces are full on vehicles to help people plan and make alternate arrangements when needed?**Metrolinx Response:** While this is an interesting idea that would indeed help customers better plan their trips, it would require additional technology on vehicles to detect that the wheeled mobility aid spaces are full, and there are no plans to add such technology to vehicles.More frequent GO Train and bus service should provide more travel options for all customers, including customers who require wheeled mobility aid spaces. |

| **Training** |
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| **Public Comment/Question:** Staff are very good and helpful - including with trip planning*.* |
| **Public Comment/Question:** One staff member at Whitby GO Station knows sign language which customers who are deaf really appreciate and look forward to seeing her. |
| **Public Comment/Question:** All staff working with the public should take a basic sign language course.**Metrolinx Response:** Sign language courses are available for employees who feel that they may use this skill in their job at Metrolinx. Metrolinx will reimburse the course fee for employees wishing to develop their ability to use sign language. |
| **Public Comment/Question:** One Customer Service Ambassador (CSA) seemed unsure how to interact with a customer who is deaf. CSAs on accessibility car should be willing and trained to help people with all types of disabilities.CSAs should receive more extensive accessibility training and more frequent refresher training, and include people with disabilities to talk about their experiences.**Metrolinx Response:** All CSAs receive “PLEASE” training, which is an acronym for “Project a professional image, Listen actively, Establish positive relationships, Aim at the situation not the person, Service with the value added touch, and End on a positive note”.CSAs currently receive accessibility training and training for CSA duties. GO is currently reviewing the training frequency for CSAs. |
| **Public Comment/Question:** What accessibility training do Metrolinx employees receive other than using accessibility equipment?**Metrolinx Response:** GO employees receive specific training on interacting with customers with disabilities including basic knowledge on accessibility needs and sensitivity training.UP Express GSRs receive training which includes accessibility components. |
| **Public Comment/Question:** Have staff do simulation exercises using mobility devices to better understand barriers faced by some customers.**Metrolinx Response:** CSAs and GO Bus drivers currently do scenario-based exercises.Simulation exercises may be offered to other Metrolinx staff. |
| **Public Comment/Question:** Ensure front-line staff are more aware of how to assist or provide information about alternative arrangements for customers with disabilities.**Metrolinx Response:** Front-line staff have a list of accessible taxi service providers and a complimentary taxi to the next accessible station can be provided during elevator outages. A growing number of accessible GO Supervisor vehicles are being provided to assist customers in completing their trips when unforeseen circumstances occur. |
| **Public Comment/Question:** Staff should do a daily check on facilities, including elevators.**Metrolinx Response:** Safety and security inspections, including elevator checks, are performed by staff at the beginning of each service day. In addition, many stations are visited by customer service and maintenance staff throughout each day. |
| **Public Comment/Question:** How can we help people who can be independent but need some help to travel more independently?**Metrolinx Response:** Metrolinx developed a travel training program called “On Our Way”, which is intended to be customized by transit agencies and community organizations as they develop their own program. The program materials have now been used in the development of travel training programs in Ontario and elsewhere. GO Transit is looking at the feasibility of creating and implementing its own travel training program based on the “On Our Way” program. |

| **PRESTO** |
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| **Public Comment/Question:** Display on PRESTO balance checker devices is very quick; sometimes have to check a few times to get information.**Metrolinx Response:** PRESTO is committed to making fare payment as convenient and accessible as possible to all customers. We will incorporate this feedback for enhanced functionality into our current work of evaluating accessibility requirements for existing and future devices and services. In addition to the PRESTO balance checker, customers have various channels to manage their accounts and information:* + - * in-person with a customer service agent;
			* online through our website; and
			* through the call centre and automated telephone response.
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| **Public Comment/Question:** Any accommodations from PRESTO for people on ODSP or who can't get bank account or credit card?**Metrolinx Response:** PRESTO does not set the various local fare rates or program fare policies as PRESTO is only the means of fare payment. Please check with your local service provider for ODSP accommodations. |

| **Service Planning** |
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| **Public Comment/Question:** Why doesn’t GO offer service directly to hospitals in Toronto (e.g., Sunnybrook, St. Michael’s)? It takes 4 hours for people from York Region to take specialized transit to get to these facilities.**Metrolinx Response:** GO is a regional transit provider focusing on fast and frequent connections across the GTHA. GO relies on local and para-transit operators to provide quality connections between local services for customers. |
| **Public Comment/Question:** As you travel farther and farther outside of Toronto the frequency of service and the ability to access the service is further hindered for people with disabilities.**Metrolinx Response:** GO has consistently improved the accessibility of its services and infrastructure. All our bus routes are accessible and we have introduced several initiatives to make it easier for customers to travel on our service. In addition, GO has an annual bus stop upgrade program to improve our on-street bus stop infrastructure across the network. |

| **Public Consultation, Outreach, Advisory Committees** |
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| **Public Comment/Question:** It can be difficult for people who are deaf to communicate effectively in public meetings (even when sign language is provided); additional opportunities for engagement would be appreciated.**Metrolinx Response:** Metrolinx seeks volunteers for project advisory teams, and reaches out to organizations and individuals who are deaf to participate in such teams. Other opportunities for engagement are also being explored. |
| **Public Comment/Question:** Suggestions to hold public meetings in other parts of GTHA (Milton, Hamilton, etc.).**Metrolinx Response:** Our intent has been to hold the Accessibility Public Meetings in more highly populated areas to make it as easy as possible for people to get to the meetings by transit and other modes. We are open to considering other locations, and we will move the meetings around to different locations, as we have done in Durham and York Regions.Given that it can be difficult for some people with disabilities to come out to meetings, we are planning to hold virtual public meetings in the future, which would allow participation online and/or by phone. |
| **Public Comment/Question:** Consider holding Accessibility Public Meetings at other time of year rather than November-December.**Metrolinx Response:** Yes. In a typical year, Metrolinx would hold the meetings either in spring or fall. In 2014, the municipal elections caused the meetings to be held later than usual. |
| **Public Comment/Question:** When recruiting new Accessibility Advisory Committee (AAC) members, please keep in mind that some people with disabilities (i.e., people who have Aphasia) may need others to advocate on their behalf.**Metrolinx Response:** During the Metrolinx AAC recruitment process, preference is generally given to individuals who have a disability. Metrolinx also recognizes that having some AAC members who are advocating on behalf of individuals with disabilities can be beneficial, particularly when it would otherwise be difficult for an individual to advocate for themselves. |
| **Public Comment/Question:** Better information-sharing between AACs.**Metrolinx Response:** Some members of the Metrolinx AAC also sit on other AACs, which helps facilitate information-sharing. Additionally, Metrolinx staff occasionally give presentations to other AACs to provide updates on Metrolinx accessibility activities. |

| **Operations** |
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| **Public Comment/Question:** More planning needed to deal with weather changes and appropriate weather sheltering**.****Metrolinx Response:** GO Transit does its best to communicate any service changes as a result of weather in advance to customers.In terms of customer comfort, more heated shelters have been installed system wide, and new rail platforms are designed with canopy cover from elevator to mini platform. |
| **Public Comment/Question:** Snow removal is not consistently done; lots of issues with berms left behind and proper clearing of accessible pathways to a station.More timely snow removal on GO Train platforms (customers provided Milton, Eglinton, Rouge Hill as examples).**Metrolinx Response:** Snow and ice control on rail platforms is dependent on safe work conditions, which requires re-tracking trains and in some cases suspending service on a particular track adjacent to the platform being worked on. Rush hour service levels can further impede the snow removal process. Mobilization of resources is arranged once a winter event is predicted, and deployed with consideration to the timing of the event and rail service levels. New rail platforms contain snow melting systems providing safe conditions during all but the most extreme winter conditions. |
| **Public Comment/Question:** For the train that got flooded, what does GO do about accessibility?**Metrolinx Response:** In any situation, including major incidents such as a flood, GO does its best to assist customers. Policies and procedures, including accessible evacuation procedures, are reviewed extensively after incidents to determine what could have been done differently and make sure it doesn’t happen again. Extensive planning efforts such as snow plans are made every year to deal with the occasional harsh conditions in which our services operate. |
| **Public Comment/Question:** Open stations late so people can wait indoors, especially during stormy weather; customers sometimes have longer wait times for specialized transit.**Metrolinx Response:** Typically each winter stations remain open to provide weather protection to customers. Most recently this was implemented from November 2014 to the end of April 2015. |

| **Employment** |
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| **Public Comment/Question:** Does Metrolinx hire people with disabilities? Where can I apply?**Metrolinx Response:** Yes, Metrolinx is an equal opportunity employer, and is committed to accommodate accessibility needs of candidates during the recruitment process and accessibility needs of employees. Visit the Careers section of Metrolinx.com for more details. |

| **Other** |
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| **Public Comment/Question:** How is Metrolinx looking at regional transit from a universal design perspective to ensure usability for all people?**Metrolinx Response:** Metrolinx has a few initiatives underway that will help improve universal design on a regional level. For example, the wayfinding harmonization initiative will help to better coordinate wayfinding and signage across transit agencies in the Greater Toronto and Hamilton Area (GTHA). The Accessible Design Guidelines will provide guidelines to be used for different services operated by Metrolinx.Metrolinx’s new regional traveller information system, Triplinx, includes features such as a regional trip planner, which has an option to select accessible routes. Triplinx also includes service information about para-transit service providers in the GTHA. |