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## Acknowledgements

We would like to acknowledge the efforts of former Metrolinx Accessibility Advisory Committee (AAC) members Mr. Sean Henry and Mr. Brian Moore, both of whom stepped down from the AAC in 2016. They provided valuable input into our accessibility planning efforts. We would like to welcome Mr. Gordon Ryall and Ms. Heather Willis, who both joined the Metrolinx AAC in 2015.

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

## Introduction

The 2016 Metrolinx Accessibility Status Report provides an annual update of the Metrolinx Multi-Year Accessibility Plan published in December 2012, as well as the 2015 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 2016 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 li[nk: www.metrolinx.com/en/aboutus/accessibility/default.aspx.](http://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 is required 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, PRESTO and UP Express have continued to make improvements to existing and planned services.

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

## Plan

* + 1. **Metrolinx**
       1. Metrolinx has developed an employee Diversity and Inclusion Strategy to help create a more diverse and inclusive workforce, which is necessary to drive innovation, foster creativity, and guide business strategy. Through the Diversity and Inclusion Program, Metrolinx hopes to unlock talents and enhance the confidence and morale of employees. Accessibility is an important component of this Diversity and Inclusion Program.
       2. 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, and a regional customer information package for cross- boundary travel.

## 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. Several new accessible stations will be added to the GO Train network in the coming years, with many of the locations yet to be determined.
      3. 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 2017/2018. 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 by the end of 2019.
      4. The GO Accessibility Guide is being updated, and will be made available online as part of a self-serve option for a GO Transit travel training program.

## PRESTO

* + - 1. PRESTO is examining how Support Person rides might be supported by the PRESTO system on conventional and specialized transit systems.

## New Rapid Transit

* + - 1. Planning and construction for the Eglinton Crosstown LRT has progressed, on track for the planned opening in 2021.
      2. A short-term partnership was developed with the community to mitigate the impact of construction on accessible customer wayfinding near Bayview and Eglinton, which is an area that has a high concentration of service providers for people with disabilities.
      3. The Finch West, Sheppard East, Hurontario and Hamilton LRT projects are moving forward. The planned openings for Finch West, Hurontario and Hamilton are 2021, 2022 and 2024 respectively, while the planned opening for Sheppard East is still to be determined. Accessible design requirements will be followed for these projects.

## Build

* + 1. **GO Transit**
       1. Progress continued on making GO Train service accessible at the remaining six non- accessible GO stations, as follows. In most cases, station improvements are being delivered as part of the 10 year Regional Express Rail (RER) capital program. As the GO RER program continues to evolve, project scope and timelines are subject to change:
          - 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 2021.
          - Mimico Station, on the Lakeshore West line – discussions are underway with the City of Toronto regarding the future of Mimico Station in relation to the feasibility of a new station at Park Lawn Road. In the interim until critical decisions are made, measures will be put in place to address accessibility.
          - Kipling Station, on the Milton line – completion of an accessible station is expected at the end of 2021. 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 2019. Georgetown Station accessibility was updated in the last two years on an interim basis, as we will be doing permanent modifications in the very near future.
          - Bloor Station, on the Kitchener line – the station became accessible in winter 2015/2016 (the UP Express portion of the station was accessible when service launched in June 2015). Direct access from the TTC Dundas West Station and the Railpath are in the preliminary stages.
          - Eglinton Station, on the Lakeshore East line – tunnel and platform upgrades and construction of a new station building will create an accessible station by 2021.
       2. 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 2018, with completion in 2021.
          - 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 was the end of 2016.
          - 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.
          - Weston Station, on the Kitchener line – the renovated accessible station, with a redundant access point added, was completed in late-2015.
          - Brampton Station, on the Kitchener line – platform and station rehabilitation will improve accessibility of the washrooms and provide shelter on the platform. Additional accessible parking will also be provided. Detectable platform edge tiles will be installed on both North and South platforms as well as accessible shelters on the North platform. The scheduled completion of this project is end of 2019.
          - Malton Station, on the Kitchener line – platform rehabilitation will install platform edge detectable tiles on both North and South platforms as well as accessible shelters. A new tunnel with elevators will be installed. This work to be completed by end of 2019. A new station building with more accessibility features such as a larger waiting area and direct access to the platform will begin in 2020.
          - Bramalea Station, on the Kitchener line – various accessibility upgrades will be made to the station, such as: an accessible, multi-level parking structure with a bridge overpass and elevators for direct access to the rail platforms; construction of a new Station Building with barrier-free washrooms and accessible pedestrian tunnel connections; and accessible parking adjacent to the Station Building. This project is expected to be completed by the end of 2020.
          - Bay Concourse in Union Station – the original Bay Concourse is undergoing a major renovation to create a new accessible concourse which will include elevators to GO platforms, accessible washrooms, and digital signage with GO service information. The new Bay Concourse is scheduled to open by the end of 2018.
          - 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.
          - Whitby Station, on the Lakeshore East line – tunnel, elevator, and platform upgrades and construction of a new station building close to the parking structure with accessible parking spaces are planned to be complete by 2021. 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.
       3. 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 is now in service.
          - Scarborough Town Centre – the mall changed the doors at the bus bay level into an emergency exit only, meaning that the pedestrian crossing that would have connected to these doors is no longer feasible. The TTC is exploring a number of options to improve the accessibility of the bus terminal.
       4. There are 25 of 27 GO Transit Park & Ride lots that are accessible.
       5. GO Transit worked with municipalities in 2015 to convert over 100 non-accessible on-street municipal bus stops to accommodate GO Bus lift operations. In 2016, an additional 13 municipally-owned bus stops served by GO Transit have been modified to accommodate GO Bus lifts. A further 65 stops are under review with the associated municipalities to potentially receive upgrades moving into late-2016 and 2017.
       6. Five accessible railcars will be added to the GO Train fleet in 2017, and an additional 24 new accessible railcars by 2020, using a new Crash Energy Management (CEM) system.
       7. New GO low-floor double-decker buses will be a lower height design, with approximately 33 double decker buses delivered in 2016 and 74 buses expected to be delivered 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 450 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.

## PRESTO

* + - 1. An audio output capability is being built into a new generation of Android-based handheld PRESTO devices that will be used by some Transit Agencies for fare payment on specialized transit vehicles and for purchases in retail settings.
      2. The tactile and visual labels on the Self-Serve Reload Machines and TTC Single Ride Vending Machines are being updated to improve the intuitiveness of the devices to all customers.
      3. The PRESTO website is being updated to improve its user interfaces design for all customers and support for mobile devices via responsive design. The website’s accessibility will be preserved.
      4. PRESTO card services (card vending, card query and adding value to PRESTO cards) are being added to some UP Express and GO Ticket Vending Machines (TVMs). The TVMs already include an audio assist mode and this can be used to access the PRESTO services.
      5. A new full-service PRESTO vending machine (providing card sales and add value) is being designed for use by the TTC. Accessibility has been a consideration throughout the process.
      6. Secondary (lower) PRESTO readers will be added on to the wider, accessibility lanes of the modern fare gates being installed for the TTC. This will help customers who are seated and may have difficulty reaching the primary readers near the top of the fare gates.

## UP Express

* + - 1. The service counter at Union Station has been modified to increase kick space to better serve people using wheeled mobility aids.
      2. High colour-contrast strips have been added along the ramps inside the UP Express train doorways to better identify the ramps for customers entering the train.

## New Rapid Transit

* + - 1. The accessible Bus Rapid Transit Transitway is under construction in Mississauga. All amenities are accessible including elevators and stations. Winston Churchill Station and Renforth Gateway are currently under construction and anticipated to go into service in 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
      3. Construction for the Eglinton Crosstown LRT progressed, on track for the planned opening in 2021. Tunnelling work was completed in August 2016. Construction has begun on several underground stations.

## Operate

* + 1. **Metrolinx**
       1. A Regional Transit Traveller Information System (Triplinx), developed in collaboration with the GTHA transit agencies, was launched in April 2015, In order to make it easier to use transit to travel around the GTHA Triplinx provides a one-stop source of transit information, beginning with a trip planner, schedules and other information on transit services. Triplinx is available on the Triplinx.ca website and on iPhone Android Windows platforms. Triplinx has made a priority of meeting AODA web accessibility requirements and ensuring, through extensive testing, that both the website and apps are readily used by travellers with disabilities including features such as accessible text-only versions of Triplinx web pages. Triplinx provides travel information that is useful for people traveling with disabilities including the option to select itineraries that use wheelchair-accessible routes and stops and information on regional specialized transit services.

Exciting enhancements and features are being developed within Triplinx that will provide access to more transit service information, including real-time departure information and service updates in 2017.

* + - 1. 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 validated for AODA compliance.
      2. Metrolinx staff participated in numerous accessibility outreach events in 2016, including the Connections Resource Fair 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, and has participated in consultations about Hamilton LRT accessibility.

## GO Transit

* + - 1. The following new accessible station has been added to the GO Train network:
         * Gormley GO Station, on the Richmond Hill line – construction is now complete, and the station went into service in December 2016.
      2. After pilots were held earlier in 2016, the roll-out of automated stop announcements onboard trains began in December 2016.
      3. Preparations continue for electronic (visual) displays on trains, and pre-boarding audio announcements at GO Stations. Visual displays showing pre-boarding information already exist at all GO Stations.
      4. Agreements for bus stop maintenance (snow removal and ice control) were established with ten municipalities in 2014. Agreements with contractors for remaining locations were expected to be in place by the end of 2016.
      5. 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. Stemming from the successful pilot installation, the requirement is now embedded in Metrolinx infrastructure standards for service counters.

* + - 1. The new Interactive Voice Response (IVR) phone system in the GO Contact Centre launched in November 2015, and includes new features such as voice recognition, automated schedules and more self-serve options. Upcoming enhancements will include next bus/train information, and full trip planning capabilities, both of which should be available in early-2017.
      2. GO will be developing an education campaign to remind customers that priority is given to customers with disabilities in the accessibility coach. New decals, a marketing campaign and enhanced training for CSAs are under development. Secondly, the centre stanchion in one set of doorways of every rail car is being removed to allow easier access for customers with strollers and other larger items, with the goal of encouraging these customers to use other rail cars instead of the accessibility coach. This work is underway now and is expected to be completed in about 8-10 months.
      3. Communication programs have been 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). The Customer Etiquette campaign addressing priority seating on coaches ran in April-May 2016. An Etiquette sustainment campaign will launch at a later date, to prompt customers on the proper use of priority seating.

## PRESTO

* + - 1. PRESTO fare payment and query devices make use of audio tones to indicate non-visually whether the tap was a success or failure and whether a payment concession was recognized (e.g. student, senior, etc.).
      2. The PRESTO Self-Serve Reload Machine and TTC Single Ride Vending Machine include a variety of accessibility features, including a lower screen, an audio mode, and the ability to operate the device from the keypad instead of the touchscreen.
      3. An audio mode has been added to the PRESTO fare payment device in use by UP Express. This joins audio modes available in the OC Transpo O-Train fare payment devices and the Self-Serve Reload machines and the TTC Single Ride Vending Machines.
      4. PRESTO maintains an accessible website that allows customers to check their balance, add funds to their card, and order new cards and more. The website can serve as an alternative, accessible channel if customers have difficulty performing any of these functions using any of the PRESTO self-serve kiosks.

## UP Express

* + - 1. UP Express launched in June 2015 with features including accessible Ticket Vending Machines, level train boarding, pre-boarding audio announcements, accessibility seating areas onboard the train, and onboard automated next stop announcements with visual display.
      2. Mobile apps for iOS and Android were launched in November 2015 to facilitate ticket purchase and provide information regarding the service. Metrolinx accessibility staff and the IDRC contributed to the project on a number of updates since launch to enhance app accessibility.
      3. PRESTO capability is being introduced to UP Express Ticket Vending Machines, providing another accessible, self-serve option.
      4. As part of the newly implemented Metrolinx Enterprise PA (Public Address) System, UP Express will provide automated in-station announcements at all stations. A few examples of these announcements include: inbound train information, next train departure times, and service disruptions.

## New Rapid Transit

* + - 1. A section of the accessible Bus Rapid Transit Transitway in Mississauga, between Erin Mills Parkway and Etobicoke Creek, is in service. Erin Mills Transitway Station went into service in September 2015. All amenities are accessible including elevators and stations.
      2. York Region Transit’s VIVA Bus Rapid Transit (BRT) Rapidway on Davis Drive in Newmarket was completed in 2016. 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.

## 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 UP Express service.

## Metrolinx Projects Not Yet In Service

Metrolinx’s new Light Rail Transit (LRT) and Bus Rapid Transit (BRT) projects will be built to be compliant with all applicable AODA requirements.

## 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 has sought input into its accessibility planning activities through public events such as the annual Accessibility Public Meetings held in late-fall 2015, as well as the Connections Resource Fair (Mississauga) and People in Motion (Toronto), among others. Input received at these meetings has been considered in the 2016 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 associated with the Public Meetings, has been summarized and incorporated as Exhibit 4 in Appendix B. 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 Reg Clause Number | Accessibility Requirements | Regulatory Compliance Date | Estimated Completion Time | Description of Issue and Metrolinx’s Action Plan | Status Update |
| --- | --- | --- | --- | --- | --- |
| 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 validated for AODA compliance. |

Exhibit 2: GO Transit AODA Compliance Work Program

| Integrated Reg Clause Number | Accessibility Requirements | Regulatory Compliance Date | Estimated Completion Time | Description of Issue and Metrolinx’s Action Plan | Status Update |
| --- | --- | --- | --- | --- | --- |
| 51 | Pre-boarding announcements: electronic | January 1  2017 | Buses - completed  Trains 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 - completed  Trains 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. | Digital signage with next-stop announcements for GO trains are being implemented. Installation and roll-out began in late-fall 2016.  Signage will initially be installed on accessible coaches and then rolled out to the remaining coaches. |
| 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

| Integrated Reg Clause Number | Accessibility Requirements | Regulatory Compliance Date | Estimated Completion Time | Description of Issue and Metrolinx’s Action Plan | Status Update |
| --- | --- | --- | --- | --- | --- |
| 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 information.  Electronic pre-boarding messages are also provided in audio format via exterior vehicle speaker. | Completed |
|  |  |  |  | Enterprise PA System upgrades will enable automated announcements with additional information on train arrival and departure in UP Express stations. | Winter 2017 |

**Appendix B: 2015 Metrolinx Public Feedback Summary**

Exhibit 4: 2015 Metrolinx Public Feedback Summary

| Vehicles: GO Trains |
| --- |
| **Public Comment/Question:** Add electronic displays showing next stop and service information on trains.  **Metrolinx Response:** GO Transit started installing digital signs on accessible coaches in late-fall 2016, and will later roll them out to the remaining GO train coaches. |
| **Public Comment/Question:** Overcrowding on GO Trains continues to be a problem.  **Metrolinx Response:** GO will be developing an education campaign to remind customers that priority is given to customers with disabilities in the accessibility coach. New decals, a marketing campaign and enhanced training for CSAs are under development. Secondly, the centre stanchion in one set of doorways of every rail car is being removed to allow easier access for customers with strollers and other larger items, with the goal of encouraging these customers to use other rail cars instead of the accessibility coach. This work is underway now and is expected to be completed in about 8-10 months. |

| Vehicles: GO Buses |
| --- |
| **Public Comment/Question:** Timelines for adding more low-floor double-decker buses.  **Metrolinx Response:** GO have been adding low-floor double-decker buses to its fleet over the past number of years. The latest generation of low-floor double-decker buses went into service in summer 2016. The overall height of these buses has been lowered so that they will be able to travel throughout the GO Bus network. |
| **Public Comment/Question:** Turn on all lights upon exiting and entering bus when it is dark outside. Better lighting outside upon entering and exiting the buses when it is dark outside.  **Metrolinx Response:** The latest generation of low-floor double-decker buses, which started to go into service in summer 2016, include better lighting outside the door, which will make it easier for customers to see the ramp when it is deployed. Bus Drivers are instructed to turn on interior lighting (when lights are required) to make it easier for customers to exit and enter the bus. |
| **Public Comment/Question:** Lighted stop request buttons in buses would be helpful.  **Metrolinx Response:** GO Bus suppliers do not currently offer lighted stop request buttons as an option. |
| **Public Comment/Question:** More visible Priority Seating in GO Buses for people with disabilities.  **Metrolinx Response:** Two wheeled mobility aid securement areas (6 fold-up seats) and 3 Courtesy Seats located just behind the Priority Seats can be used by people with disabilities. |
| **Public Comment/Question:** More consideration should be given to where to put service dogs on GO Buses (as well as other vehicles, such as Light Rail Vehicles). Some customers who use wheeled mobility aids also travel with a service dog, so there should be additional space at or next to the Priority Seating area.  **Metrolinx Response:** Service dogs can be seated beside the single Courtesy Seat in double decker buses. In the high-floor buses, customers may choose to sit in the Priority Seating area when available. |
| **Public Comment/Question:** If the ramp on the bus is not working, can it be deployed manually?  **Metrolinx Response:** It is relatively easy to manually deploy the ramps on low-floor buses. It is more difficult to manually deploy the lifts on high-floor buses, and drivers can only manually deploy the lifts to get customers off the bus, not onto the bus. |
| **Public Comment/Question:** Vibration in the high-floor buses tends to make the ride more uncomfortable for customers who get back spasms or chronic pain.  The low-floor buses offer a more comfortable ride compared to the high-floor buses. |
| **Public Comment/Question:** The customer service provided by GO Bus drivers has improved significantly over the past few years, and the Customer Service Ambassadors on GO Trains provide great customer service overall. |
| **Public Comment/Question:** While most GO Bus drivers provide good customer service and know how to use accessibility equipment, some drivers are less familiar with how to deploy lifts and properly secure wheeled mobility aids.  **Metrolinx Response:** During initial bus driver training, all new employees receive comprehensive classroom and practical training necessary to use all accessibility equipment. Every 3 years, all bus drivers receive recurring classroom and practical accessibility training. All accessibility ramps are inspected for defects at the beginning of every shift during the bus driver’s pre-trip inspection. |

| Vehicles: Light Rail Vehicles (LRVs) |
| --- |
| **Public Comment/Question:** Will the LRVs have wheelchair restraints, and who will be responsible for fastening the restraints?  **Metrolinx Response:** The type and availability of securements will be determined in partnership with operators/service providers, and the vehicle amenities may vary from one service provider to another. |
| **Public Comment/Question:** Staff mentioned that LRVs will be very quiet. How will customers with vision loss know if an LRV is approaching?  **Metrolinx Response:** As the vehicle is pulling up to a stop or station, there will be an audible announcement notifying the customers standing on the platform of the vehicle route and destination. If necessary, the vehicle operator may ring a bell (this is to be decided by the operator). |

| Station & Terminal Accessibility: Design Standards |
| --- |
| **Public Comment/Question:** Customers who use larger wheeled mobility aids find it difficult to use washrooms in older GO stations. The washrooms should be updated to meet current Ontario Building Code (OBC) standards.  **Metrolinx Response:** GO design standards have been updated to meet current OBC standards, and new and refurbished stations will be designed to meet these standards. Universal washrooms are larger, and will be included in new stations. |

| Station & Terminal Accessibility: General |
| --- |
| **Public Comment/Question:** (Whitby GO Station) No accessible sidewalk linkages from Brock Street into the station.  **Metrolinx Response:** Whitby GO Station is slated to undergo improvements as part of the new station project, which is scheduled to be completed in 2021. The sidewalk linkages to Brock Street will be reviewed. |
| **Public Comment/Question:** (Whitby GO Station) No sidewalk connections from Henry Street into the parking lot or parking garage, must travel in the driveway aisle to get into station; which is not safe for pedestrians. The one sidewalk that does exist ends abruptly in a full curb which doesn’t allow an individual in a wheelchair to get off the sidewalk without turning around or backing up to the street and coming in the driveway.  **Metrolinx Response:** Whitby GO Station is slated to undergo improvements; this feedback will be reviewed. Some improvements at Whitby GO Station were implemented prior to the Pan Am/Parapan Am Games. For example, the south sidewalks from Victoria Street leading to the station have been upgraded, which improves accessibility. |
| **Public Comment/Question:** Special congregating area for people with disabilities and support persons, during times of service disruption.  **Metrolinx Response:** Designated waiting areas as now part of the GO Design Requirements Manual. These areas are delineated with contrasting flooring material and enhanced lighting. They are centrally located and have bench seating and space is usually provided adjacent to them for customers using wheeled mobility aids and for circulation. The designated waiting areas could potentially be used as congregating areas for service disruptions. |
| **Public Comment/Question:** Could grab bars be added to all washroom stalls?  **Metrolinx Response:** Typically, washroom stalls not specifically designed for use by people using mobility aids have not been proportioned to accommodate grab bars. There may not be sufficient room to negotiate the space with the addition of a grab bar. |
| **Public Comment/Question:** The stairs to Tracks 24-27 are very steep.  **Metrolinx Response:** These stairs meet building code requirements, and were approved by the City of Toronto. Changing the stairs would be complex, and this likely will not happen. Shorter stairs are available within the station south of the VIA Departures concourse, and elevators and escalators (to platform 24) also provide access to these platforms. |
| **Public Comment/Question:** Some older service counters at GO stations are too high for customers who use wheeled mobility aids.  **Metrolinx Response:** As older stations are rehabilitated or replaced, and in new stations, service counter design will be improved and will need to meet the latest Ontario Building Code standards. |
| **Public Comment/Question:** Colour contrast in the UP Express Union and Pearson Terminal 1 Stations is low. Consider introducing bright-coloured strips at key areas in the station, especially where there are ramps, at platform edges and other changes in elevation.  **Metrolinx Response:** High colour-contrast strips have been added along the ramps inside the UP Express train doorways to better identify the ramps for customers entering the train. Other design elements have been incorporated into stations to help customers with vision loss identify platform edges. |

| Station & Terminal Accessibility: Elevators |
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| **Public Comment/Question:** If the central elevator is out of service, there is no way for someone who cannot take the stairs to get to or from the platform; when arriving at the station and not knowing the elevator is out creates a very difficult situation for customers who require the elevators.  Some station attendants have been less than helpful when riders contact them to ask what the options are, and are told that the elevator is out and to call back another day.  **Metrolinx Response:** Customers who have signed up for GO Alerts are notified when elevators are out of service at their home station. The alerts identify alternate accessible stations within close proximity of their home station and customers are notified when the elevators are back in service.  There are procedures in place to assist customers when they arrive without knowledge of an elevator being out of service. |

| Station & Terminal Accessibility: Union Station |
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| **Public Comment/Question:** It is difficult to navigate from the TTC to GO through Union Station during the ongoing construction, especially for people with vision loss. Will there be a system to help people with vision loss find their specific GO train or bus platform?  **Metrolinx Response:** The City of Toronto owns most of Union Station, and is responsible for the revitalization of Union Station and controls the final decisions on temporary (during construction) and permanent signage and wayfinding to guide people to/from the street and the TTC. GO Transit can provide personal assistance to customers who cannot travel without assistance at our stations, subject to availability and advanced notice of time and place to meet. Customers should allow extra arrival time for this service at Union Station given the length of travel required within such a large facility. Customers requesting assistance are asked to contact the GO Transit Contact Centre well in advance of travel. Alternatively, a Support Person can travel for free with customers who require assistance. |

| Station & Terminal Accessibility: Light Rail Transit (LRT) Stations |
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| **Public Comment/Question:** (Hamilton LRT, but applies to other LRT services)How will communication at ticket windows be addressed for customers with hearing loss, and how will a customer with hearing loss receive announcements while waiting in the station or riding the train?  Will you be considering a loop system at any of your customer touchpoints?  **Metrolinx Response:** Light Rail Vehicles will include digital signage, which would provide visual and audible service updates.  Based on a successful pilot hearing loop installation at the Bay Street East Teamway service counter at Union Station in Toronto, the requirement is now embedded in Metrolinx infrastructure standards for service counters. However, it remains to be determined what design standards will apply to the various new LRT services, because municipal design standards may also be incorporated. |
| **Public Comment/Question:** What accessible design features will help customers with vision loss safely navigate centre platforms for new LRT projects?  **Metrolinx Response:** Tactile wayfinding will be part of the accessible design of LRT platforms.  Metrolinx put together a task force of staff as well as individuals with vision loss to discuss this in relation to Eglinton Crosstown LRT in Toronto, and developed several recommendations which have been incorporated in the Project Agreement for Eglinton Crosstown and could potentially be applied to other LRT projects. |

| Signage & Wayfinding: GO Transit |
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| **Public Comment/Question:** Include train and bus service information on all digital signage at Union Station.  **Metrolinx Response:** All digital signage at Union Station currently displays train and bus information. |
| **Public Comment/Question:** Add more eye-level digital signage to show departure times at stations.  **Metrolinx Response:** The preference is to place eye-level digital signage at consistent locations such as enclosed station waiting and platform access areas and in the vicinity of the mini-platform in shelters, to ensure that there will in fact be communications at those locations to assist customers with disabilities. Placing them in various locations around the site may lead to visual clutter which has already been identified as a deficit at stations. It may mean a slightly longer distance to retrieve information using eye-level signage, but customers would know where to locate this going from station to station in the system. |
| **Public Comment/Question:** Add signage about alternative access options where available.  **Metrolinx Response:** As secondary accessible routes are added to stations, additional wayfinding signs will be added for those routes. |
| **Public Comment/Question:** Digital signage in and around stations that includes service updates (such as track changes and delays) would be very helpful, so that customers who are deaf or hard-of-hearing do not miss information provided over the PA system.  **Metrolinx Response:** All train stations currently have digital signage displaying this information; also many train service access points have digital signage near the fare payment devices. Digital signage improvements are on stream for 2017, including additional screens and improved content. In late-2016, Metrolinx began to pilot digital signage displaying bus departure information. |
| **Public Comment/Question:** Consider decals that better reflect other types of disabilities.  **Metrolinx Response:** To ensure consistency across Metrolinx services, as well as consistency with municipalities, and in accordance with the Ontario Building Code, the International Symbol of Accessibility is the standard accessibility symbol used by Metrolinx. |
| **Public Comment/Question:** It isn’t always easy to see out windows to read signs or know when certain train car doors will not open. An interim solution until the digital signage is implemented in trains would be to improve signage and nearby lighting at stations so that customers can more easily determine where they are, during the day or at night. Ajax GO Station includes larger station signage and good lighting.  **Metrolinx Response:** GO started installing digital signs on accessible coaches in late-fall 2016, and later will roll them out to the remaining GO train coaches.  Further consideration will be given to signage and lighting improvements at stations. |
| **Public Comment/Question:** There is limited/no tactile signage at GO stations. This makes it very difficult for a customer with vision loss to navigate a station, get to platforms, and figure out where to go to catch a bus.  **Metrolinx Response:** Staff are looking into the possible use of tactile signage in stations.  Tactile platform edge markings (TWSIs) will be added to GO platforms at new or renovated stations in the future. |

| Signage & Wayfinding: UP Express |
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| **Public Comment/Question:** Modify signage icons to indicate where the train is going (include city logos and airplane logos more consistently).  **Metrolinx Response:** UP Express applies the use of logos and icons consistently across the signage network. Amendments to existing signage regarding improved customer experience continue to be assessed. |
| **Public Comment/Question:** Lower maps at Union UP Express Station for people in wheeled mobility aids.  **Metrolinx Response:** Maps were placed in existing positions to ensure that their height is appropriate for all customers, adhering to AODA requirements in terms of location, height, size and content. |

| Communications |
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| **Public Comment/Question:** Announcements to be clear and slowly spoken for people waiting on the platform – it can be difficult to understand announcements.  **Metrolinx Response:** In an effort to improve audibility, new digital amplifiers are being installed at all stations. In 2017, a new pre-recorded voice will be introduced for announcements which will also improve clarity and familiarity. All staff are initially trained by Metrolinx instructors on announcement etiquette procedures. This is also addressed through regular coaching and mentoring sessions with personnel.  An automated CAD/AVL system generates pre-departure announcements prior to the beginning of all bus trips. Bus Drivers can also deliver their own ad hoc announcements and also receive training on pace volume and content. |
| **Public Comment/Question:** What about accessibility-specific timetables which show all accessible stops?  **Metrolinx Response:** Due to the large number of bus stops that GO Buses use, it would be very difficult to show all accessible stops in a timetable. The Triplinx online trip planner identifies accessible stops, and customers can contact the GO call centre to find out if a stop is accessible. Accessibility information is also available on the Station pages of the GO Transit website. |

| Electronic Communications & Websites |
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| **Public Comment/Question:** It would be helpful to provide more immediate electronic communications (text and email alerts) and announcements notifying customers when elevators are down.  Special emails or text message updates during very busy times and major service disruptions.  **Metrolinx Response:** Customers can sign up for “On the GO” e-alerts to receive updates about out-of-service elevators. The GO website (desktop and mobile) also identifies when elevators are out-of-service.  GO design standards are being updated so that new stations will eventually include 2 elevators on island platforms. |
| **Public Comment/Question:** Improvements to the GO Mobile app (add zoom feature) to make it more accessible.  **Metrolinx Response:** The GO Mobile app was discontinued in early-2016. However, customers can access service information on their mobile device via the GO Transit mobile website, “On The GO” Alerts (email, text), the Triplinx trip planner mobile app, and the GO Tracker mobile website (real-time status information about GO Trains).  Some mobile devices such as the iPhone include a built-in zoom feature to enlarge all text shown on the screen. |
| **Public Comment/Question:** It is still difficult for customers with vision loss to use the GO website, especially the timetables.  **Metrolinx Response:** The GO website will be redesigned over the next 1-2 years, and the updated site will meet higher standards for web accessibility, called the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. |

| Training |
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| **Public Comment/Question:** GO bus drivers should receive training to better assist customers with non-visible disabilities.  **Metrolinx Response:** During initial Bus Driver training and on a 3-year recurring basis thereafter, all new employees participate in training specific to meeting the needs of all customers including being alert for cues that identify customers with different needs and how to best support their requirements. |
| **Public Comment/Question:** Include information in staff training about how to recognize different types of seizures, and how to assist customers who are having a seizure. Epilepsy Toronto is happy to work with Metrolinx on this.  **Metrolinx Response:** Bus Drivers are directed to call the GO Transit Communication Centre or 911 to request Emergency Services to respond to all on-board medical emergencies. |

| Travel Training |
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| **Public Comment/Question:** The way LRT services will operate will be very different in comparison to municipal bus services in places such as Hamilton. How will new customers be trained to use these types of services?  **Metrolinx Response:** In Hamilton, it remains to be determined who will operate the LRT service. It is too early to determine which agency might provide information about how to use LRT services. It is possible that a ride guide could be developed to assist new customers to use the service. |

| PRESTO |
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| **Public Comment/Question:** Numerous customers commented that they really like the addition of the Braille “P” on PRESTO cards. This helps to more easily differentiate the PRESTO card from other cards. |
| **Public Comment/Question:** How does a person with vision loss tell how much money has been deducted from their PRESTO card after paying their fare, and how do they access their balance?  Customers with vision loss have difficulties using PRESTO GO devices.  **Metrolinx Response:** The fare payment devices for UP Express and the OC Transit O-Train include audio modes that will read the balance to the user. The next generation of handheld fare payment devices to be used on specialized transit vehicles will also include the ability to have the balance read out. Customers can always seek assistance from station attendants and can check their balance on the PRESTO website or via the Self-Serve Reload Machines, which include an audio mode.  An update to the PRESTO website in fall 2016 has improved the way the website can be accessed on mobile devices, such as iPhones. Customers may also be interested in setting up the PRESTO Autoload feature. This feature automatically loads an amount specified by the customer to their PRESTO card (paid from their credit card) whenever their card balance drops below a certain dollar value (also specified by the customer). |
| **Public Comment/Question:** Device screens should be lower to make it easier for customers using wheeled mobility aids to see the screen.  **Metrolinx Response:** The height of screens is very important for ensuring usability, but can also present a challenging design issue. If the screen is placed too high, it makes it difficult for people using wheeled mobility aids. But if the screen is placed too low, then it is difficult to use for standing people of tall stature, especially if they are limited in their ability to bend forward. The screen heights on the Self-Serve Reload Machine and TTC Single Ride Vending Machine were chosen carefully, in accordance with guidance from the Canadian Standards Association (CSA), in order to compromise between these two extremes. However, we do realize that the placement may not be ideal for people needing a high or low screen. |
| **Public Comment/Question:** Find a way to make internet money transfers instantaneous to allow customers immediate access to funds on their PRESTO card.  **Metrolinx Response:** Customers wishing to add value to their cards without any delay can do one of the following:   * Visit any of the 100+ Customer Service Outlets located within the GTHA and Ottawa. * Establish an Autoload contract, which allows customers to store their payment information so that their PRESTO card can be reloaded with an amount the customer chooses when it falls below a certain threshold. This can be done online. * Self-Serve Reload Machines, which are currently available at select TTC Stations, in the GO Transit York Concourse at Union Station and at all UP Express Stations. These devices can load funds instantly with a credit or debit card, pickup online loads and update card balance, check balance and transaction history, activate online activity such as Autoload or registration, and have accessibility features, like audio support, Braille and keypad features. |
| **Public Comment/Question:** Extend the amount of time that information is displayed on PRESTO devices.  **Metrolinx Response:** The information displayed on PRESTO devices is displayed for a shorter period of time to ensure the customer’s privacy is protected and balance information is not displayed for too long. This is to ensure higher volumes of customers can move quickly through stations without holding up lines to check their balance information. Customers seeking their balance information and more time to review their account information can do so through:   * the PRESTO website, * a Self-Serve Reload Machine, which includes an audio mode, * a GO Transit balance checker, * a Customer Service Outlet or * call the PRESTO contact centre (1-877-378-6123)   These information channels also allow customers to view their travel history to check the amount paid for different trips. |
| **Public Comment/Question:** Could PRESTO come up with a solution to allow customers to be compensated for future trips from a program like ODSP (Ontario Disability Support Program)?  **Metrolinx Response:** PRESTO is currently developing a solution for customers which may help address this issue. |
| **Public Comment/Question:** The ability to pay for another customer with one PRESTO card would be useful, especially for parents travelling with one or more children.  **Metrolinx Response:** Transit agencies develop and implement their fare policies. Some transit agencies allow customers to use PRESTO to pay for other customers travelling with them. Please visit the PRESTO website and see the FAQs section for more details about which transit agencies permit this (htt[ps://www.prestocard.ca/en-](http://www.prestocard.ca/en-) US/Pages/ContentPages/FAQFares.aspx#Fares9). |
| **Public Comment/Question:** Add floor tactile markings to guide customers with vision loss to PRESTO devices, or provide audio notification to help identify device location.  **Metrolinx Response:** The issue of tactile paths, or additional support navigating through stations, can be brought to the attention of the local transit agency. They are best positioned to determine and comment on station design and the implementation of this level of support. |
| **Public Comment/Question:** Include “how to use” signs near devices with clear instructions.  **Metrolinx Response:** PRESTO devices and machines are designed to be as self-explanatory as possible. However, in some cases (for example, GO Transit) this may already be provided. If a customer requires additional assistance, they are encouraged to ask station attendants or can call PRESTO for further assistance. |
| **Public Comment/Question:** Suggestions to add more devices to various stations (Danforth, Mount Pleasant, etc.).  **Metrolinx Response:** As of the end of 2016, PRESTO is available across the TTC network. Additional PRESTO devices continue to be installed in subway stations. |
| **Public Comment/Question:** Consider adding PRESTO devices to platforms or on trains. This would make it easier for someone to remember to tap on or off. If a customer using a wheeled mobility aid waiting on an island platform forgets to tap on, they might miss their train if they have to take the elevators two or more times to get back to a PRESTO device.  Consider announcements to remind customers to tap off.  **Metrolinx Response:** PRESTO appreciates the feedback and the suggestions about promoting the use of PRESTO; however, our transit agency partners are the best resource to speak to about the placement of devices and any reminders about tapping on/off. PRESTO does work with transit agency partners to promote reminders and how to use the card and system, but the transit agencies are better able to speak to the day-to-day service they provide. |

| Public Consultation, Outreach, Advisory Committees |
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| **Public Comment/Question:** Consider holding some Accessibility Public Meetings during the day to make it easier for people who prefer not to travel at night.  **Metrolinx Response:** By holding Accessibility Public Meetings in the early evening, Metrolinx aims to hold meetings at a time that meets the needs of the broadest possible range of individuals. Metrolinx also encourages people to provide input via email (to accessibility@metrolinx.com) or by phone (416-202-5987). |
| **Public Comment/Question:** Will people with disabilities be consulted on new station designs?  **Metrolinx Response:** Yes, staff engages with the Metrolinx Accessibility Advisory Committee (AAC) on a wide variety of accessibility projects and initiatives, including design standards for new stations. There are also opportunities for members of the public to participate in public meetings for projects such as Eglinton Crosstown Light Rail Transit, in which new stations are discussed. |

| Operations |
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| **Public Comment/Question:** What are GO’s emergency evacuation procedures for customers with disabilities (customers using wheeled mobility aids, who are deaf or hard-of-hearing, etc.), and how are these communicated?  **Metrolinx Response:** Consideration for customers with disabilities must be taken into account when determining the best method of evacuating a GO train. All train crew members will assist in the evacuation of customers with disabilities as appropriate. The Customer Service Ambassador will coordinate with the operating crew as to the assistance needed. The emergency folding stretcher may be used to assist customers for exiting the train in an emergency. Crew members will also ensure a final check of cars, including washrooms, for customers with disabilities and others who may need assistance.  GO has detailed bus emergency evacuation procedures for all customers including customers with disabilities. During initial Bus Driver training and on a 3-year recurring basis thereafter, all new employees attend training sessions specifically targeted to emergency bus evacuation training. |
| **Public Comment/Question:** Ensure snow clearing is done consistently at all stations to ensure safe access for customers, especially customers using wheeled mobility aids.  **Metrolinx Response:** Every effort is put into this and contracts are in place for hundreds of individual locations involved. In many cases, the same industry contractors used by office buildings, malls, convention centres, movie theatres, condominiums, hospitals, police stations and fire stations are used by GO. |

| Disability & Identification |
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| **Public Comment/Question:** How to identify yourself with a disability when the disability is not obvious; some people prefer not to self-identify as having a disability.  **Metrolinx Response:** GO Transit is exploring awareness campaigns as well as other options.  A lot of our customers cross boundaries and use more than one transit system, so there is a need to ensure our policies do not conflict with those of other transit agencies. |
| **Public Comment/Question:** Are there official Support Person cards? An official travel training card could be given to CNIB orientation and mobility instructors who train people who have vision loss.  **Metrolinx Response:** GO does not have Support Person cards. Customers can obtain a sticker to place on their PRESTO card, which indicates the need for a Support Person. |

| Employment |
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| **Public Comment/Question:** Metrolinx would benefit from hiring more people with disabilities. Staff would have a better understanding of the needs of a broad range of customers.  **Metrolinx Response:** All applicants are screened on the basis of the qualifications outlined in the job advertisement. This screening includes a review of education, experience and skills. Those who best meet the requirements will be brought forward to the position's hiring manager for skills testing and/or interview consideration. Metrolinx offers a diverse work environment. This is achieved through partnerships with community groups (such as Boys and Girls Club, YMCA, etc.) to offer opportunities. |