

Metrolinx / GO Transit

Accessibility Plan 2010-2011



Dedication
In Memoriam

This report is dedicated to the memory of Ms. Reta Duenisch-Turner, who passed away last year. Ms. Turner was a valued member of GO Transit's Accessibility Advisory Committee more than a decade. Her enthusiasm and commitment to improving accessibility for GO Transit customers will be greatly missed.

Submitted by

The Metrolinx and GO Transit Accessibility Coordinating Committees

In Partnership with

The Metrolinx and GO Transit Accessibility Advisory Committees

This publication is available in alternative formats upon request.

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Metrolinx - GO Transit Accessibility Plan – 2010 - 2011

1. Executive Summary

In agreement with the *Ontarians with Disabilities Act (ODA) 2001* and the *Accessibility for Ontarians with Disabilities Act (AODA) 2005*, all public organizations within the Province are required to prepare and post an annual accessibility plan that must be made available to the public by September 30, 2010.

A final copy of this Accessibility Plan will be posted on the Metrolinx and GO Transit public websites and will be available in alternate accessible formats upon request.

Metrolinx, which was merged with GO Transit in 2009, is committed to making the GTHA's transportation system fully accessible to people with disabilities by 2025. Planning for universal access is essential to the Regional Transportation Plan, *The Big Move*. In addition to continuing to enhance the accessibility of the GO Transit system, Metrolinx has started to take initiatives to work toward *The Big Move's* strategic objective of universal access including a coordinated approach to specialized transportation throughout the region. Metrolinx will also be working with other transit agencies to develop new rapid transit services, which are being designed in accordance with accessibility standards.

We are pleased to announce that we have met or exceeded most of our objectives as described in the Metrolinx/GO Transit Accessibility Plan 2009 – 2010. Among the highlights include:

- Suggested improvements were identified for cross-boundary specialized transit service. This was based on the "Service Coordination for Specialized Transit in the Greater Toronto and Hamilton Area" status report.
- In partnership with specialized transit service providers in Ontario, common performance-based vehicle specifications were developed for 8-metre high-floor and low-floor specialized transit vehicles.
- Travel training programs in the GTHA were reviewed, culminating in a transit travel training workshop held with transportation agencies in September 2009.
- Metrolinx and GO Transit achieved full compliance with the AODA Customer Service Regulation by the requisite date of January 1st, 2010.

- New accessible rail stations in Scarborough, and in Niagara Falls and St. Catharines for weekend use during the summer.
- Electronic displays were introduced at rail stations across the network to assist commuters with hearing disabilities. These displays provide information about GO Transit departures and service changes.
- A Corporate Static Signage Standards and Railcar Signage Review was completed to increase the use of internationally recognized pictograms. This new standard will assist people with cognitive impairments and those with language difficulties.
- GO Transit's public website at www.gotransit.com is compliant with the most current version of the internationally accepted Web Content Accessibility Guidelines (WCAG) Version 2AA.
- The new Accessibility Guide and Accessibility Services brochure is available the GO website.
- GO Transit continues to actively participate in People in Motion and Connections 2010 events.

The 2010-2011 Accessibility Plan demonstrates a persistent and ongoing provincial commitment to improve accessibility in the Greater Toronto and Hamilton Area's (GTHA) transportation system. It highlights many projects that Metrolinx/GO Transit have completed over the past year including our plans to improve the accessibility of transportation services in 2010 and 2011. Highlights include:

- Developing a network of accessible Light Rail Transit (LRT) lines in Toronto.
- Continuing the joint procurement of specialized transit vehicles under the Transit Partnership Innovation program (TPI).
- A Strategy & Implementation Plan which will guide Metrolinx's efforts to improve specialized transit service coordination.
- Collaboration with other agencies to begin developing a generic travel training program for customers with disabilities. This program will be used by transit agencies throughout Ontario.
- Establishing a forum with other transit agencies in the GTHA for collaboration and exchange of information in relation to specialized transit service coordination.
- In partnership with municipal transit agencies, existing specialized transit transfer point locations will be reviewed to ensure that they are optimally

located for customers and specialized transit agencies as well as provide appropriate customer amenities.

- Engaging Metrolinx and GO Transit Accessibility Advisory Committee members in the development of Mobility Hub Guidelines.
- Conversion of the Metrolinx public website at www.metrolinx.com to the most current version of the Web Content Accessibility Guidelines (WCAG) Version 2AA.

For GO Transit in particular:

- New accessible rail stations: Allandale, Appleby, Clarkson, and Malton.
- New accessible bus service from Orangeville to Toronto (Union Station Bus Terminal), and Niagara Falls to the Burlington GO Station.
- 3 new (additional) accessible rail cars.
- 10 new (additional) highway coaches and 10 new (additional) double decker buses.
- Further installation of electronic displays that will provide GO Transit departures and service changes are being added to rail stations across the network to assist commuters with hearing disabilities.
- Ongoing implementation of the corporate Static Signage Standards and Railcar Signage Standards that is intended to increase the use of internationally recognized pictograms. This new standard will assist people with cognitive impairments and those with language difficulties.
- Complete the GO implementation of the PRESTO System by Spring 2011, which incorporates some accessible features. PRESTO provides convenient transit fare payment options to customers.
- Complete the pilot of next generation GO Ticket Vending Machines in 2011, which will incorporate enhanced accessible features.

The merger of Metrolinx and GO Transit will enable us to create a broader and more strategic approach to mobility, including improved accessibility for people with disabilities travelling on public transit, as well as those who travel by other means, across the GTHA. In addition, this merger will allow us to achieve an integrated, convenient and customer-first regional transportation system.

2. Introduction

The “*Ontarians with Disabilities Act (ODA), 2001*” and the “*Accessibility for Ontarians with Disabilities Act (AODA), 2005*” require that GO Transit, a public transportation agency, prepare an annual Accessibility Plan and consult people with disabilities and others in preparing the plan. The intent of the Accessibility Plan is to improve accessibility opportunities for all people.

GO Transit’s first Accessibility Plan, the 2004 plan, was issued in September 2003.

The purpose of the 2010-2011 plan is to describe the measures the agency has taken in 2010 and will undertake during 2011 to identify, remove and prevent barriers to people with disabilities. The long-term plan for the remaining non-accessible stations is noted in Appendix 1.

As a public transportation agency, GO Transit has adopted the following corporate accessibility policy, effective August 8, 2003:

“GO Transit is committed to ensuring that its services and operations are as accessible as possible to all Ontarians. To meet these commitments, GO Transit will incorporate enhanced accessibility in all additions and improvements to GO Transit services and operations.”

GO Transit’s overall corporate direction for planning an accessible service has been developed to provide the “same level of service for all people,” disabled or ambulatory, in an integrated environment, to the greatest degree possible. To implement this direction, GO Transit provides enhanced equipment and station features (see Appendix 2), as well as policies and staff training, that enable people with mobility disabilities (for example, customers who use wheeled mobility aids [WMAs] such as wheelchairs or scooters) to use GO Transit services on a “self-serve” basis, either independently or with the assistance of a travelling companion.

This “self-serve” approach is designed to allow customers with disabilities to use the system at their own convenience with independence and dignity. This approach is consistent with the ODA, AODA and the *Ontario Human Rights Code*.

Fulfillment of GO Transit’s corporate direction is achieved and sustained through operational policy, regulations and through staff training and awareness programs implemented throughout the organization. GO Transit’s

goal is to improve methods of assisting customers with disabilities in a way that maintains their dignity and demonstrates the organization's respect for them.

GO Transit monitors customer feedback and conducts periodic reviews of existing accessible services and facilities. Any required enhancements or improvements are implemented as quickly as resources allow.

In terms of employment policy and standards, GO Transit provides equality of opportunity for employment without discrimination in the job competition process and adheres to the *Ontario Human Rights Code*.

GO Transit also provides accessible workplace accommodations for employees with disabilities on a case by case basis through individual ergonomic assessments, building/work area modifications, and/or modified work duties. GO Transit's goal is to promote self-reliance and dignity for all members of the GO Transit workforce, as it does with customers.

GO Trains and GO Buses serve a population of more than five million in an 8,000-square-kilometre area (3,000 square miles) extending from downtown Toronto to Hamilton, Niagara Falls, Milton and Guelph to the west; Orangeville, Barrie and Beaverton to the north; Stouffville, Uxbridge, Port Perry and Peterborough to the north-east; and Oshawa and Newcastle to the east. We connect with every municipal transit system in the Greater Toronto and Hamilton Area (GTHA), including the Toronto Transit Commission (TTC).

The Greater Toronto Area (GTA) consists of the City of Toronto and the surrounding regions of Halton, Peel, York, and Durham. GO Transit also serves the neighbouring city of Hamilton, and reaches into Simcoe, Dufferin, Peterborough and Wellington counties and the Niagara Region.

GO's seven train lines are: Lakeshore West, Milton, Georgetown, Barrie, Richmond Hill, Stouffville and Lakeshore East. At peak rush-hour periods, train service is available at all stations. Where possible, accessible rail and bus service is being expanded incrementally.

The number of people with mobility issues and/or hidden disabilities who use GO Transit is difficult to determine. On average, GO Transit customers using WMAs typically take up to 30 trips system-wide per weekday on the rail system, and up to two trips per weekday on GO's existing accessible bus routes. A broader indicator of GO Transit use by persons with a disability is the high utilization rate of designated parking spaces for persons with disabilities at GO Transit stations on a daily basis. As awareness of these services grows, ridership may increase for people using WMAs. People with

various disabilities are increasingly using GO Transit for daily commuting, recreation, shopping and personal appointments.

It is estimated that approximately 20 per cent of people in the GTHA will have varying degrees and types of disabilities within the next two decades. As a result, reliance on public transportation will grow as more people with disabilities use it because of its availability and ease of use rather than using other forms of private or personal transportation. GO Transit, through its Accessibility Plans, will work to ensure that this demand is accommodated.

3. External and internal committees

Metrolinx Accessibility Advisory Committee

Metrolinx recognized the need to provide specific focus on issues related to transportation accessibility in the GTHA as part of the preparation of *The Big Move* Regional Transportation Plan. As a result, Metrolinx established the Accessibility Advisory Working Group in August 2008, which discussed and provided advice on a variety of accessibility-related matters of interest to Metrolinx, including: the development of *The Big Move*; cross-boundary service and fare coordination; implementation of the AODA; initiatives to enhance accessible regional transportation, etc.

In February 2009, the former Metrolinx Board of Directors approved the establishment of an Accessibility Advisory Committee (AAC) to replace the Accessibility Advisory Working Group. The focus of the Metrolinx AAC continues to be on matters of a regional nature related to accessibility.

The AAC is composed primarily of persons with various disabilities, seniors, as well as other members with experience in the field of transportation accessibility. Metrolinx staff act as a resource to the AAC.

GO Transit committees

(a) (External) Accessibility Advisory Committee

This committee consists of persons with various disabilities from various locations across GO Transit's service area. The committee representatives have extensive experience and involvement with public and private sector advisory boards and standards and guidelines development committees. The committee also includes representatives from parallel transit services (regional/municipal transit carriers for people with disabilities), as well as participants from the Ministry of Transportation of Ontario (MTO) and the Canadian Hearing Society.

The External Advisory Committee has provided valuable direction through its review of and comment on the components of GO Transit's rail and bus accessibility program. The program encompasses facilities, equipment, service design, policy-related issues, staff training, and customer information guides. The Committee's input has been extremely useful in verifying the practicality and/or necessity of planned measures for providing accessibility.

GO Transit's External Advisory Committee currently includes persons with a range of disabilities including:

- Non-ambulatory;
- Partially ambulatory;
- Visual impairments;
- Hearing impairments; and
- Guide or skills dog user.

(b) (Internal) Accessibility Coordinating Committee

GO Transit has appointed its Customer Services division to oversee the preparation of the annual Accessibility Plan and has established an Internal Coordinating Committee to undertake its detailed development. This committee includes staff representatives from the following divisions/departments:

- Bus Operations Planning;
- Corporate Infrastructure;
- Customer Care;
- Equipment Development;
- Fare Systems;
- Human Resources;
- Information Technology;
- Policy and Planning;
- Rail Services (Railway Corridors and Rail Equipment); and
- Station Operations.

The above representatives collectively have an understanding of:

- GO Transit's services, facilities, equipment, by-laws, legislative policies, procurement programs and practices.
- GO Transit's annual business and capital-planning cycles to ensure that accessibility planning is incorporated into annual planning as required.

The role of the Internal Coordinating Committee is to identify transit accessibility opportunities and plan and recommend a feasible range of measures, solutions and policies.

Joint committee meetings

The External Advisory Committee and GO Transit's Internal Coordinating Committee meet annually to review each annual Accessibility Plan. The Accessibility Plan is essentially based on the results of this meeting.

4. Accessibility Plan reporting

Each of the Accessibility Plan's key initiatives is reported in two parts: past and future. The first part summarizes the initiatives of the current year (2010), including changes to identified measures and additional information. The second part identifies the planned initiatives for the coming year (2011).

5. Measures taken to enhance universal accessibility and services in 2010

The information contained in this section addresses the status of the initiatives that were documented in the Metrolinx/GO Transit Accessibility Plan for 2009 and 2010. Many of the initiatives from the 2009 and 2010 Plan have already been completed or will be completed before the end of the year with relatively few exceptions.

Organization

In 2004, GO Transit designated Mr. Silvan Bruno of the Customer Service Program and Market Development department as its AODA accessibility coordinator. The coordinator's tasks include developing design standards, conducting design reviews, establishing operational elements and preparing public communications, as well as developing and publishing annual Accessibility Plans.

As well, Mr. Bruno chairs joint meetings of the GO Transit External Accessibility Advisory Committee and the Internal Accessibility Coordinating Committee, and coordinates communication between GO Transit, the Ministry of Transportation of Ontario and the Accessibility Directorate of Ontario.

Joint procurement of specialized transit vehicles under the Transit Partnerships Innovation (TPI) Program

Metrolinx has been working with specialized transit service providers in Ontario to develop common performance-based vehicle specifications for 8-metre high-floor and low-floor specialized transit vehicles. On behalf of 12 participating transit service providers, Metrolinx will be posting Requests for Proposals (RFPs) in fall 2010. This is in addition to RFPs that will be posted for the joint procurements for 12-metre low-floor diesel urban (conventional) transit buses, 12-metre low-floor hybrid (diesel-electric) buses and 9-metre low-floor diesel buses. Vehicles procured under the TPI program incorporate features designed to improve accessibility for persons with disabilities and seniors. The TPI program has resulted in procurement and unit cost savings for conventional transit buses, as well as improved product quality.

Specialized transit vehicle (courtesy of Durham Region Transit)



Review of travel training programs in the GTHA

Travel training programs are used by transit service providers to prepare people to safely and comfortably use accessible conventional transit services on their own. A Transit Travel Training workshop was held in September, 2009, and involved 25 municipal transit, health and non-profit stakeholder agencies from across the GTHA. The workshop included a variety of presentations outlining experiences and issues, and also included a facilitated discussion of challenges and opportunities. There was strong consensus that development of a generic travel training program for the GTHA would be

valuable. Travel training programs would benefit agencies such as Metrolinx by introducing potential customers to the accessible conventional transit services available to them. Metrolinx would like to collaborate with other agencies to begin development of a generic travel training program for customers with disabilities to be used by transit agencies in Ontario. This will be discussed further in the “2011 Accessibility Initiatives” section of this Plan.

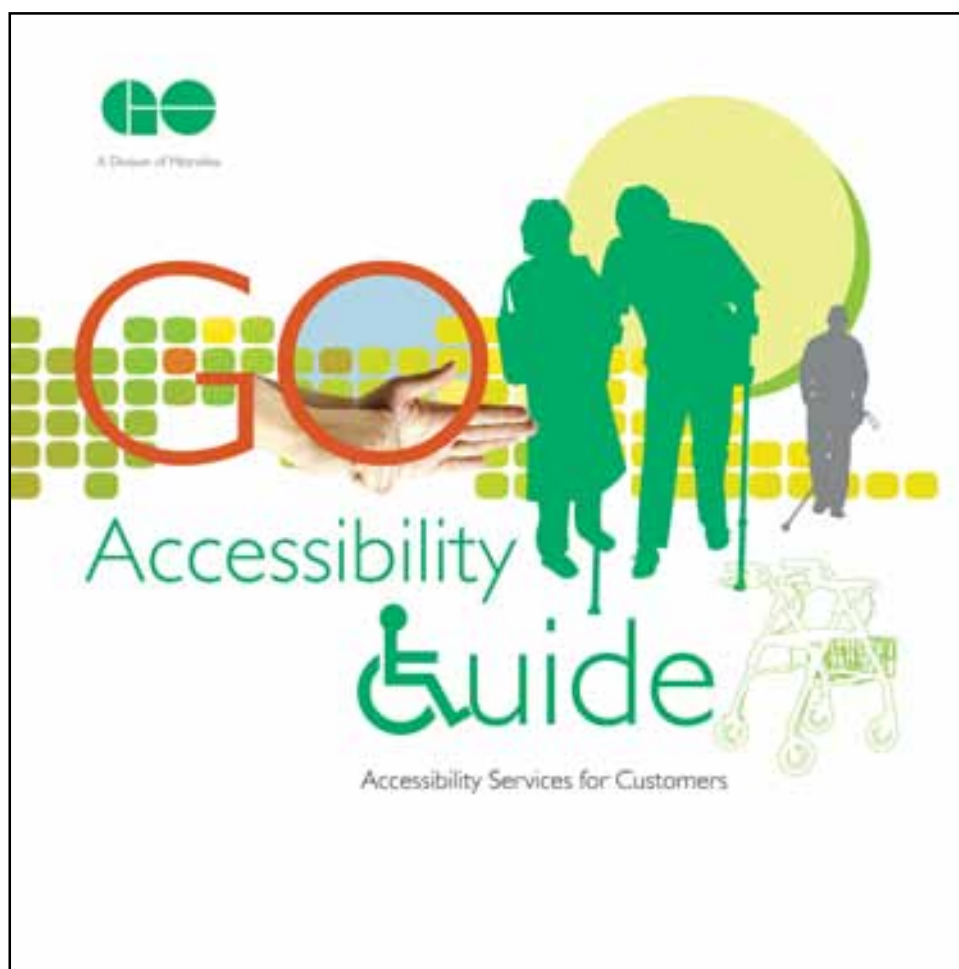
Information and communications

The Metrolinx and GO Transit websites are fully compliant with the World Wide Web Consortium (W3C) standards for accessibility. Electronic materials have been made available in multiple formats to ensure better access for persons with disabilities.

GO Transit’s Accessible Guide for Customers was updated and published in summer 2010. This bilingual guide to GO’s accessible train, bus and station services complies with design standards for easier reading and viewing.

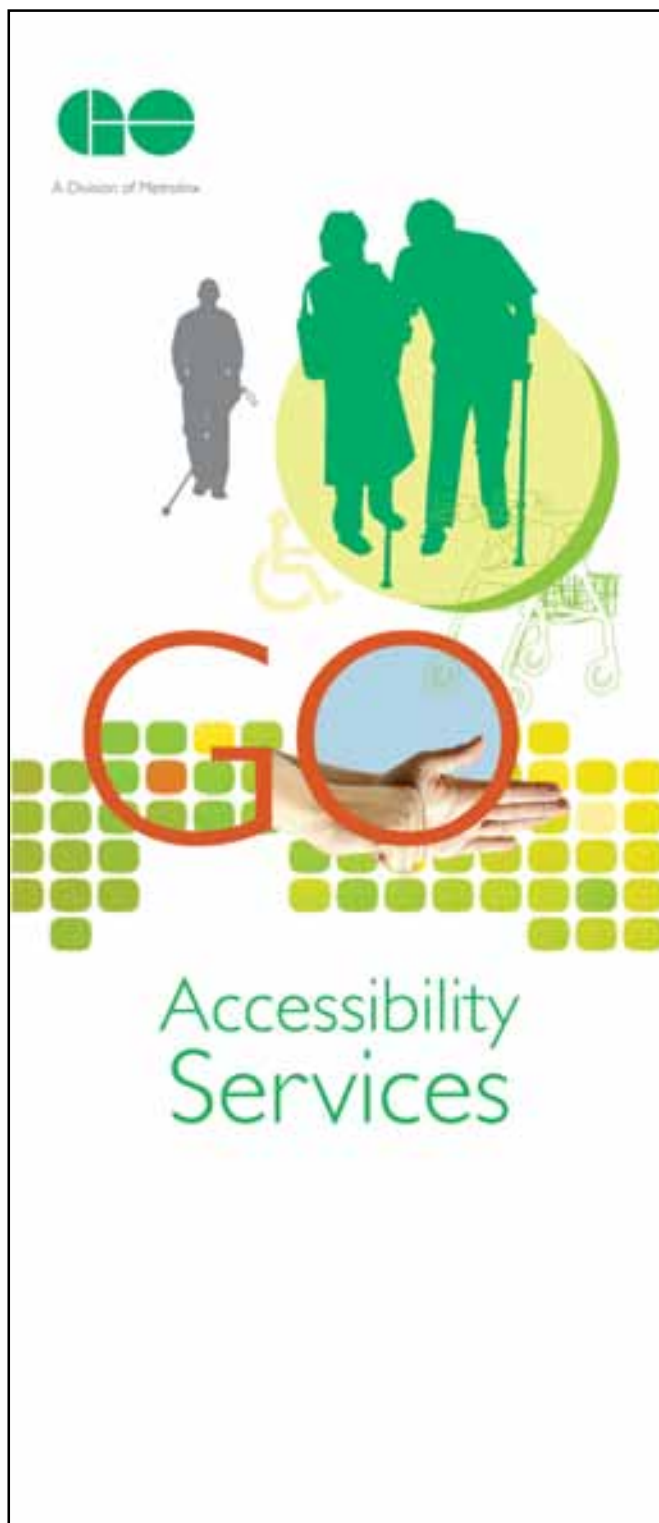
It is available online in the publications section of gotransit.com and also available in alternate formats by request.

Accessibility Guide cover page



GO Transit's Accessible Services brochure was published in spring 2010. It is an overview of the accessibility features that can be found on trains, buses and at stations.

Accessibility Services brochure cover page



Public Events

On May 4, 2010, GO Transit bus services participated in the annual Connections 2010 event held at the Mississauga Convention Centre. An all day event, GO brought in a double-decker bus to showcase its accessible features to attendees. A manager of bus training was also in attendance to answer questions and promote GO Transit accessible services.

Metrolinx/GO Transit participated in the two-day People in Motion event, held at the Queen Elizabeth building, Exhibition Place on June 4 and 5, 2010.

Four Metrolinx/GO employees were stationed in a GO Transit booth and were available to speak to people with disabilities and their families and to answer questions. Two of the four employees were GO call centre staff, and experienced in speaking to the public and providing information about GO services.

The Accessibility Services brochure was distributed, and GO employees were able to promote GO as an accessible option for passengers. The event had a very successful turnout, and the GO Transit booth had many visitors seeking information.

GO Transit Train stations

Completed and planned work for the following new and existing stations will enable them to be designated accessible before the end of 2010.

New accessible stations

Appleby - Lakeshore West corridor

This project includes rail platform extensions to accommodate a 12-car train consist, installation of mini-platforms and a snow-melt system, new light standards, new platform curbs and canopies, three new elevators, and installation of an east tunnel connecting the north and south parking lots with the existing rail platforms. The project is scheduled to be completed in October 2010.

Clarkson - Lakeshore West corridor

The first phase of this project, which focused on north platform improvements and included platform rehabilitation, new tunnel and elevators, was completed in April 2010. Although the island rail platform is now accessible from the north parking only, the next phase (i.e. south platform improvements) is planned for

completion in the winter of 2011/12, at which time the station will be designated as accessible.

Malton - Georgetown corridor

This project involved the construction of a new south platform, new west tunnel, new platform canopies and shelters, and an elevator and staircase from the east tunnel to the new south platform. These improvements were originally expected to be completed in fall 2009, however due to the constraints and unpredictability of winter construction, electrical deficiencies, and delays in elevator commissioning and longer than expected lead-times for the delivery on platform/tunnel signage, the project is now expected to be completed in fall 2010.

Accessibility improvements to existing accessible stations

Bronte - Lakeshore West corridor

The capacity of the northeast parking lot, including the number of barrier-free spaces was increased, and additional platform access points were also provided. This project was completed in December 2009.

Etobicoke North - Georgetown corridor

The stairway access from the intersection of Kipling and Belfield was planned to be replaced by an accessible ramp. However, this project was placed on hold due to an impasse that was encountered with an adjoining landowner.

Mount Pleasant - Georgetown corridor

The west parking lot expansion, which includes additional barrier-free parking spaces, was completed in February 2010. This project also consists of a new Kiss & Ride facility and an accessible connection to the pedestrian tunnel platform entrance.

Brampton - Georgetown corridor

This project includes a new accessible south platform, snowmelt system, canopy and shelters, a new west tunnel and the reconfiguration of the existing east tunnel to provide elevator access to both platforms. This project is expected to be completed in fall 2010.

Maple - Barrie corridor

The parking lot was expanded, resulting in the addition of six new barrier-free parking spaces and a barrier-free ramp near the accessible platform. This project was completed in July 2010.

Oriole - Richmond Hill corridor

Although the existing pedestrian bridge is currently not accessible, non-slip treading, contrasting nosing and a hand-rail extension were added. This project was completed in December 2009.

Lincolnvile - Stouffville corridor

A parking lot expansion, which is scheduled for completion in November 2010, will result in an increased number of barrier-free parking spaces.

Unionville - Stouffville corridor

Station building rehabilitation includes the addition of barrier-free washrooms and more accessible ticket counters. This project was effectively cancelled due to a potential joint future site redevelopment opportunity.

Oshawa - Lakeshore East corridor

A new accessible tunnel with elevators is in the design phase. This project was effectively cancelled due to a potential joint future site redevelopment opportunity.

Rouge Hill - Lakeshore East corridor

The parking lot immediately west of the station building is in the process of being expanded, which will result in additional barrier-free parking spaces. This project is scheduled to be completed in October 2010.

Improved Transit Integration

Kipling inter-regional bus terminal

Kipling Inter-Regional Bus Terminal is a planned new joint facility for use by GO Transit, TTC and Mississauga Transit. The plan includes a new terminal building with accessible ticket booths and washrooms, elevators, barrier-free parking and Kiss & Ride lanes. A number of landowner partnership agreements had reached lengthy impasses which were recently resolved. A new project completion date has yet to be determined.

Accessible GO Train station summary

By the end of 2011, it is anticipated that 54 out of 60 (or 90 per cent) of all GO Transit train stations will be designated accessible. Please see the accompanying table and map for details.

TABLE 1

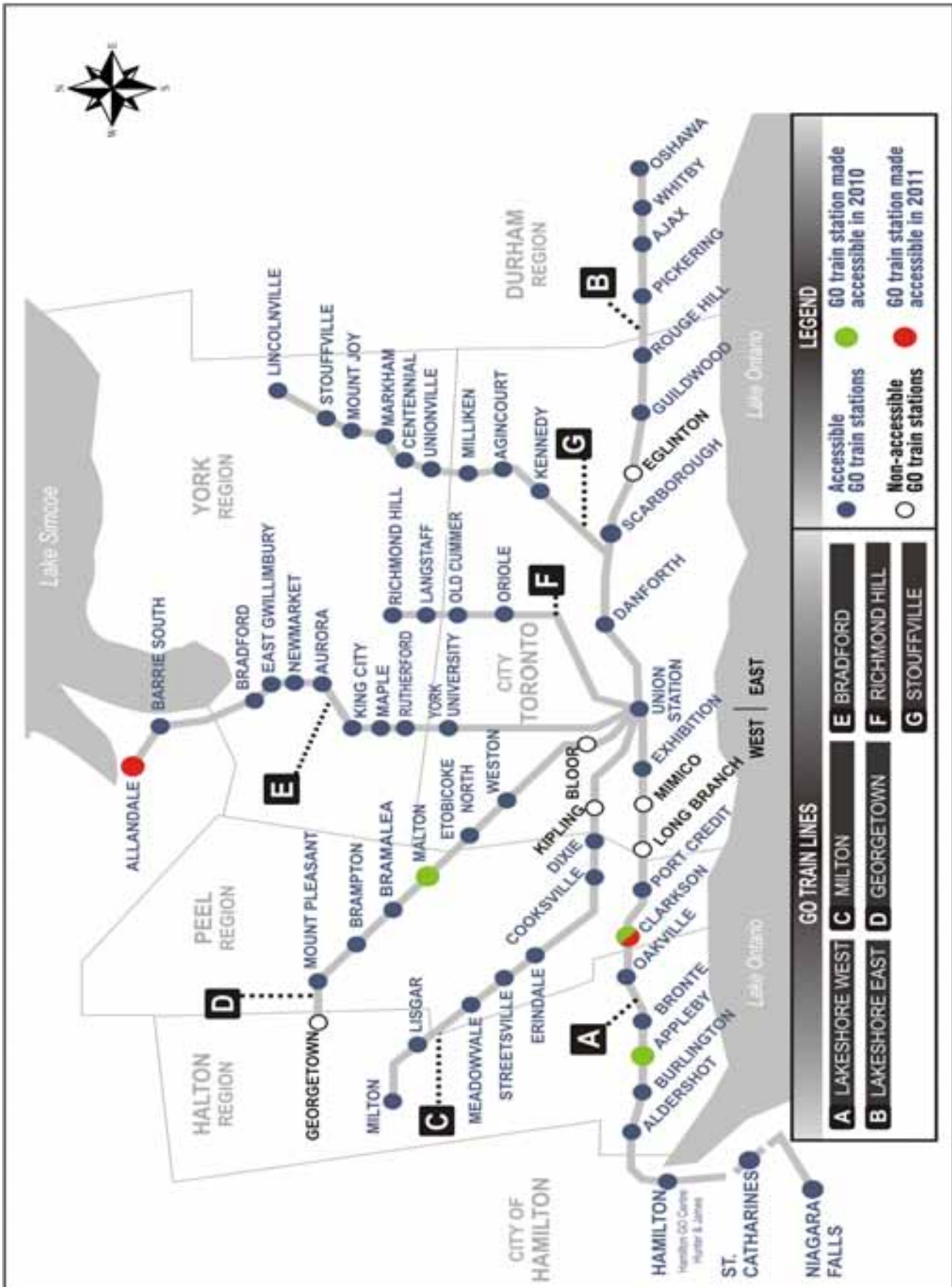
ACCESSIBLE STATIONS ON GO TRANSIT RAIL LINES						
Lakeshore		Milton	Georgetown	Barrie	Richmond Hill	Stouffville
East	West					
Oshawa	Exhibition	Dixie	Weston	York University	Oriole	Kennedy
Whitby	Port Credit	Cooksville	Etobicoke North	Rutherford	Old Cummer	Agincourt
Ajax	Clarkson	Erindale	Malton	Maple	Langstaff	Milliken
Pickering	Oakville	Streetsville	Bramalea	King City	Richmond Hill	Unionville
Rouge Hill	Bronte	Meadowvale	Brampton	Aurora		Centennial
Guildwood	Appleby	Lisgar	Mount Pleasant	Newmarket		Markham
Scarborough	Burlington	Milton		East Gwillimbury		Mount Joy
Danforth	Aldershot			Bradford		Stouffville
	Hamilton GO Centre			Barrie South		Lincolnville
				Allandale		
Union Station**						

Station names in bold font and highlighted in **blue** are or will be designated accessible in 2010.

Station names in bold font and highlighted in **yellow** will be designated accessible in 2011.

** Areas within Union Station that are used by GO Transit (i.e., GO Concourse, ticket sales and customer service centre, elevators to access train services, train platforms, building entrances and washrooms) are accessible (see www.go transit.com for further accessibility details).

2010 and 2011 accessible GO Train stations



Station signage

GO Transit is continuing to increase the use of internationally recognized pictograms wherever possible to address language and cognitive barriers. Design standards are being developed to ensure consistency with regard to the look and placement of static signage. The signs will conform to CSA (and CNIB) recommendations for use of colour contrast (minimum 70 per cent contrast between background colour and sign graphics), character height/viewing distances, capitalization of text (upper/lower text) and simple graphics and language.

Union Station

Static signage in Union Station will be replaced as part of the station infrastructure improvement program. The new signs will address GO Transit passenger needs as well as heritage requirements and the needs of VIA Rail and the City of Toronto. A signage manual entitled, 'GO Transit – Union Station Signage Manual (Inclusive of Platform Re-numbering),' dated March 2009, has been developed and is currently available for use on this facility.

Rail line stations and bus terminals

This project was initiated in fall 2009 to address the development of a new standard signage catalogue complete with accompanying guide for placement and installation of static wayfinding/signage. Criteria shall focus on the following (not necessarily presented in order of priority): consolidation of existing signs; categorization of sign types; conveyance of messages through the use of universally recognized and standard pictograms; development of standard sign elements; compliance with AODA, OBC, FLSA (French Language Services Act) and corporate branding requirements. The catalogue will be comprised of a consistent family of products for application across all station types and is intended to ensure that all signs shall be maintainable, durable and cost effective. It is anticipated that this project will be completed by December 2011.

State of good repair

The system-wide inventory of existing facility signage commenced in summer 2010. This initiative is being coordinated in-house by the Controls & Standards Office with the assistance of students. Data

collected in the field shall be transcribed into spreadsheets for use in the preparation of corresponding contract documents. Through the assistance of affected stakeholders (i.e. Station Services, Customer Contact, etc.), and utilization of the new standard signage catalogue, a state of good repair program shall be established. Implementation is scheduled to commence this year.

Rail and bus equipment

Accessible railcars

GO Transit currently operates a fleet of 47 accessible coaches with three more on order for delivery in late 2011, bringing the total to 50.

The fifth coach from the locomotive on a GO Train is always a fully wheelchair-accessible coach and can accommodate up to eight mobility devices. At an accessible station, it is positioned adjacent to the mini-platform to enable level boarding with the use of a manually positioned platform bridge plate across the gap. A Customer Service Ambassador (CSA) is also stationed in this coach.

Accessible bi-level coach



Railcar refurbishment program

Older coaches in the fleet go through a periodic refurbishment program to extend their life and renew worn-out components, including the interior furnishings.

During this process, the following accessibility features are added:

- Non-slip colour contrast flooring and photo-luminescent markings on floors, walls, stairs and doors;
- Yellow photo-luminescent stair edge mouldings and markings throughout the railcar (as described above);
- Door recycling function;
- Brighter glare-free general interior lighting;
- Brighter interior stairwell and exterior door step lighting; and
- Additional low-level emergency alarm strips in the accessible washroom.

By the end of 2010, there will be a total of 33 coaches that will have gone through the refurbishment program.

Railcar signage review

This signage initiative is intended to effectively reduce/rationalize the number of signs, making the signs easier to read and understand, and using pictograms to replace words where possible. In addition, signs will be bilingual.

There are approximately 160 different decals in each coach and more than 70,000 decals throughout the whole fleet. Each sign will need to be reviewed with the overall goal of simplifying them and making it easier for customers to recognize and understand the signs.

Upon completion of the initial signage concepts package, a full mock-up of an accessible car was completed in April 2010 at the Willowbrook Maintenance Facility, and members of the GO Accessibility Advisory Committee and the Customer Service Advisory Committee were invited together with GO Management and relevant stakeholders within the organization for an opportunity to view and comment on the proposed new signage. In general, the new designs were well received with constructive comments and suggestions from all parties. All of the signs were thoroughly assessed and where practical, suitable design changes were carried out. Generally speaking, the new look of the green emergency exit decals were perceived as a welcome change from the old red signs.

A few of the illustrations below show a small part of the shape of things to come on all GO Trains. The application process is anticipated to

start in spring 2011, and depending on the implementation schedule, it will take quite a while to apply them on our fleet of 495 cars at approximately 300 decals per car.

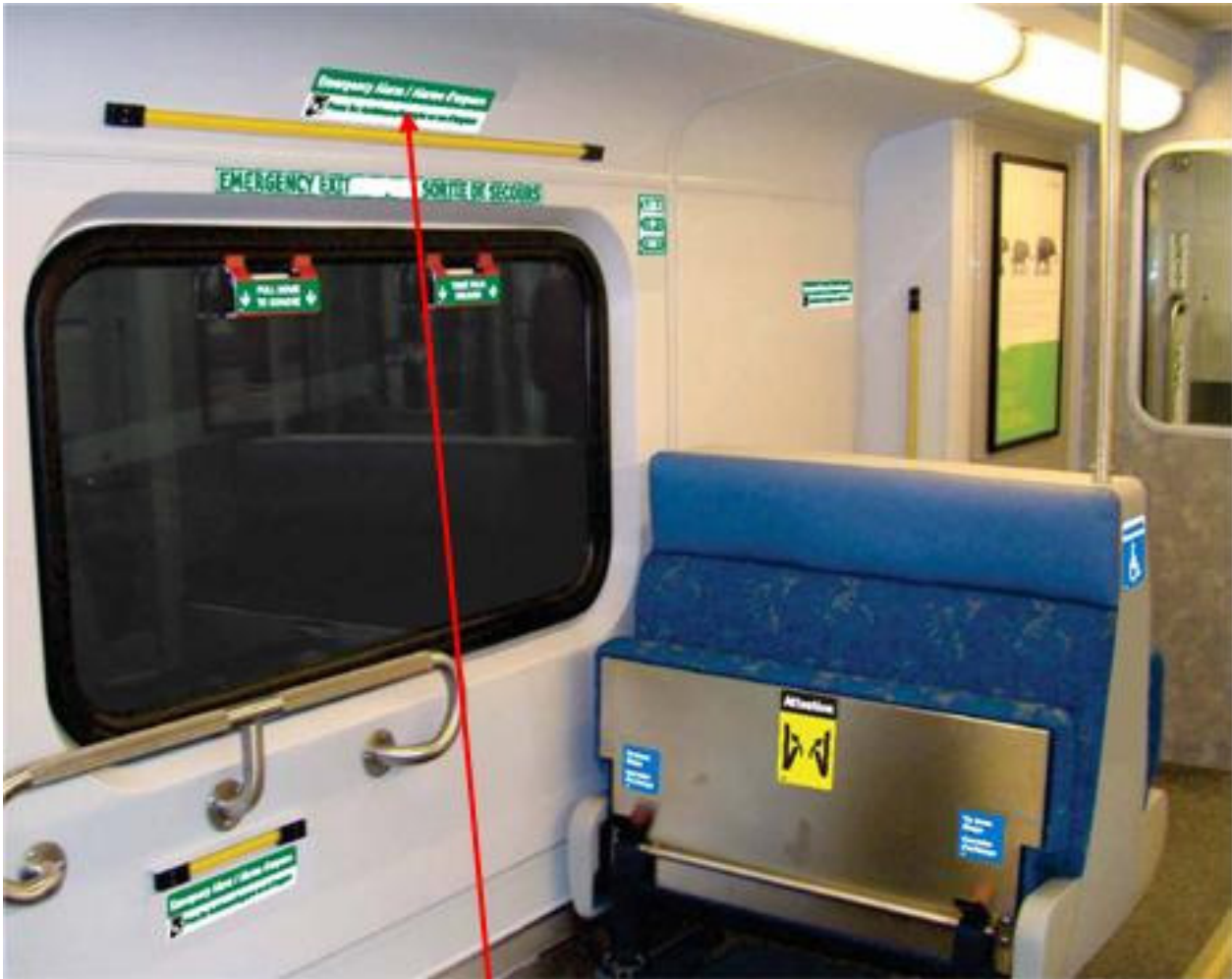
Proposed Priority Seating sign decal
(to replace former Courtesy Seating sign decal)



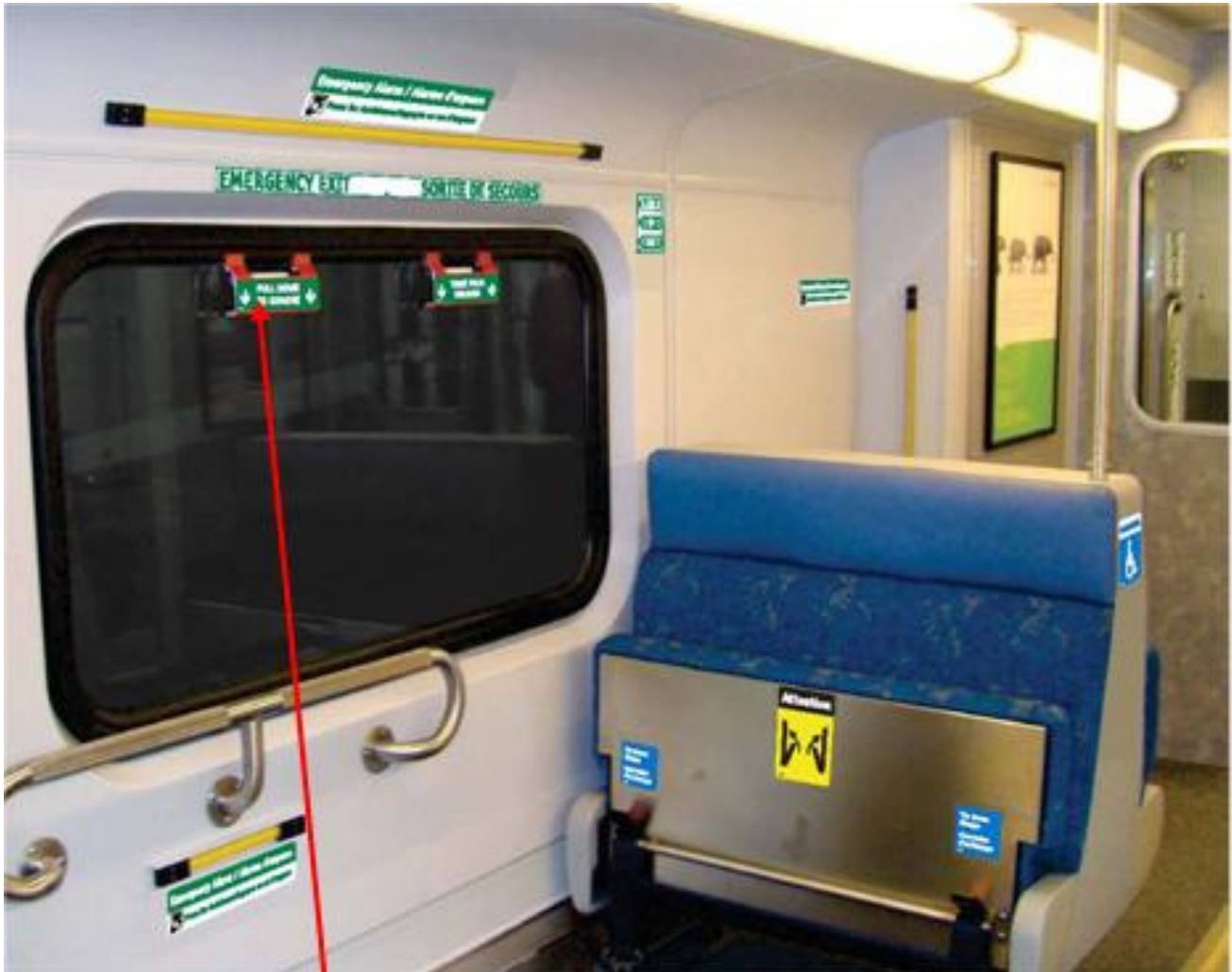
Proposed emergency exit and equipment sign decal



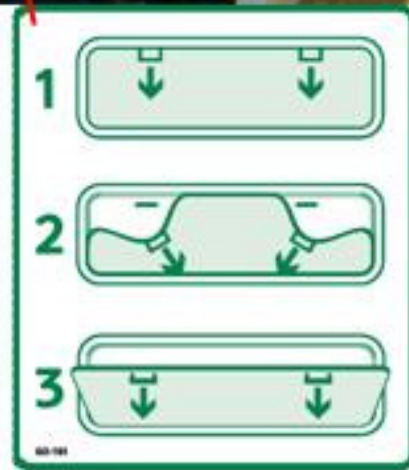
Proposed emergency alarm strip sign decal



Proposed window removal instruction sign decal



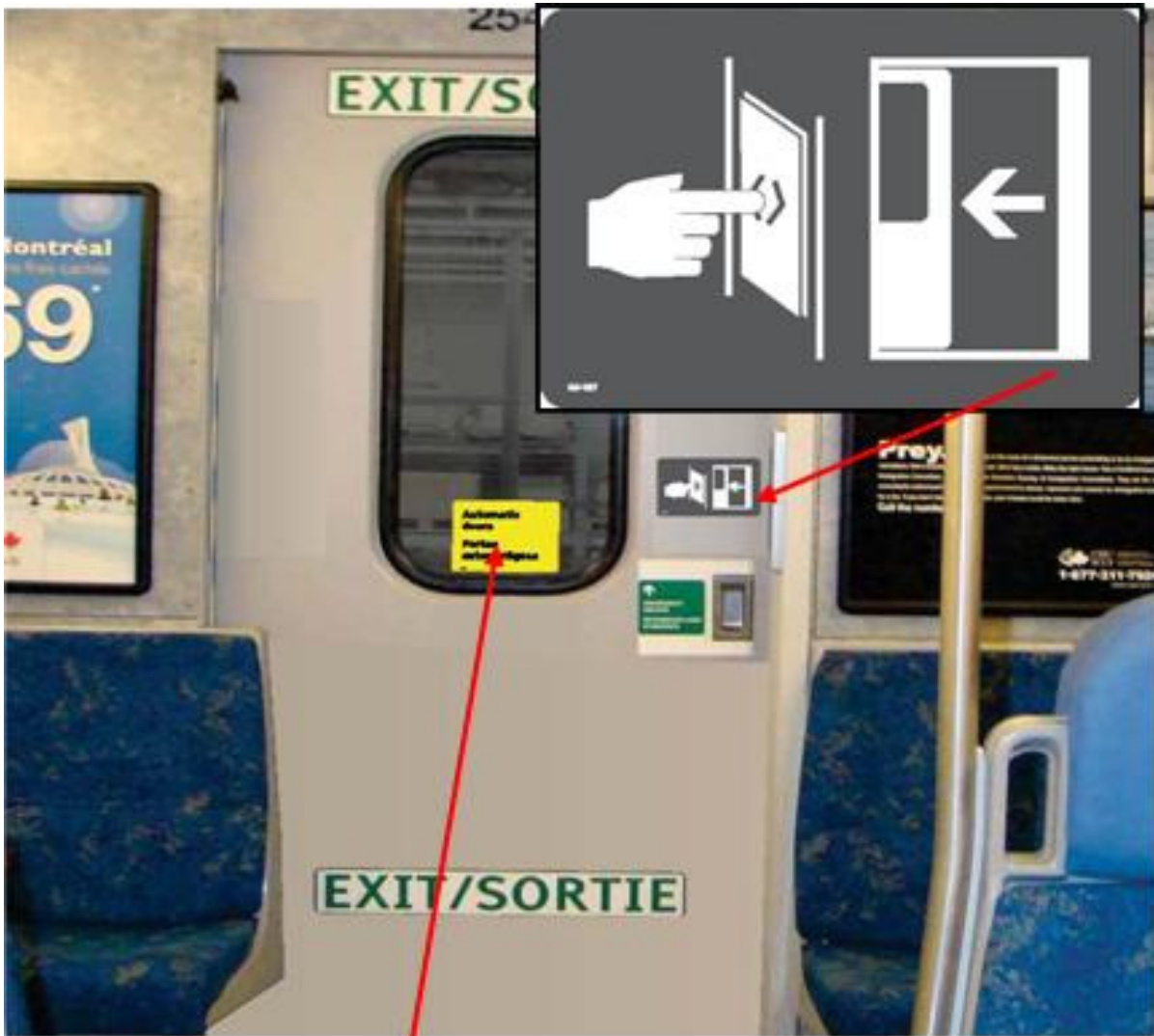
Proposed window frame insert removal instruction sign decal



Proposed Priority Seating decal
(for folding seats above wheeled mobility aid securement areas)



Proposed automatic end door operating instruction sign decal



**Automatic
doors**

**Portes
automatiques**

Bus Services

New Lift-Equipped Buses

In 2010, GO Transit replaced 22 of its suburban buses with the same quantity of new lift-equipped highway buses. Ten additional lift-equipped highway coaches were added to accommodate ridership growth. This increased the total accessible bus fleet size to 381 (373 highway buses, including 22 double decker buses, and eight suburban buses), or 100 per cent of GO Transit's fleet.

New Double-Decker (Highway) Buses

In 2010, GO Transit purchased 10 new low-floor double-decker buses to bring the total number of double-decker buses to 22. These buses are currently being used on the Highway 407/403 service.

The double-decker buses are equipped with two wheelchair positions and a hydraulic folding ramp and incorporate all the same accessibility features as the existing accessible fleet, including:

- Powder-coated yellow handrails;
- Yellow step tread nosing;
- Exterior door flood light;
- Grab handles located at both wheelchair locations;
- Customer "Stop Request" touch tape located at both wheelchair locations;
- Large LED front and side destination signs; and
- Public Address system.

Double Decker GO Bus



Bus Services

Accessible Bus Routes

Accessible weekday, weekend and holiday bus services are listed below, including all train-bus routes. Some Route 37 Orangeville trips were made accessible in May 2010, while Route 12 Niagara Falls train meet service was made accessible on September 4th 2010.

Currently, GO Transit operates a total of 42 bus routes. 22 (or 52 per cent) are accessible while 18 (or 48 per cent) are non-accessible. This represents 71 per cent of all GO Bus trips, including weekdays, weekends and holidays.

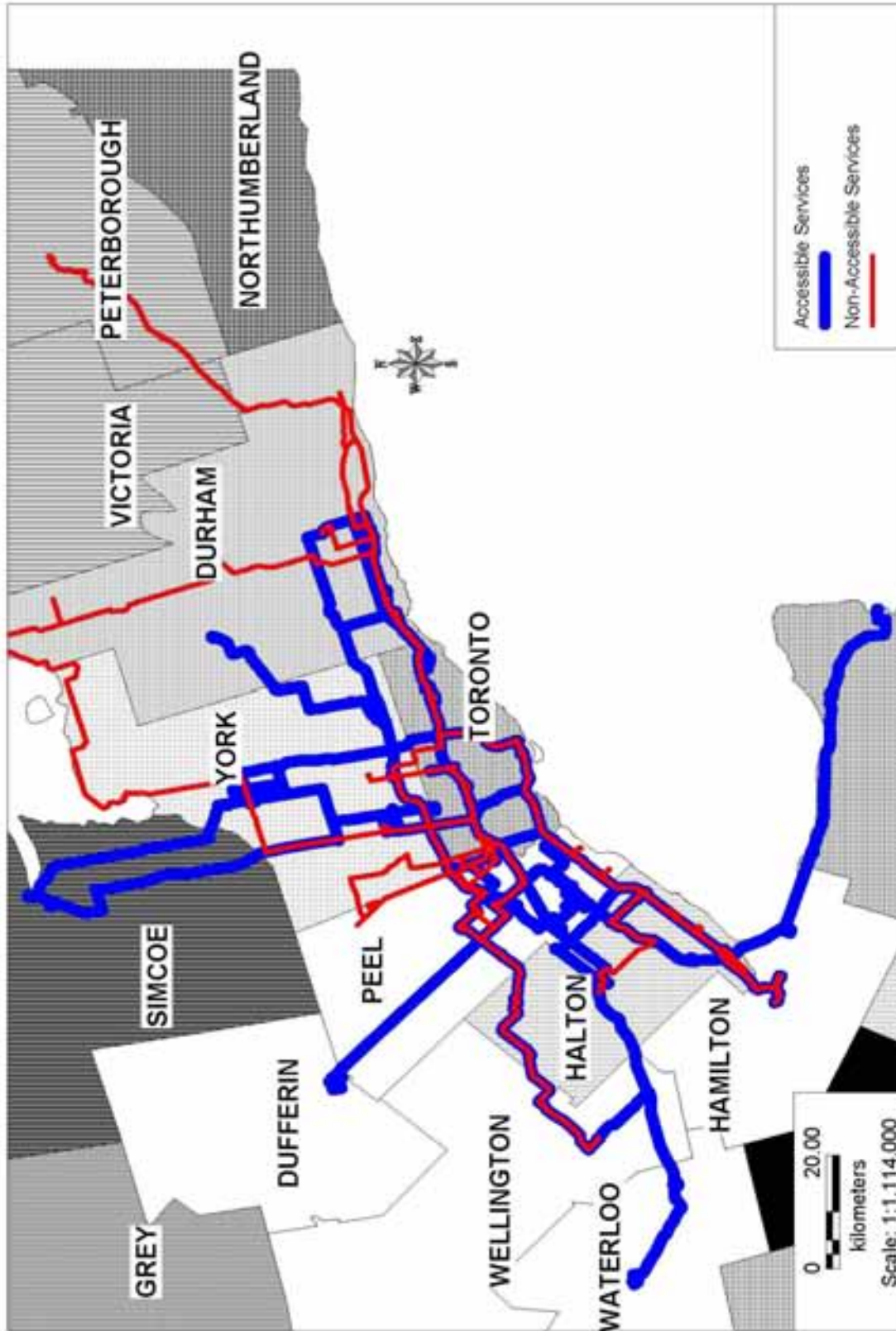
The following is a listing of GO Bus routes that are accessible at this time.

- **Hamilton QEW GO Bus** (Bus stops include: Hamilton – Toronto Union) - Route 16;
- **Oakville Highway 403 GO Bus** (Bus stops include: Oakville – Square One - Yonge and Sheppard - Finch) - Route 19;

- **Milton GO Bus** (Bus stops include: Milton – Lisgar – Meadowvale - Streetsville – Square One – Dixie – Toronto Union) - Route 21;
- **Waterloo GO Bus** (Bus stops include: University of Waterloo – Kitchener- Aberfoyle – Milton – Square One) - Route 25;
- **Milton Highway 401 GO Bus** (Bus stops include: Milton – Meadowvale – Yonge and Sheppard – Finch) - Route 27;
- **University of Guelph GO Bus** (Bus stops include: University of Guelph – Aberfoyle – Square One) - Route 29;
- **Georgetown GO Bus** (Bus stops include: Georgetown – Mount Pleasant - Brampton – Bramalea – Malton – Toronto Union) - Route 31 (Non train meet trips only);
- **Orangeville GO Bus** (Bus stops include: Orangeville – Brampton) - Route 37 (Non train meet trips only);
- **Pearson Airport – Richmond Hill Centre GO Bus** (Bus stops include: Richmond Hill Centre – Pearson Airport) - Route 40;
- **Highway 407 West GO Bus Streetsville to York University** (Bus stops include: Streetsville – Square One – York University) - Route 45;
- **Highway 407 West GO Bus Streetsville to York University** (Bus stops include: Oakville – Sheridan College -- Square One – Bramalea – York University) - Route 46;
- **Highway 407 West GO Bus Hamilton to York University** (Bus stops include: Hamilton – McMaster University – Burlington – Bronte - Oakville – Square One – Bramalea – York University) - Route 47;
- **Highway 407 West GO Bus University of Guelph to York University** (Bus stops include: University of Guelph – Aberfoyle – Meadowvale – Bramalea – Vaughan - York University) - Route 48;

- **Highway 407 East GO Bus - Mount Joy GO Station to York University** (Bus stops include: York University – Unionville – Markham GO Station – Mount Joy GO Station) - Route 54;
- **Richmond Hill GO Bus** (Bus stops include: Richmond Hill – Oriole – Old Cummer – Toronto Union) - Route 61;
- **King City GO Station to Union Station** (Bus stops include: Maple GO Station – Rutherford GO Station - Union Station) - Route 63;
- **Newmarket Terminal to Union Station** (Bus stops include: East Gwillimbury GO Station - Newmarket GO Station - Aurora Carpool Lot – Union Station) - Route 65;
- **Barrie – Bradford GO Bus** (Bus stops include: Barrie – Stroud – Churchill – Bradford – Newmarket GO Bus Terminal) - Route 68;
- **Uxbridge to Union GO Bus** (Bus stops include: Lincolnville - Stouffville – Mount Joy - Markham – Unionville – Toronto Union) - Route 71;
- **Oshawa to Yorkdale GO Bus** (Bus stops include: Oshawa – Whitby – Ajax –North Rouge) - Route 94;
- **Oshawa to Finch GO Bus** - (Bus stops include: Oshawa – Whitby – Ajax – Yonge and Sheppard - Finch) - Route 95; and
- **Oshawa to Finch GO Bus** - (Bus stops include: Oshawa – Whitby – Ajax – Yonge and Sheppard - Finch) - Route 96.

Map of accessible GO Transit bus service



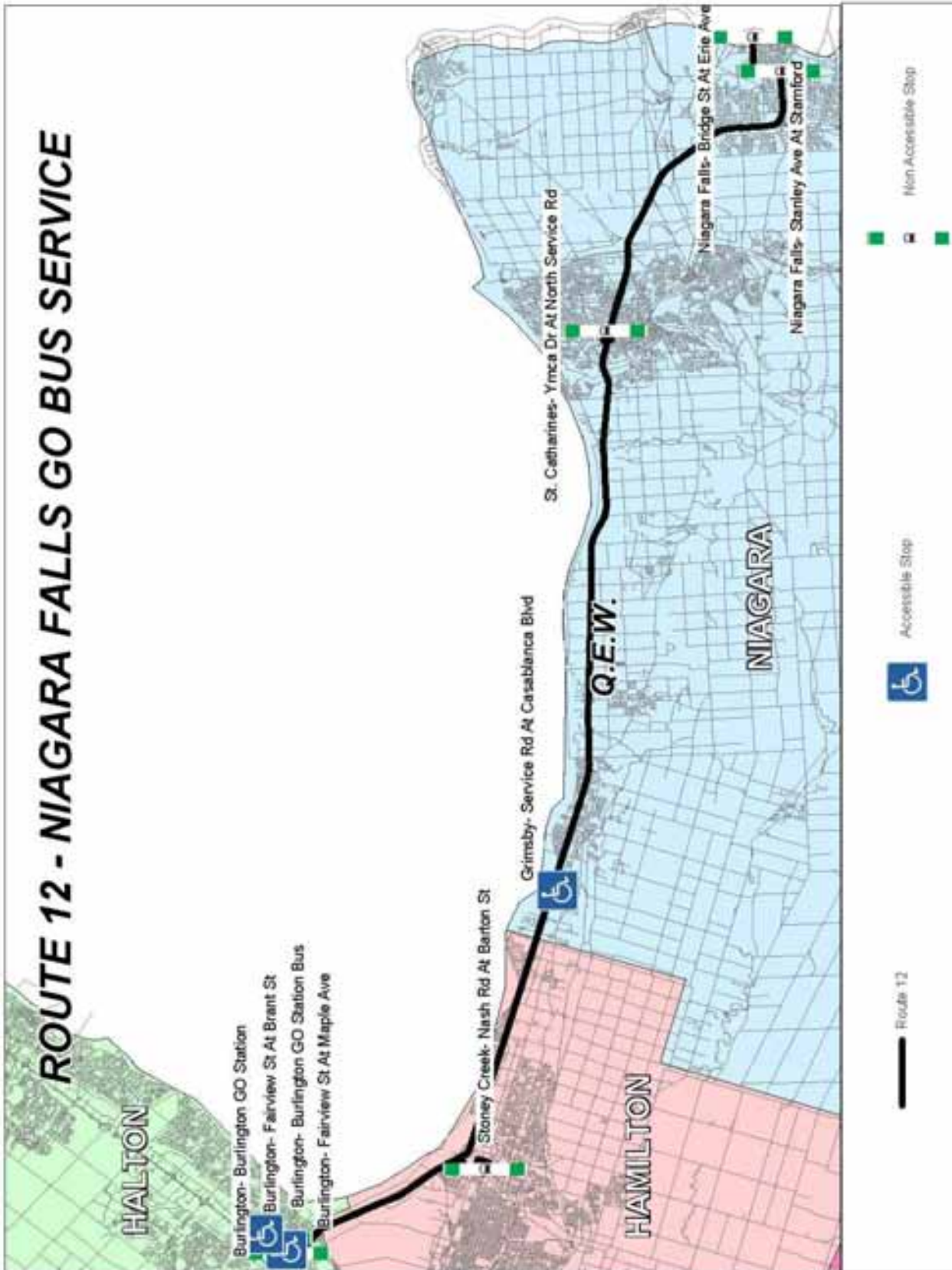
Accessible Niagara Falls train-meet bus service

Daily Niagara Falls train-meet bus trips were designated accessible effective September 4th, 2010 for customers boarding at Niagara Falls VIA Station, St Catharines (Fairview Mall), Grimsby Park & Ride, Stoney Creek Park & Ride and at the Burlington GO Station.

Although all GO services are considered time-sensitive, inbound train meet services in particular are highly time-sensitive. Typically, the time required to board and secure one customer using a WMA is approximately a 10-minute process, whereas disembarking is about a five-minute process. Daily bus trip times have been adjusted to reflect the additional time required to provide the service. Previous GO Bus routes that were given accessible time points did not have the boarding and disembarking timelines built into the schedule.

Following the launch of the accessible Niagara train-meet services, GO will be monitoring the overall impacts of the revised schedule together with the accommodation of customers using WMAs (that require the use of the bus lift) for a few months. This pilot project will assist us as we refine our plans to implement accessible train-meet service solution(s) across the GO network in phases. We are moving forward with great care and caution to ensure that we have a solution that balances the needs of all of our customers.

Map of route 12 Niagara Falls accessible train-meet service



Brampton Bus Terminal

In 2010, two additional accessible bus platforms were introduced at Brampton Bus Terminal, making all GO Transit platforms capable of accommodating the boarding and deboarding of customers using WMAs.

Brampton Bus Terminal



Orangeville Mall

Orangeville Mall's bus stop was enhanced in 2010 with the addition of an accessible concrete pad allowing accessible service to be provided at this point on Route 37.

Bus stop on Orangeville bus route



GO and York Region Transit (YRT) bus stop sign conversion project

Combination bus stop signs (signs shared by YRT and GO Transit) have been replaced with separate bus stop signs which share a common pole. Additionally, this project has involved the conversion of flag bus stop locations into regular service locations. As a result, customers will no longer need to flag GO Transit Buses, eliminating a barrier to service use.

New GO bus stop sign



Accessible bus stop inventory review

The accessibility of bus stop locations has been reviewed. Accessible locations have been noted and the appropriate decals are being installed to ensure that stops along Yonge Street are clearly identified.

Moving forward

GO Transit will continue to work with Municipal Transit Agencies to expand accessible service on bus routes and at bus stop locations that are currently not listed as accessible.

Continued front-line staff* training

Sign language training

In September, 2006, GO Transit approved an enhancement to its continuing education program by fully subsidizing sign language training for GO Transit front-line staff (i.e. station attendants, bus drivers, transit enforcement officers and customer attendants).

Accessibility refresher training for Bus Drivers and other front-line staff*

The accessibility refresher training program for all GO Transit bus drivers and route supervisors covers the same topics/content as the initial accessibility training program. This includes a review of accessible features, policies and procedures, such as the operation of the lifts on all types of lift-equipped buses, and the securement of customers using WMAs along with their WMAs.

All existing drivers have completed the initial training session, and ongoing refresher training will take place on a three-year cycle.

Accessibility refresher training for all other front-line staff and supervisors takes place every three to five years depending on the level of expected direct interaction with customers and/or employees with disabilities. This training program is also provided as individual training needs are identified.

***NOTE:** Front-line staff include: station attendants, transit enforcement staff (i.e. officers), as well as, customer attendants and call centre staff (i.e. telephone information guides and supervisors).

Accessibility familiarization training for Bus Drivers

On-site accessibility refresher training is conducted several days prior to the launch of any new accessible bus route at the garage where the route originates. Training is conducted with the specific type(s) of lift-equipped bus(es) that will be used on the route.

All accessibility-related procedures and equipment are reviewed with the drivers and route supervisors, with particular emphasis on customer boarding, debording and securement.

Sensitivity training program

GO Transit collaborated with experts in the field of public sensitivity to create a half day training session for employees entitled “Establishing Positive Relationships.” The purpose of this program is to enhance employees’ ability to assist customers with disabilities in ways that maintain dignity and respect.

All new hires will receive this mandatory training. Refresher training for all employees will take place every three to five years, depending on the level of direct interaction with customers and/or employees with disabilities.

Train crews (CPR, Bombardier and CN) are trained through the P.L.E.A.S.E. Program, which is GO Transit’s one-day customer service course. This program has been customized for train conductors to include sensitivity training, as well as tips for making public announcements. Even though GO Transit rail service has been designed for customer self-service, this sensitivity component has been added to enhance interaction with the public.

The acronym “P.L.E.A.S.E.” stands for the following primary course components:

- P**roject a professional image
- L**isten actively
- E**stablish positive relationships
- A**im at the situation, not the person
- S**ervice with a value-added touch
- E**nd on a positive note

Website Accessibility

GO Transit’s public website at www.gotransit.com is now compliant with the most current version of international accessibility design developed by the World Wide Consortium (W3C), referred to as Web Content Accessibility Guidelines (WCAG) Version 2AA.

GO Transit website homepage (www.gotransit.com)

GO
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Take the GO to Niagara Falls!

Weekend and holiday train service to Niagara region continues to run until September 26.

For more information, please visit our [Zip down to the Falls](#) webpage.

Service Updates

Fares

Schedules

Service Changes

Service Changes begin September 4. For more information on these changes and back-to-school service, visit our [What's New](#) page.

Take the GO to Niagara Falls!

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Get on the GO with PRESTO!

Welcome to the convenience of bypassing line ups for GO Transit tickets or passes, welcome to flexible payment options, welcome to an easier commute, welcome to PRESTO!

Going back to school?

Visit our [Back to School](#) page for the info you need to get back to class!

Google Maps

Start:

End:

Date: 09/04/2013

Time: 11:25 AM

By:

Metrolinx's public website at www.metrolinx.com is in the process of being converted to the most current version of international accessibility design, referred to as Web Content Accessibility Guidelines (WCAG) Version 2AA.

6. Measures planned to enhance universal accessibility and services in 2011

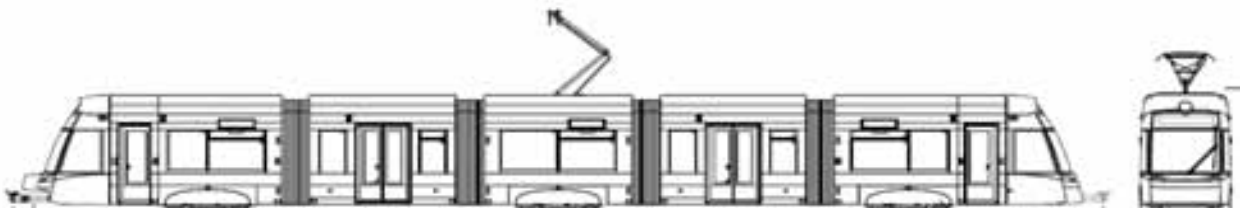
Light Rail Transit Service

Metrolinx and the Toronto Transit Commission (TTC) are developing a network of Light Rail Transit (LRT) lines in Toronto. The planned new lines comprise a total of 124 route kilometres and the lines will be launched as follows:

- Sheppard East LRT from Don Mills Station to Conlins Road to be completed in mid-2014.
- Eglinton Crosstown LRT from Kennedy Station to Jane Street to be initiated in 2011 and completed in 2020.
- Finch West LRT from Keele Street to Humber College to be initiated in 2015 and completed in 2019.
- Scarborough RT from Kennedy Station to Sheppard Avenue to be initiated in 2015 and completed in 2020.

The LRT service is being designed in general accordance with the Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles and the Accessibility for Ontarians with Disabilities Act (AODA) wherever possible.

Profile view of LRT vehicle

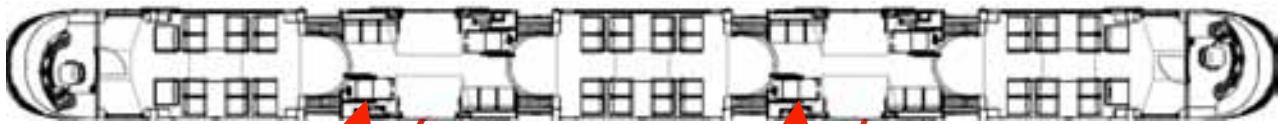


The following are some of the accessibility features of the LRT:

Wheelchair Accessibility

The Wheeled Mobility Aid space is ADA compliant 30" x 48" (760mm x 1220mm) and each LRT vehicle is able to accommodate 4 wheelchairs. Signage will be posted to identify the wheelchair or mobility aid seating locations. Flip seats are provided to provide more space within the wheelchair area.

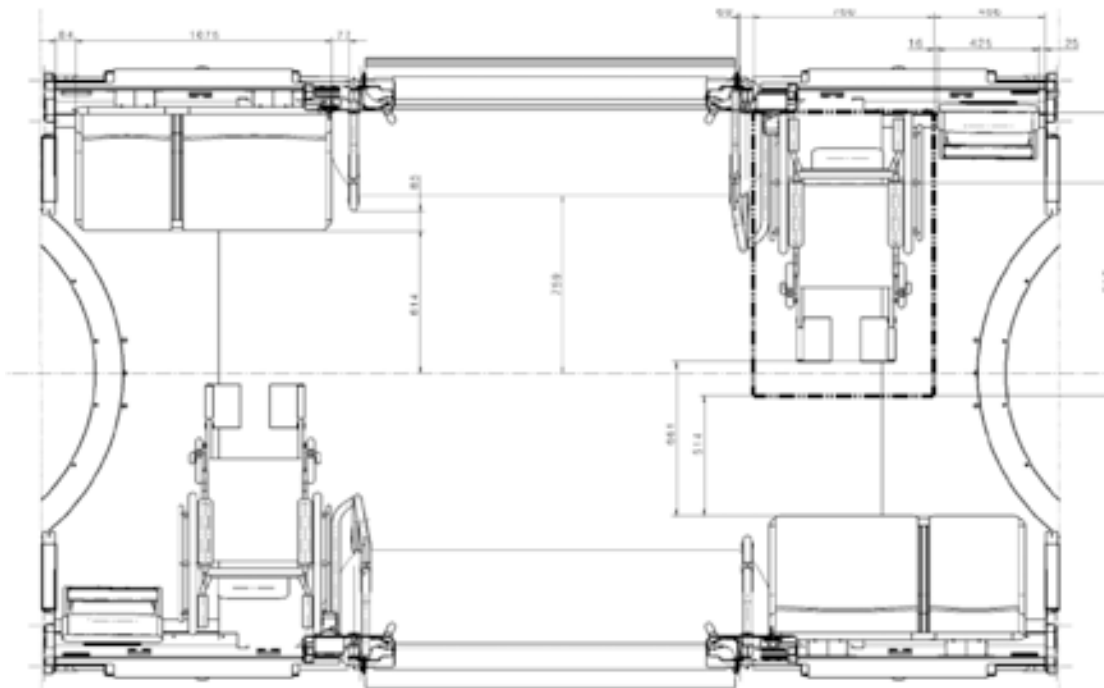
Wheeled Mobility Aid (WMA) Locations



WMA locations

WMA locations

Close up of WMA locations



Passenger Emergency Intercom (PEI)

The PEI is located beside the Wheeled Mobility Aid and the switch is fully accessible. When the PEI switch is activated due to an emergency the passenger could request for assistance from the operator. Please see the diagram below.

Stop Request

A passenger stop request system will be provided to the passenger to alert the operator that a stop request had been requested. The stop request is being confirmed audibly and visually to the passenger that a stop request was made.

Passenger Alarm Strip

Passenger alarm strips are located over the length of the vehicle. The strips are different from the stop request devices. The touch sensitive strip is located so as to prevent accidental use, but remain within access to all passengers, including passengers using WMAs.

Emergency Exits

The vehicle doors are the primary means of exit for the operator and passengers. It's also the primary means of entry for first response personnel, such as Emergency Medical Services, Firefighters and Police. Each side door is equipped with a sealed emergency release mechanism. The door release is easily visible and within reach of standing and customers using WMAs.

Simple bilingual (English/French), Braille instructions and easy to understand symbols are provided at each emergency door release mechanism location along with emergency exit instructions.

Mobility Hub Guidelines

As outlined in Strategy #7 of Metrolinx's Regional Transportation Plan, *The Big Move*, key transit stations across the GTHA will become mobility hubs, where transportation modes, including rapid transit, local transit service, cycling and pedestrian networks come together seamlessly. Mobility hubs

are locations for major destinations such as offices, hospitals, educational facilities and government services. They offer amenities to travellers such as heated waiting areas, traveller information centres, cafés or restaurants, and services like daycares, grocery stores or post offices.

The Mobility Hub Guidelines are designed to direct planning and development at mobility hubs in the GTHA. The Guidelines focus on creating successful mobility hubs, and address topics such as transit station design, station circulation and access, transit customer information and wayfinding, land use and urban design surrounding rapid transit stations, and funding and implementation. Accessibility and barrier-free design is an important part of the scope of the Guidelines, and is integrated into various elements of the Guidelines. The users of this document will include Metrolinx and GO Transit staff, municipal land use and transportation planners, transit operators, real estate developers, and other professionals in the fields of land use and transportation.

As part of the stakeholder engagement process for the Mobility Hub Guidelines, Metrolinx will consult with the Metrolinx Accessibility Advisory Committee in order to ensure that the document addresses accessibility concerns appropriately.

Strategy & Implementation Plan to improve specialized transit coordination and delivery

Strategy #8 from *The Big Move* is a Plan for Universal Access. One of its' Priority Actions (8.2) is to “develop a region-wide strategy and local implementation strategies to improve specialized transit coordination and delivery”. In accordance with this strategy, Metrolinx will develop a Strategy & Implementation Plan to improve specialized transit coordination and delivery.

As outlined in the Metrolinx/GO Transit Accessibility Plan for 2009-2010, Metrolinx staff prepared a document titled, “Service Coordination for Specialized Transit in the Greater Toronto & Hamilton Area – Status Report”. The status report was an early step towards developing a plan for universal access, and summarized key findings on a variety of topics related to cross-boundary travel on specialized transit in the GTHA.

These documents will provide guidance to Metrolinx staff in the development of the Strategy & Implementation Plan. Additionally, feedback from the Metrolinx Accessibility Advisory Committee and meetings with specialized

transit staff from across the GTHA will be essential in the development of the Strategy & Implementation Plan.

Generic travel training program

As indicated in the previous section of this Accessibility Plan, Metrolinx held a transit travel training workshop in September 2009. During this workshop, it was identified that there was strong consensus for developing a generic travel training program for the GTHA. Metrolinx will collaborate with other agencies to begin the development of a generic travel training program for customers with disabilities to be used by transit agencies in the GTHA and throughout Ontario. A person with a disability who participates in a travel training program will achieve a greater level of independence because they will be able to use accessible conventional transit services with little to no assistance. Funding options for the development of a generic program will be explored.

Photo of youth participating in a travel training program
(courtesy of Erin Oak Kids, Mississauga)



Specialized transit coordination staff meetings

Metrolinx will continue to work with other transit agencies in the GTHA to establish a forum for collaboration and exchange of information about specialized transit service coordination. Such a forum will provide an opportunity for discussing ways of improving the customer's travel experience when crossing a municipal boundary. For specialized transit agencies, finding ways of improving service coordination will help to make service provision more efficient. Numerous topics could be discussed at the meetings, including: cross-boundary service (both transferred service and direct service), transfer points and amenities, travel training, coordination between accessible conventional and specialized transit, to name a few.

Examine transfer point locations

When a customer wants to cross a municipal boundary for non-medical purposes (particularly if they are travelling more than a few kilometres from the municipal boundary), a transfer is often arranged between two specialized transit service providers. Almost all service providers in the GTHA do transfers with other service providers, with the exception of municipalities where there is a rural gap between the adjacent municipalities. There are a variety of locations currently used for transfer points, such as hospitals, malls, fast food restaurants, GO Train stations, post-secondary institutions, seniors' residences and hotels. Typically, the locations are chosen based on a variety of factors: agreement with adjacent specialized transit service provider; along or near a municipal boundary; proper lighting; provides shelter from inclement weather; equipped with telephone and accessible washrooms; and hours of operation are compatible with the service providers' hours of service. This was discussed in the Service Coordination for Specialized Transit Status Report prepared by Metrolinx in January 2009. Metrolinx intends to work with municipal transit agencies to examine whether existing transfer point locations are optimally located, both for the customers and for the specialized transit agencies.

GO Transit Train Stations

In recent years, improvements to the accessibility of GO Transit services have included: retrofitting existing stations with elevators to enable accessible rail service, adding an accessible bus route to and from newly-

built train stations and adding lift-equipped buses to the fleet. These types of improvements will continue.

In the upcoming year, the following accessibility-related initiatives are planned, pending approval by Metrolinx.

New accessible stations

Allandale - Barrie corridor

A new GO station in Barrie, which includes a station building, a rail platform with snow melt system, a parking lot, access roads, a pedestrian tunnel with pedestrian accessible ramps and other related accessible and supporting infrastructure is planned to be completed in fall 2011.

Accessibility improvements to existing accessible stations

Appleby - Lakeshore West corridor

A project has been undertaken to renovate the station building and upgrade accessibility and other customer service amenities such as additional barrier-free ticket sales positions and larger interior doorways. It is anticipated that this project will be completed in spring 2011.

Bronte - Lakeshore West corridor

Additional barrier-free parking will be provided in the new south parking lot, as well as an accessible path from the proposed parking lot to the existing west tunnel and platforms as a secondary means of station platform access. This project is scheduled to be completed in fall 2011.

Burlington - Lakeshore West corridor

This project includes the construction of a new station building that will link the east and west tunnel, the south parking lot and the south bus loop to the north bus loop, parking lot and parking garage. The station building will include barrier-free ticket selling positions and public restrooms, designated pedestrian walkways and other easier access amenities. This project is scheduled for completion in winter 2011/12.

Clarkson - Lakeshore West corridor

A new accessible multi-level parking structure is in its preliminary design stage, and once complete, it will include an elevator and barrier-free parking. This project is scheduled for completion in winter 2012/13.

Long Branch - Lakeshore West corridor

A feasibility report will be completed at the end of 2010 to determine what features are required to make the station accessible. This may include the addition of elevators and mini-platforms. The station design is to be expected undertaken in 2011, with subsequent construction being completed by summer 2013.

Oakville - Lakeshore West corridor

A new platform is planned under the modified platform arrangement, where the north platform will become an island platform to serve customers using the accessible railcar. A new north platform will be constructed to provide increased pedestrian access. The east tunnel will also be extended below the new north track and offer an elevator and stair connection.

In addition, parking expansion is planned for completion in winter 2011/12, which will result in additional barrier-free parking.

Cooksville - Milton corridor

An accessible pedestrian overpass across Hurontario Street and an elevator to the station platform is in its preliminary design stage. A feasibility study is underway to add an asphalt ramp which will connect Highway 10 to the north platform. This project has been combined with the construction of a new multi-level parking structure, which together is scheduled for completion in winter 2012/13.

Bramalea - Georgetown corridor

A north parking lot expansion, which is scheduled for completion in fall 2011, will lead to an increase in the amount of barrier-free parking.

King City - Barrie corridor

The existing on-street bus platform will be made wider and new curb cuts added with pavement markings delineating the connection between the bus stop and station building. This project is scheduled for completion in the spring of 2011.

Centennial - Stouffville corridor

A new accessible multi-level parking structure will be built and include barrier-free parking. Design has been completed and construction is scheduled for completion in winter 2011/12.

Mount Joy - Lincolnville/Stouffville corridor

A parking lot expansion is scheduled to be completed in spring 2011, which will result in additional barrier-free parking spaces.

Ajax - Lakeshore East corridor

The design of a new tunnel and new elevators was completed last year with subsequent construction expected to be complete in spring 2011. In addition, a new accessible multi-level parking structure will include elevators and increase barrier-free parking. This second project is scheduled for completion in fall 2012.

Pickering - Lakeshore East corridor

This station rehabilitation project includes additional accessibility features such as a fully accessible ticket counter, elevator access to both tunnels from the station building and a barrier-free washroom.

A number of unforeseen additional building standard requirements resulted in substantial delays. It is now anticipated that the project will be completed by spring 2011.

Bus infrastructure initiatives

A number of projects are being undertaken to provide and improve accessibility to new and existing bus stations and stops, such as: Stanley at Stamford in Niagara Falls, Keele at Highway 401 bus stop in Toronto and Harwood Avenue at Highway 2 Bus stop in Pickering. These projects were completed in fall 2009.

Scarborough Town Centre

GO Transit will install a new elevator and replace the existing ticket booth with a new accessible ticket kiosk at the bus loop. The design phase has been completed and construction will likely commence after TTC Scarborough Rapid Transit system is replaced by Light Rail Transit technology. This project is scheduled for completion in the 2015/2016 fiscal year.

Yorkdale and Bus Terminals

This project involves installation of a new elevator adjacent to the bus platforms that will provide direct access to the Mall level corridor above the GO Bus Terminal and a refurbished pedestrian ramp connecting the terminal to the nearest street (i.e. Yorkdale Road and ramps connecting to Highway

401 and Allan Road North). This project is scheduled to be completed by winter 2011/12.

York Mills

This project involves the expansion of bus platforms beside the enclosed customer waiting area to accommodate the deployment of GO Bus WMA lifts, as well as the incorporation of other easier access features as suited to this facility. This project is scheduled to be completed by winter 2011/12.

Other GO Transit Station initiatives

Barrier-free designated parking spaces

In 2009, there were 423 barrier-free designated parking spaces. This number has been increased by over 30 per cent to 556 in 2010.

Public Information System (PINS)

Due to unforeseen challenges resulting from the Union Station Revitalization project, there has been a delay in the installation of electronic departure boards at platforms and concourses originally planned for spring 2010. Revised estimated completion dates for these initiatives are outlined below.

Union Station platforms 26/27 signage

With the opening of platforms 26/27 at Union Station, Public Information (PINS) LED displays were installed on platforms 26 and 27 in May 2009.

PINS Displays at Union Station Bus Terminal



These displays were installed at track level, providing customers with departure information for their next train trip.

Post-implementation recommendations led to the following changes:

- Installation of eight additional LEDs on platforms 26/27 (revised estimated completion date in summer 2011); and
- Installation of two PINS LCD signs at the concourse level (revised estimated completion date in summer 2011).

Installation of additional track-level and concourse Level PINS signs



Additional PINS LCD signs at Union Station

In addition to the above, additional PINS sign locations were identified within the York West Teamway. The revised installation completion date for these electronic departure boards is summer 2011.


Additional PINS locations within York West Teamway



Station service status system (also referred to as S4)

A project is underway to provide GO Transit passengers with real-time, station specific rail-service status information. The successful completion of this project will provide passengers with rail service status information on electronic signs at stations and GO Transit's public website. The project is expected to be complete by summer 2011.

Sample screen layout for station specific, real-time rail service status information – live on all corridors by summer 2011

		Clarkson Train Service			8:21
<i>System and/or Corridor Banner Message would appear here if selected...scrolling English and French</i>					
Destination	Stopping at Arrêts à	Track Quai	Scheduled Prévue	Expected Attendu	
Union	Union.	2	8:28	8:30	
Union	Port Credit Canceled/Annulé	2	8:38	8:38	
Equipment Problems / French version					
Union	Long Branch - Mimico -	2	9:08		
Union	Long Branch - Mimico -	2	9:38		
Burlington	Clarkson - Oakville -	3	8:25	Departed/Parti	
Aldershot	Clarkson - Oakville -	3	9:15		
<i>Station or Train Trip Banner Message would appear here if selected...scrolling English and French</i>					
Service delay reasons are reported when delay is greater than 10 mins.					

As the real-time rail service status information is made available to passengers in 2011, new electronic signs will be introduced at station locations across all corridors starting in winter 2011.

Rail and bus equipment

New-generation standard bi-level railcars

By the end of 2011, GO Transit expects to acquire an additional 20 new-generation standard bi-level railcars, increasing the percentage of these vehicles to 38 per cent of the total railcar fleet (196 out of 515 railcars). All new railcars will be equipped with the additional easier-access features as noted on pages 23 to 29 of this report.

Of all the 20 railcars currently on order, three are accessible cars, bringing the total number of accessible cars in the fleet to 50. All the new cars will

have automatic end doors, allowing them to be opened at the push of a button, making it easier to move between coaches in the train.

Railcar Refurbishment Program

By the end of 2011, it is anticipated that a total of 33 coaches will have gone through the refurbishment program.

New lift-equipped buses

By the end of 2011, GO Transit expects to replace the remaining 19 suburban buses with new lift-equipped highway buses and add seven more new lift-equipped highway buses to accommodate ridership growth. This will increase the total accessible bus fleet size to 388 (366 highway buses and 22 Double Decker buses) or 100 per cent of GO Transit's fleet.

These new lift-equipped highway buses are equipped with two wheelchair positions and offer the following additional new accessibility features:

- Easy slide tracks for folding seats;
- Warning lights for priority seat passengers to vacate the seats;
- Night turning lights;
- High performance lift that can be deployed at any platform surface conditions;
- Warning label embedded onto the folding seat headrest; and
- Hands-free Public Address system.

Bus Rapid Transit (BRT) system

New park & ride locations

A number of park & ride locations were opened in the 2009/2010 fiscal year, namely, QEW at Casablanca Boulevard, Highway 401 at Martin Street (RR 25), Highway 50 at Mayfield Road and Highway 115 at RR 10.

Proposed park & ride locations

A number of new park & ride lots are currently in the process of being implemented and will be accessible once complete. These locations include:

- Highway 115 at RR 10 (Millbrook): Phase 2 expected completion in fall 2010;
- Highway 410 at Williams Parkway (Brampton): Completion date to be determined;
- Highway 420 at Stanley Avenue (Niagara Falls): Expected completion in fall 2010;

- Highway 35/115 at Highway 2 (Clarington): Expected completion in fall 2011;
- Highway 407 at Brock (Pickering): Completion date to be determined;
- Bolton North (Bolton): Completion date to be determined – site is under review;
- QEW at Mountain Road (Niagara Falls): Expected completion in 2012/2013;
- Highway 404 at Woodbine Avenue (Markham): Expected completion in fall 2012;
- Highway 404 at Ravenshoe Road (Georgina): Expected completion in fall 2013;
- QEW at Lake Street (St Catharines): Expected completion in fall 2014; and
- Highway 8 at Sportsworld Drive (Kitchener): Expected completion in 2012/2013.

Some existing park & ride locations will also be upgraded or moved to expand their capacity and address existing accessibility issues. These lots include:

- Crawford Drive at Harper Road (Peterborough): Expected completion in 2013;
- Highway 407 at Trafalgar Road (Oakville): Expected completion in fall 2011;
- Highway 407 at Bronte Road (Oakville): Expected completion in fall 2012; and
- Highway 407 at Dundas Street (Burlington): Expected completion in fall 2012.

Footprint of Highway 407 & Hurontario park & ride lot

Toronto 7

Hwy 407 - Transitway Corridor



Mississauga Bus Rapid Transit

The project is being undertaken in conjunction with the City of Mississauga. The facility will be a fully dedicated, grade separated, bus only road covering an 18-km, 12-station span. GO Transit is responsible for the western segment (BRT West) along Highway 403 from Winston Churchill Boulevard to Erin Mills Parkway, while Mississauga is responsible for the eastern segment (BRT East) from the City Centre to Renforth Drive, just south of Lester B. Pearson International Airport.

The detailed design for GO BRT West is underway and construction began this year. Completion of the overall project is expected in 2012/2013.

Alignment of the Mississauga Bus Rapid Transit



PRESTO System

The Government of Ontario, GO Transit, eight municipal transit systems in the Greater Toronto and Hamilton Area and Ottawa, have partnered to introduce PRESTO – a new electronic fare system. PRESTO uses the latest technology to make it easier to pay your fare while traveling within and between transit systems by the simple tap of a card. The system calculates the fare for your trip and deducts it from the balance stored on your card– all in less than a second.

The first phase of PRESTO has been completed at selected GO stations and PRESTO is now being implemented throughout the GO Transit network in stages. The GO Transit network should be fully outfitted with PRESTO by spring 2011.

PRESTO will allow customers to ride on any participating transit system without pre-purchasing tickets or passes and without knowing in advance the fare policies of each system. The PRESTO card, which is the size of a gift or debit card, will use “stored-value” in the form of a common electronic purse (e-Purse) as the medium for all fare payment transactions in addition to cash. Electronic readers will scan the customer’s PRESTO card (which contains a computer chip within the card) as they board their public transit vehicle or enter a station calculating the correct fare and deducting it from their card balance - all within one-third of a second. Unlike paper tickets or passes, the card is made of durable plastic for extended use. The system will also allow customers the choice of loading their PRESTO card with cash value via preauthorized (Autoload) payments, by telephone, Internet and at selected retail outlets. Customers with “registered” cards will be able to replace the value on a lost or stolen card, unlike tickets, tokens, passes or cash.



PRESTO Card

PRESTO Accessibility Features

PRESTO has been designed with accessibility in mind from its beginning. With PRESTO, managing fares on public transit has become more accessible with more options, alternatives, and convenience.

- A contact-less card that does not need to be taken out of a wallet, purse or bag to be read by devices;
- Three different message channels when interacting with a system device - screen messaging, lights, and clearly audible sounds;
- The ability to load a card or check a card balance in four different ways - autoload, PRESTO website, Call Centre and in-person with customer service agents;
- Website meets Web Content Accessibility (WCAG) 1.0, now improving to WCAG 2.0 AA standards; and
- American-Sign Language videos with audio commentary on the website to assist customers in using their PRESTO card.



Fare Payment Device

PRESTO and its municipal partners have worked closely with leading accessibility experts, transit authorities, municipalities and our customers in developing PRESTO fare card system. Specifically, the following improvements were incorporated based on the feedback:

- Raised the height of buttons and tactile embossed symbols;
- Graphic sizing was increased to meet accessible standards;
- Card "tap" area now protrudes from the device itself;
- Improved device screen contrast;
- Device messaging displayed longer;
- Text is provided in short messaging, featured in a font and size which meet accessibility standards; and
- Clearer and differentiated sound bites with confirmation from the Canadian Hearing Society

You always need to 'tap on' when you begin your transit trip. Simply pass your PRESTO card in front of the fare payment device. A green light, along with a beep, indicates that your transaction has been successful. GO Transit riders who have not set a default trip on their PRESTO card will need to "tap off" at the end of their trip. To set a default trip, which automatically taps you off at a predetermined station, please visit your GO Customer Service Centre.

Moving Forward

PRESTO provides more options and convenience to customers in managing public transit fare payments compared to existing fare media. Loading one-card for public transit use is a clear example of the multi-channel approach used by PRESTO to provide equivalent services. In the future, there will be other options as well to provide this service such as Self Serve Kiosks and mobile phone applications.



Visit www.prestocard.ca

The PRESTO Customer Service Centre is available at 1-8PRESTO-123 (1-877-378-6123) or TTY 711, 1-800-855-0511. Monday to Friday from 6am to 10pm and Saturdays, Sundays and public holidays from 9 am to 9 pm.

PRESTO is committed to continued improvement to its e-fare payment system so fare payment is accessible and inclusive for all Ontarians and visitors to the province. PRESTO is in the middle of its rollout of first-generation devices. PRESTO will be fully implemented on GO Transit and seven transit systems by March 2011. Ottawa will start its rollout in early 2012. PRESTO will continue to develop next-generation PRESTO functionality and capabilities. PRESTO's future development and overall success requires feedback from customers. PRESTO is encouraging feedback on the following:

- Existing services;
- Service enhancements; and
- Customer communications (web, email, marketing materials).

Ticket vending machines

In early 2010, Metrolinx approved a new project to install 120 new GO Transit ticket vending machines (TVMs). The new devices, selected through a competitive Request for Proposals process, will offer a significantly improved customer experience allowing riders to purchase full trips across the GO Transit service area. These devices will also be equipped with some of the most comprehensive accessibility features available in the industry.

The new Astreo TVMs were conceived through a joint exercise between the vendor, Parkeon SAS and the Paris Transit Authority, RATP. The design process for the original prototypes included participation from a number of accessibility review panels and was made to comply with the numerous European Union accessibility standards in addition to the widely referenced Americans with Disabilities Act.

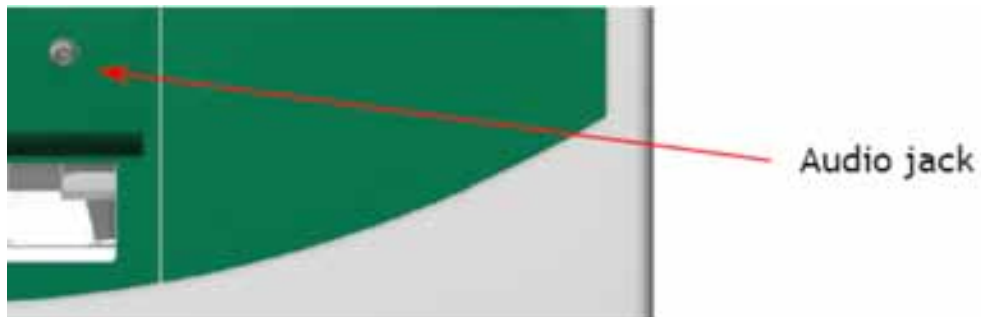
The new TVMs will be installed across GO Transit property with at least one device per rail station (two for unattended stations) as well as key GO Bus locations. A pilot is scheduled to begin in spring/summer 2011, with full deployment eight to 12 months later.

Below is a list of accessibility features that will become available with these new TVMs:

Features for customers with vision loss:

- Text synthesis (text to speech reading) through audio jack, speaker, or both;
- Four-corner touch-screen operation with audio aid;
- Tilted screen;
- Ability to attach ADA-compliant brail panels to the housing;
- Minimal glare with ability to be used in ambient lighting;
- Tactile graphics upon cabinet;
- Tactile PIN pad; and
- User Interface with buttons in consistent locations screen-to-screen.

TVM Audio Jack



TVM screen corner-based navigation for customers with vision loss



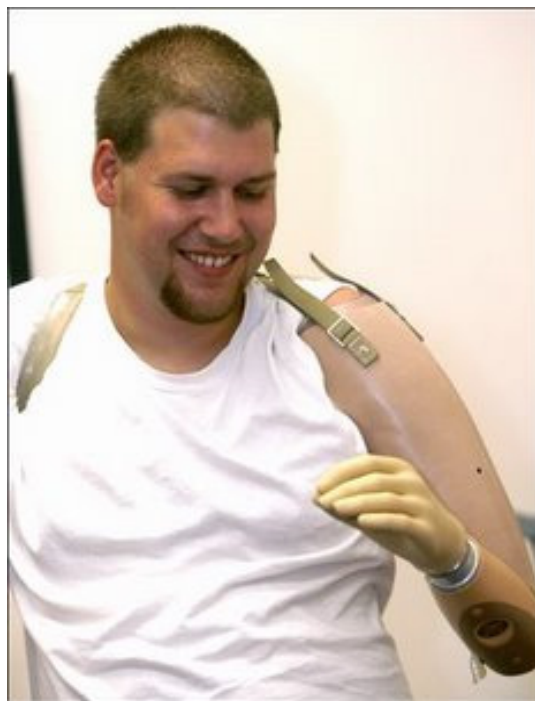
Features for customers with hearing loss:

- Four-corner touchscreen operation: and
- Use of mid-frequency tones for those with hearing loss;

Features for customers using prosthetics

- Operation without tight grasping, pinching or twisting of the wrist;
- With force not to exceed 22N; and
- Touch screen usable with gloves.

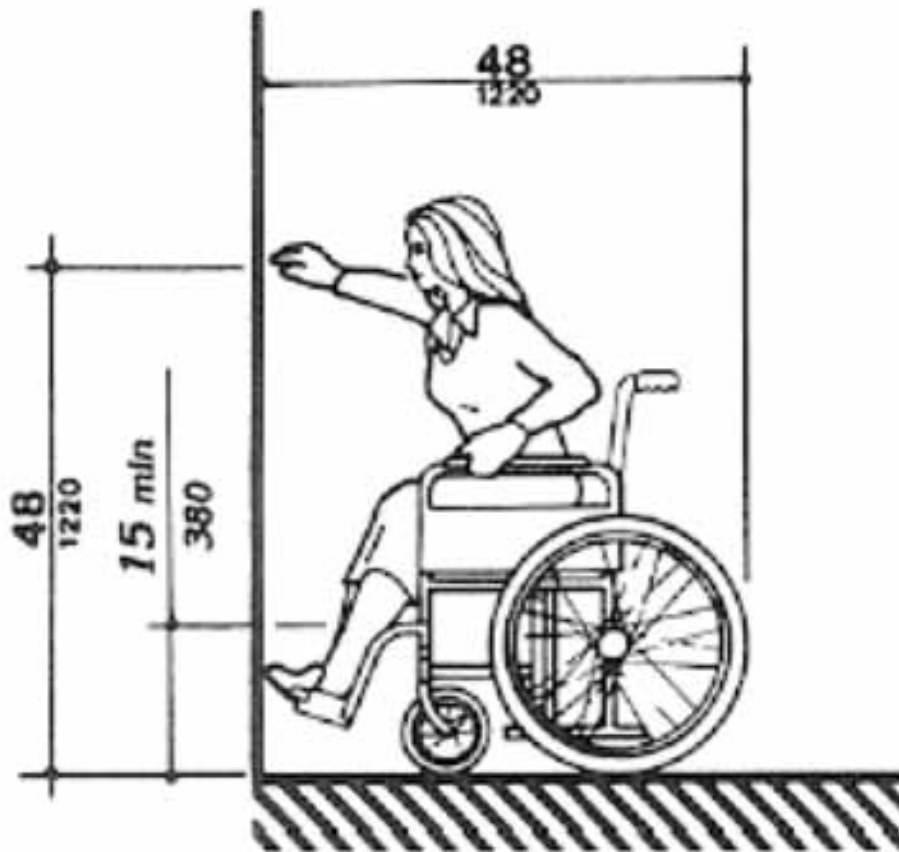
The new TVMs have been designed to limit complex mechanical movements for riders with prosthetics.



Features for customers with limited mobility:

- Cabinet designed to be held onto or leaned upon with no sharp edges or corners;
- Optional hand rails;
- No obstructions around the screen;
- Viewable in standing and sitting positions;
- Can be operated from a wheelchair from the side or head-on;
- Receipt tray for use with limited motor control.

TVMs may be used front-facing by riders with limited-mobility



TVMs are compliant with both the ADA and CSA standards for optimal height.

7. Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Associated Standards

In June 2005, the Ontario Government passed a new law called the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”). The AODA provides for the development, implementation and enforcement of accessibility standards with the vision for a fully accessible Ontario by 2025.

For the first time in Canada, accessibility standards apply to businesses, public sector organizations, municipalities and the Provincial Government. The standards address the removal of barriers for a wide range of disabilities,

including physical, sensory, mental health, developmental and learning, in accordance with the definition of “disability” under the Ontario Human Rights Code.

Over the last year, important steps have been taken towards removing barriers across Ontario. The purpose of this section is to provide an overview of the AODA, and an update on the progress of the accessibility standards under the AODA.

Standard development process

The AODA sets out a unique approach to the development of standards by establishing committees comprised of people with disabilities, representatives of industries and various economic sectors and Ontario Ministries. Since 2007, the Standard Development Committees (“SDC”) have been comprised of 50 per cent representation of people with disabilities.

As outlined in the AODA, the Minister of Community and Social Services is responsible to establish an SDC for each standard under the AODA. The SDC is responsible for developing a proposed standard, and defining the persons or organizations to be required to comply. The standard development process occurs as follows:

- Standard Development Committee (SDC) creates an initial draft standard in accordance with its mandate and terms of reference;
- Initial proposed standard is released for a public review period;
- SDC reviews public input and revises draft standard to submit to the Minister for consideration; and
- No later than 90 days after receiving the proposed standard, the Minister decides whether to recommend that the proposed standard be adopted by regulation to the Lieutenant Governor in Council.

Once a regulation under the AODA has been enacted, the SDC will review the regulation to re-examine the long-term accessibility objectives and revise any of the regulation requirements, or begin the process again by developing a new or additional proposed standard.

Standard Development Areas

To date there have been five accessibility standards developed under the AODA:

1. Customer Service
2. Transportation

3. Information and Communications
4. Employment
5. Built Environment

Currently, the Customer Service Standard is the only standard under the AODA to become law. The other four standards are in various stages of development.

The following provides an overview of each of the AODA standards and their current stage of development as of August 2010:

Customer Service Standard

Ontario's first accessibility standard, the Customer Service Standard, came into effect on January 1, 2008. The legal requirements are set out in two Ontario Regulations under the [AODA](#): the *Accessibility Standards for Customer Service*, [Ontario Regulation 429/07](#), which states the requirements of the customer service standard; and *Exemption for Reporting Requirements*, [Ontario Regulation 430/07](#), which exempts organizations that have fewer than 20 employees (unless the organization is a designated public sector organization) from certain documentation requirements of the standard.

The *Accessibility Standards for Customer Service* state what businesses and other organizations in Ontario must do to make the provision of their goods and services more accessible to people with disabilities. In broad terms, the regulation requires the following compliance activities be undertaken:

- Organizations are required to establish policies, practices and procedures governing the provision of goods or services to people with disabilities.
- Organizations must provide access for service animals and support persons.
- Organizations are required to provide the public with notice when there are temporary disruptions to the facilities that people with disabilities use in order to benefit from their goods and services.
- Organizations must provide training for employees, volunteers, agents and otherwise who deal with members of the public or third parties on the organization's behalf.
- Organizations are required to establish a process for receiving and responding to feedback or complaints received regarding the manner in which they provides goods and services to persons with disabilities.

- Organizations with at least 20 employees are required to notify the persons to whom they provide goods and services that the documents required by the regulation are available upon request.
- Where an organization is required to provide a document to a person with a disability, it must be provided in a format that takes into account the person's disability.

In addition to these compliance activities, organizations with at least 20 employees are also required to file annual compliance reports with the Ministry of Community and Social Services. These compliance reports are to be filed by March 31 of each year.

During 2009, Metrolinx/GO Transit undertook many new accessibility initiatives to comply with the regulation. The details of our compliance efforts are summarized in a document entitled, "Metrolinx / GO Transit Accessible Customer Service Policy for Implementation of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*," which is available on the Metrolinx and GO Transit websites

(<http://www.gotransit.com/public/en/news/accessibleCSpolicy.aspx>).

Hardcopies of this document are also available upon request, as they also are in accessible formats.

Transportation Standard

The proposed Transportation Standard is the only industry-specific standard to be developed under the AODA. It would apply to all public transportation systems including subways, buses, trains and taxis.

The Transportation Standards Development Committee began meeting in early 2006 to develop and draft a proposed standard for accessible transportation. This standard is the only one that is sector specific; that is, it relates specifically to modes of transportation that come under the jurisdiction of provincial and municipal governments. The initial proposed standard was released for its mandatory public review period from June 27, 2007 to September 28, 2007. The SDC received over 5,000 comments during the review period.

As noted, in 2007 the Premier of Ontario committed to 50 per cent representation for people with disabilities on each of the SDCs. This had a significant impact on the Transportation SDC as the proposed standard had already been drafted and released for public review. Following the changes to the SDC membership, four new sub-committees were established to review the comments received during public review in the areas of training, public transit services, taxis and booked services, and all other transportation services.

In 2008, the SDC revised the initial proposed standard to reflect the input received during the public review period. At their final meeting in October 2008, the SDC voted on the standard and submitted it to the Minister for consideration as law in early 2009. The final proposed standard was posted on the Ministry of Community and Social Services website with an invitation for the public to provide additional comments if desired. To date, a regulation has not yet been brought forward.

Information and Communications Standard

This Standard is intended to remove barriers in all information and communications for people with disabilities. The proposed standard outlines how businesses and organizations may be required to create, provide and receive information and communications in ways that are accessible for people with disabilities. Similar to the proposed Transportation Standard, the Information and Communications Standard is still in draft form and is not yet law.

The Information and Communications SDC developed the initial proposed standard during 2008, and released the proposed standard for public review from November 17, 2008 to February 6, 2009. The SDC received hundreds of comments from the public, and made revisions based on this input. The SDC submitted the revised Standard to the Minister of Community and Social Services for consideration as law in July 2009. To date, a regulation has not yet been brought forward.

Employment Standard

As suggested by its name, this Standard aims to prevent, identify and remove barriers across all cycles of the employment lifecycle for people with disabilities. The Standard will set out specific requirements for the recruitment, retention and accommodation of people with disabilities, and will apply to all organizations in Ontario.

The Employment SDC released an initial proposed standard to the public on February 18, 2009. The public was able to provide input on the proposed standard until May 22, 2009. During summer 2009, the SDC made revisions to the standard and submitted a final version to the Minister of Community and Social Services for consideration as law in September 2009. Similarly to the Transportation and Information and Communications Standard, the Employment Standard is still in draft form and is not yet law.

Built Environment Standard

The Built Environment Standard is the most extensive of the AODA standards developed to date. The Standard aims to remove barriers for people with disabilities in the physical environment, including over 70 elements such as buildings and facilities, sidewalks, parks, parking areas, housing, amusement parks, and more.

The Built Environment SDC has been active since 2007, developing the initial proposed standard. The proposed standard was released for its mandatory public review period from July 14 to October 16 2009. The proposed standard is nearly 300 pages in length with an additional document with technical illustrations. The proposed standard would apply to both the public and private sectors, with compliance required for all new construction, extensive renovation, change of use, and retrofitting existing facilities and elements. Although the proposed standard as developed by the SDC included retrofit and housing requirements, the Ministry of Community and Social Services website provided clarification that:

“The committee’s terms of reference outline that this standard will focus on preventing barriers on a go-forward basis. Under this proposed standard, all new buildings and buildings undergoing major renovations would need to meet the proposed requirements if passed as law.

The government does not plan to require that all existing buildings be retrofitted to meet accessibility requirements in the final accessible built environment standard at this time. Also, the government does not intend to require Ontarians to make their existing or new houses accessible in the final accessible built environment standard at this time.”

It is expected that requirements for housing and retrofit will be addressed through separate standard development committee processes in the future.

The SDC has reconvened to review the comments received from the public review period. A final standard has not been completed, and as such, had not yet been submitted to the Minister of Community and Social Services for consideration as law.

GO Transit Involvement

As GO Transit recognized the significant impact that AODA may have on our customers as well as on all department activities within our organization, we are actively engaged in the standard development process.

GO Transit participated in the Transportation Standard Development Committee. GO also worked collaboratively with the Transit Industry Resource Group, which is comprised of leads and senior staff of transit service providers from across the province, to provide input and assess the opportunities and impacts of each of the proposed Standards during their respective development phases.

The Resource Group prepared detailed responses to each of the AODA standards during their respective public review periods. Each of these submissions have been approved by the Managing Director of GO Transit / Executive Vice-President of Metrolinx, and submitted to the Deputy Minister of Transportation for consideration and referral to the Minister of Community and Social Services.

As noted, Metrolinx/GO Transit has also taken many important initiatives during 2009 to meet its obligations under the *Accessibility Standards for Customer Service*. See Appendix 3 for details.

Public sector organizations including provincial ministries, municipalities, hospitals, school boards, colleges, universities and public transportation organizations are still legally required under *Ontarians with Disabilities Act, 2001* to prepare annual accessibility plans and to make these plans available to the public.

Summary

Metrolinx/GO Transit remains strongly committed to the objectives and intent of the AODA. Removing barriers improves the quality of life for people of all ages and abilities in the community.

8. Appendices

(a) Appendix 1

Long-term plan for future accessible stations

Fiscal Year	2012/13	2013/14	2014/15	2015/16
Lakeshore West Corridor				
Long Branch Station		A		
Mimico Station		A		
Lakeshore East Corridor				
Eglinton Station	A			
Milton Corridor				
Kipling Station		A		
Georgetown Corridor				
Georgetown Station	A			
Bloor Station				A
Bus Terminals				
Scarborough Town Centre Terminal				A

Legend

A Fiscal Year to be Made Accessible

Source: GO Transit 10-Year Capital Program

(b) Appendix 2

Easier access station features

The following easier access features are incorporated into all GO Transit train stations¹ and bus terminals as a standard design practice:

1. Delineated pedestrian crosswalks and pavement markings;
2. Designated accessible parking spaces and loading areas;
3. Sidewalks with curb cuts to accommodate barrier-free access;
4. Benches in stations and designated shelters on train and bus platforms and park & ride and Kiss & Ride areas;
5. Stairways with accessible features, such as colour contrasted, non-slip stair nosing, handrails and detectable tactile flooring in advance of stairs;
6. Power door operators and door guards throughout all accessible designated interior routes;
7. Accessible washrooms;
8. Floor grilles compatible with the use of canes and crutches and grating located away from the main pedestrian traffic flow;
9. Barrier-free ticket sales counters and accessible ticket booth audio communication systems;
10. Increased illumination near passenger loading and waiting areas;
11. Accessible bus bays and platform areas;
12. Signage for station wayfinding;
13. Public Address system;
14. Elevators with accessible features, where the station or facility requires an elevator; and
15. Elevated accessible rail platform (mini-platform).

Source: GO Transit design requirements manual

¹ These features also apply to areas within Union Station that are used by GO Transit (e.g., GO Concourse, ticket sales area and Customer Service Centre, GO elevators, train platforms and building entrances). Also, these features have now been incorporated into GO Transit's Station Design Standards.