

Metrolinx Accessibility Status Report: 2014



Creating Regional Transit Opportunities For Everyone

1. Introduction

This 2014 Metrolinx Accessibility Status Report provides an annual update on the Metrolinx Multi-Year Accessibility Plan published in December 2012, as well as the 2013 Metrolinx Accessibility Status Report.

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

This status report, in conjunction with the December 2012 Metrolinx Multi-Year Accessibility Plan, fulfills Metrolinx's legal obligations for 2014 under the Ontarians with Disabilities Act (ODA), to publish an annual accessibility plan; and also under the Accessibility for Ontarians with Disabilities Act (AODA), to publish an annual status report on its multi-year plan.

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

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

The Metrolinx accessibility program is guided by the following corporate commitment statement:

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

2. Accessibility Accomplishments: 2013-2014

Metrolinx accessibility initiatives in the 2013-2014 fiscal year included responding to the Integrated Accessibility Standard Regulation (IAS) of the AODA, and continuing customer service-driven activities throughout the organization. Metrolinx, GO Transit and PRESTO made improvements to existing services, while the Union Pearson (UP) Express and the Rapid Transit Implementation programs worked to ensure that accessibility was included as an integral part of planning and design for new services yet to be launched.

2.1. Metrolinx

Human Resources (HR) reviewed all policies and procedures impacting accessibility in the workplace in its corporate HR Manual of Policies and Procedures in 2013, and ensured alignment and compliance with the new Integrated Accessibility Regulations introduced on January 1, 2014. HR policies and procedures are also aligned with the Metrolinx Corporate Accessibility Policy.

Metrolinx staff participated in numerous accessibility outreach events in 2013 and 2014, including the Markham Accessibility Fair, the Connections Trade Show for People with Disabilities in Mississauga, and the People in Motion Exhibition and Trade Show for People with Disabilities in Toronto.

In early 2014, Metrolinx expanded and refreshed its Accessibility Advisory Committee through a public recruitment process to increase representation.

To make it easier for people who use a wheeled mobility aid to be eligible to travel on all Greater Toronto and Hamilton Area (GTHA) specialized transit systems, Metrolinx oversaw the development of a Memorandum of Understanding (MOU) for reciprocal recognition of eligibility across all GTHA specialized transit services.

Metrolinx established a research partnership with OCADU's Inclusive Design Research Centre (IDRC), which is providing input and advice on best practices to Metrolinx teams about information and communications accessibility. The IDRC has provided input into various Metrolinx accessibility initiatives, including wayfinding, Ticket Vending Machines and other fare systems technology and processes, electronic documents, websites, electronic signage, and mobile apps.

2.2. GO Transit

2.2.1 Updates to the Ontario Building Code (2012) have been added to the GO Design Requirements Manual (DRM). Also, many of the accessibility requirements in the DRM exceed this Code.

2.2.2 Progress continued on making GO Train service accessible at four of the remaining six non-accessible GO stations, as follows:

- Bloor Station – Construction is well underway for the new accessible station, expected to open by Summer 2015.
- Eglinton Station – Detailed design work is underway with construction commencing in Summer 2014.
- Long Branch Station – Preliminary design studies were completed for tunnel with elevators and platform; design work has begun.
- Mimico Station – Detailed design work for a new tunnel and elevators is underway. Initial phase of construction has started, relocating existing tracks, as well as widening and lengthening of two island platforms to allow for the future elevators.

2.2.3 Accessible facilities and features were added as part of the following GO Station improvements:

- Appleby Station – Full station building renovation to improve accessibility in washrooms and ticket sales area, as well as a more spacious waiting area, a new elevator and doors, which opened to the public in May 2014.
- Maple Station – Substantial interior renovations to meet GO accessible building standards were made, including a new accessible washroom, ticket booth area and larger waiting area. Renovations were completed and opened to the public in February 2014.
- Erindale Station – A new parking structure, as well as a fully accessible new station building incorporated with the parking structure opened to the public in September 2013.
- Clarkson Station – A new parking structure that provides sheltered accessible parking spaces on the ground level opened to the public in June 2014.
- Pickering Station – A new parking structure that provides covered accessible parking and is located within close proximity to the bus loop and station building opened to the public in Spring 2014.

- Ajax Station – Additional parking and accessible parking spaces were made available to the public inside the parking structure in Fall 2013.
- Rouge Hill Station – A new walkway along the north platform and a ramp at the east end of the south platform were completed in July 2014, which may be used as an alternative in the event of an elevator disruption.

2.2.4 To better serve all customers, operational adjustments and infrastructure improvements have also been made at the remaining non-accessible bus terminals. An elevator was installed at Yorkdale Bus Terminal to provide an accessible connection between the mall and the GO Terminal. The TTC has agreed to provide an actuated pedestrian crossing in 2014 at Scarborough Town Centre to create an accessible connection between the GO Bus platforms and the mall.

2.2.5 GO Transit worked with municipalities to convert 150 non-accessible municipal bus stops in 2013 to accommodate GO highway bus-wheeled mobility aid lift operations.

2.2.6 All current GO Bus highway coach-wheeled mobility aid lifts were modified so they can be deployed onto uneven ground surface conditions.

2.2.7 Development continues on the electronic display and automated stop announcement system on buses. This system is currently in the final phases of testing and is expected to be in operation on buses in Fall 2014.

2.2.8 An additional 11 accessible supervisor's vehicles were procured and may be used to provide accessible transportation in an emergency situation when suitable local transit or accessible taxis are not available.

2.2.9 Improvements have been made to the Schedule Finder on the GO Transit website, as well as Let GO Know and PRESTO Panel tools that improve the experience for people with vision loss. New features include: quick links to resize text, high-colour contrast to increase survey clarity, question layout with response guidance and high-contrast survey navigation buttons. The updated tool also recognizes many popular screen readers and automatically prompts for screen reader use. Through the Let GO Know and PRESTO panels, the customer research team can gather feedback from its customers about accessibility needs.

2.2.10 A new mobile website, which was originally scheduled to launch at the end of 2013, launched in September 2014. It is designed to be readily usable by people with vision loss or fine motor disabilities, by making use of the native text-to-speech and touch screen capabilities of mobile devices.

2.3 *PRESTO*

2.3.1 Exploration of improvements to customer-facing PRESTO devices used by GO Transit included:

- Tactile cues to identify the card 'target areas' of the devices; and
- Changing audible tones emitted by balance checking devices and ticket-processing devices so that customers with vision loss can differentiate between the two.

2.3.2 A feasibility study for implementing PRESTO on third-party paratransit service providers has been completed.

2.3.3 An accessibility review of PRESTO card design enhancements has been completed.

2.3.4 System interoperability allows customers to now access PRESTO with one website, and one card can be used in both the GTHA and Ottawa regions.

2.4 *UP Express*

2.4.1 The design work for both UP Express trains and stations was substantially completed, with certain elements remaining to be finalized. Accessibility has been considered in all aspects of design work.

2.4.2 Design of the UP Express vehicles was completed, with vehicles to be delivered in fall 2014.

2.4.3 Design of the stations at Terminal 1 and Union Station was completed, with construction well underway. Construction of the accessible stations at Weston and Bloor continued.

2.4.4 An analysis of customer communications systems was completed to ensure that all service information would be provided in both audible and visual formats.

2.5 Rapid Transit

2.5.1 Accessible Bus Rapid Transit is under construction in Mississauga with the section between Hurontario and Dixie scheduled for completion in Fall 2014.

2.5.2 York Region Transit's VIVA Bus Rapid Transit (BRT) service on Highway 7 (Bayview to Highway 404) went into service in August 2013, with work continuing on the next phases.

2.5.3 The Design-Build (DB) procurement for the Yonge Street Rapidway is also advancing. The Request for Qualifications (RFQ) for design builders closed in March 2013, and three respondents were shortlisted to proceed to the Request for Proposals (RFP) stage in August 2013.

2.5.4 Work on the Eglinton Crosstown LRT progressed, on track for a planned opening in 2020:

- In November 2013 contracts for constructing the east portion of the tunnels were awarded.
- The RFP for the remainder of the project including stations, stops and other infrastructure work was issued in December 2013. Accessibility requirements were included in the specifications issued for Eglinton Crosstown facilities, to be awarded by summer 2015.

3. Planned Accessibility Activities: 2014-2015

3.1. Metrolinx

Metrolinx continues to make accessibility enhancements in all areas of its operations throughout the 2014-2015 fiscal year, following work schedules established in the 2012 Metrolinx Multi-year Accessibility Plan for its operating divisions. This approach ensures that the organization continues to improve service for customers and to be fully compliant with all regulatory requirements in coming years.

3.1.1 Improved web accessibility auditing has helped Metrolinx understand that more work is needed to ensure that its existing website content is compliant with WCAG 2.0 AA standards. New websites are being built and tested for WCAG compliance.

3.1.2 Metrolinx is formalizing its processes, distributed throughout the organization, to ensure that documents are prepared with accessibility in mind, and that alternative formats can be provided efficiently when requested.

3.1.3 A Regional Transit Traveller Information System (RTTIS) will launch in different phases, beginning in early winter 2014-2015 with a GO Transit Trip Planner, with municipal transit services being added to the regional trip planner in late-winter 2014-2015. The trip planner will provide a variety of accessibility features including the option to select routes that are wheelchair-accessible, regional specialized transit (paratransit) information, and accessible text-only versions of RTTIS web pages.

3.1.4 Metrolinx will continue to work with municipal specialized transit service providers in the GTHA to improve cross-boundary travel for customers with disabilities, focusing on planning for the Pan/Parapan Am Games and harmonized eligibility.

3.1.5 Metrolinx will continue its research partnership with OCADU's Inclusive Design Research Centre (IDRC), which will provide input and share best practices with Metrolinx about information and communications accessibility.

3.2. *GO Transit*

3.2.1 The following new accessible stations will be added to the GO Train network:

- James Street North Station (now under construction) – summer 2015;
- Gormley GO Station (now under construction) – end of 2016;
- Bloomington GO Station (has been designed but construction has not yet started) – spring-summer 2018

3.2.2 Progress will continue on retrofits to provide access to GO Train service at the remaining six non-accessible GO Train stations, including:

- Bloor Station – Construction continues (while the station is in operation) and is scheduled to be completed by summer 2015. Renovations include a new tunnel and platforms, which will provide access to GO Trains and UP Express service, as well as new stairs, new elevators and an accessible ticket sales booth.
- Eglinton Station – Detailed design is underway with construction anticipated to commence in summer 2014 with a completion date of late 2015.

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- Long Branch Station – Preliminary design studies needed to accommodate elevators on the platforms and detailed design are completed. Elevators, improved platforms and shelters will be added, with the station scheduled to become accessible by summer 2017.
- Mimico Station – Construction will take place between winter 2015/2016 and winter 2017/2018, and include a new tunnel with elevators. Accessible service within building, tunnel and platforms is scheduled to be available by winter 2016/2017.
- Georgetown Station – Completion of an accessible station is expected for 2017.
- Kipling Station – Completion of an accessible station is expected for 2019.

3.2.3 Accessibility improvements are being made as part of projects at the following new and existing stations:

- Weston Station – A new, fully accessible station building is scheduled for substantial completion by spring 2015.
- Burlington Station – New station building to improve accessibility of washroom facilities, waiting area and ticket sales as well as to provide shelter to all accessible routes throughout the station, allowing a more seamless route of travel between ticket sales, elevators and platforms. The scheduled completion of this project is spring 2015.
- Whitby Station – A new station building will be built close to the parking structure with accessible parking spaces, an accessible path of travel and close proximity to platforms. The project is scheduled for completion in fall 2016.
- Oshawa Station – The new accessible station building will accommodate both VIA Rail and GO Transit services. In addition, the Kiss & Ride and parking lot will be modified to improve the overall commuter circulation while providing additional accessible parking. The existing building will remain in service during construction with demolition occurring after the new building is constructed. Construction started in fall 2014 and the new station will be open to the public in late 2016.
- Guildwood Station – Upgrades to the station include a new station building with accessible service counters, accessible multi-use public washrooms, a VIA Rail e-ticketing kiosk and two standard tunnels complete with stairs and elevators to the north and south platforms. The platforms will be upgraded with canopies over the accessible mini-platforms, stairwells, heated platform shelters and a snow-melting system. The existing building will remain in-service

during construction with demolition occurring after the new building is constructed. Construction is to begin in spring 2015. The station is scheduled to open in spring 2017.

3.2.4 Accessibility will be an important part of projects at the following bus terminals:

- Square One Bus Terminal – New accessible bus terminal with new service counters, washrooms and waiting area will be completed in winter 2015/2016.
- Highway 407 & Jane Bus Terminal – This new, accessible bus terminal is scheduled to open in winter 2016/2017. This project is being led by the TTC.

3.2.5 In 2014, an additional 50-100 municipally-owned bus stops served by GO Transit will be modified to accommodate GO Bus lifts.

3.2.6 New GO double-decker buses will be a low-floor design with longer and shallower ramps for easier boarding, moving from a 1:4 to 1:6 slope. These buses will go into service by winter 2016-2017.

3.2.7 Automated audible and visual next stop and pre-boarding announcements will be introduced on all buses in late 2014, with preparations continuing to automate audible announcements on trains in 2015.

3.2.8 An upgrade to the current GO Mobile app is being developed, with the next phase expected to launch by winter 2014/2015. The application will provide the following accessibility improvements:

- The customer's device will govern what accessibility features are used, allowing to determine what features are most applicable to them.
- Service updates for elevators.
- Improved scheduling feature will provide information on train/bus and bus/train connections and will indicate to customers which stops/stations are accessible and which are not.

3.2.9 GO Transit will develop and begin implementing a plan to assist customers with mobility-related disabilities to more easily access the Priority Seating areas on the accessible railcar, by encouraging customers travelling with children, strollers, and luggage to shift to other railcars in the train.

3.2.10 Communication programs will be introduced to remind customers of accessibility features throughout the GO system, as well as to give priority to customers with disabilities through various channels (i.e. GO website, social media) as well as the ongoing “Customer Etiquette” communication campaign.

3.2.11 A new digital signage strategy to be implemented throughout the system is being developed, which will include accessibility requirements based on recommendations from OCADU’s Inclusive Design Research Centre (IDRC).

3.2.12 Design and development of an Interactive Voice Response phone system for the GO Customer Care Contact Centre is underway. It will have an option to link with existing TTY (teletypewriter) for people with hearing loss or speech difficulties.

3.2.13 To improve the usability and accessibility of GO Ticket Vending Machines, Tactile/Braille stickers will be added, the user interface will be revised, and the audio assist mode will be upgraded.

3.3. PRESTO

3.3.1 Work will continue to enhance customer-facing PRESTO devices used by GO Transit, including tactile references and Braille for the location and name of user functions.

3.3.2 A pilot to implement PRESTO on third-party paratransit service providers is targeted for fall 2015.

3.3.3 A feasibility study for delivering PRESTO “Support Person” fares is in progress for the complete paratransit rollout in 2016.

3.3.4 PRESTO card redesign targeted for late 2014 or early 2015 with an improved accessible format.

3.3.5 Self-service fare collection equipment being designed for TTC will include a variety of accessible features and will start to appear by November 2014 as the program is rolled out.

3.3.6 An accessibility review of PRESTO fare collection equipment locations to identify improvements is ongoing throughout the GTHA transit systems. The review will result in greater consistency of device placement and also identify other accessibility considerations.

3.3.7 PRESTO card services such as card vending, card query and card loading functionalities, will be included in UP Express and GO TVMs, with more convenient audio assist user interface at various UP and GO stations.

3.4. *UP Express*

3.4.1 UP Express design of stations, wayfinding, information systems, and vehicles is being finalized and implemented in 2014, including features such as level boarding of trains from platforms, and accessible sloped floors to the UP Express Union Station entrance, with an aim to be physically accessible for all customers.

3.4.2 The production of trains and construction of stations are both underway, with all project elements on schedule to be completed as planned for launch of the UP Express service in spring 2015.

3.4.3 Systems included in the UP Express technology program and overall communications (including signage and wayfinding for people with varying degrees of vision loss), are being finalized and procurement is proceeding.

3.4.4 Systems are under development to provide visual and audible next-stop information on board and visual and audible next-train departure information at the platform level. These features, except for the audible next-train departure announcement (which will be added later in 2015) will be ready for launch in spring 2015.

3.5 *Rapid Transit*

3.5.1 Work on the accessible Bus Rapid Transit system in Mississauga will continue, with new stations anticipated to launch as follows:

- Square One station: fall 2015
- Winston Churchill and Erin Mills stations: early 2016
- Dixie station: late 2016
- Renforth station: late 2016

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3.5.2 The Toronto Light Rail Transit (LRT) program progresses:

Design of the Eglinton Crosstown LRT line infrastructure, including on-street stops and underground passenger facilities, is incorporating best practices in inclusive design. The specifications to guide station design have

been prepared and issued with the procurement materials for the design-build-maintain contract. Reviews will take place throughout the design process to ensure compliance with accessibility requirements. Cooperation with agencies such as the TTC is occurring to develop consistent accessibility standards and requirements, ensuring a seamless customer experience between the various modes of transportation (e.g. buses, subways, LRTs and GO Trains). Design will be taking place after contract award, expected in summer 2015.

3.5.3 York Region Transit continues to expand the VIVA Bus Rapid Transit (BRT) service, with the following sections opening in the 2014-2015 period:

- Davis Drive: end of 2015
- Highway 7:
 - Yonge to Warden: December 2014

4. Accessibility Compliance Status Update

Metrolinx's GO Transit and PRESTO operating divisions are currently providing service to customers while its UP Express and Rapid Transit Implementation teams are actively undertaking design, contracting and construction activities to allow them to provide service to customers in the coming years. This section of the document outlines the approach being taken to ensure compliance with AODA clauses for both projects currently in service and those projects not yet fully in service within the appropriate timeframes.

4.1. Metrolinx Projects in Service

Exhibit 1 in Appendix A of this document shows Metrolinx's accessibility work schedule for those AODA clauses where the legal requirements have not yet already been fully met. In all cases, Metrolinx is committed to becoming fully compliant in advance of the compliance date.

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

4.2 Metrolinx Projects Not Yet In Service

Exhibit 3 in Appendix B of this document shows the work schedule for those AODA clauses applying to the UP Express service. In keeping with its brand and commitment to superior customer service, and given that the train is

being designed from the ground up, the UP Express service will employ best practices (including GO Transit's experience) as applicable to meet or exceed accessibility requirements and provide a high level of accessible convenience.

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

The anticipated launch timelines are as follows:

- Eglinton-Scarborough Crosstown LRT: 2020
- Finch West LRT: 2020
- Sheppard East LRT: 2021

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

Expected in-service dates are as follows:

Enterprise Drive, Birchmount to Kennedy: 2019

- Edgeley to Bowes: 2016
- Helen to Edgeley and Bowes to Yonge: 2019

Yonge Street:

- Highway 7 to Major MacKenzie: 2018
- Mulock to Davis: 2018
- Major MacKenzie to 19th Avenue: 2018

5. 2014 Accessibility Consultation and Feedback

Metrolinx sought input into its accessibility planning activities through public events such as the Markham Accessibility Fair, Connections Resource Fair for Persons with Disabilities (Mississauga, May 2014) and People in Motion (Toronto, June

2014), among others. Additionally, Metrolinx uses the GO Transit Customer Input Tracking system (which systematically tracks customer input provided by email and phone, as well as staff responses) to get input into accessibility planning.

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

Accessibility public meetings will be held in late-Fall 2014, and input received at these meetings will be addressed in the 2015 Metrolinx Accessibility Status Report.

Appendix A: Metrolinx AODA Compliance Work Program
Exhibit 1: Metrolinx AODA Compliance Work Program

Integrated Accessibility Standard Regulation Clause Number	Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
7	Training	January 1 2014	January 1 2014	All employees must receive training on AODA and the Human Rights Code, with records of dates and number of individuals trained maintained.	Completed. All employees are required to complete the "Working together: the OHRC and AODA". Three additional courses were made mandatory to certain groups based on the scope of their roles and responsibilities.
12	Accessible formats and communication supports	January 1 2015	December 2014	Upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities.	Metrolinx has developed a formal process for responding to requests for accessible formats and communication supports, which is expected to be in place by December 2014.
14	Accessible websites and web content: all content	January 1 2021	January 1 2021, or sooner	For all web pages, the goal is to ensure full compliance to WCAG 2.0 AA standards in advance of the AODA	Improved web accessibility auditing has helped Metrolinx understand that more work is needed to ensure that its websites are compliant with

Integrated Accessibility Standard Regulation Clause Number	Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
				timelines. Procedures will also be implemented to ensure ongoing compliance.	WCAG 2.0 AA standards. New websites are being built and tested for WCAG compliance.
22	Recruitment, general	January 1 2014	November 2013	Metrolinx updated its Staffing standard operating procedures and policies to fully align with the new requirements under the AODA Integrated Accessibility Regulations.	<p>Completed. Metrolinx job ads contain a statement notifying applicants about the availability of accommodation.</p> <p>Email correspondence with applicants notifies candidates of the availability of accommodation.</p> <p>New hires are notified of accommodation policies prior to coming onboard.</p>
23	Recruitment, assessment or selection process	January 1 2014	November 2013	Enhancing resources for HR to expedite the potential use of accessible formats.	Completed. A formal process for providing accommodation has been put in place, as reflected in Staffing Services Standard Operating Procedures.

Integrated Accessibility Standard Regulation Clause Number	Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
26	Accessible formats and communication supports for employees	January 1 2014	December 2013	Metrolinx shall consult with the employee to provide accessible formats upon request by December 2013.	Completed. Metrolinx has developed a formal process for responding to requests from employees for accessible formats and communication supports.

Exhibit 2: GO Transit AODA Compliance Work Program

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

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

Appendix B: AODA Compliance Work Programs For Projects Not Yet In Service
Exhibit 3: UP Express AODA Compliance Work Program

Customer Service Standard Regulation Clause Number	Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
4	Use of service animals and support persons	January 1 2010	April 2015 (Union Pearson Express Launch)	Appropriate policies and training for all front-line staff will be in place to ensure that access is provided to service animals and support persons.	On schedule.
5	Notice of temporary disruptions	January 1 2010	April 2015 (Union Pearson Express Launch)	Procedures for temporary Union Pearson Express disruptions, ensuring the public receives appropriate information about any disruptions, will be in place and available in accessible formats upon request.	On schedule.
9	Format of documents	January 1 2010	April 2015 (UP Express Launch)	Procedures will be in place to ensure that UP Express documents provided to a person with a disability will be delivered in a format that takes into account that person's disability.	On schedule.

Integrated Accessibility Standard Regulation Clause Number	Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
6	Self-service kiosks	January 1 2014	April 2015 (UP Express Launch)	UP Express will make use of the PRESTO card via ticket vending machines which will be designed with an array of accessibility features.	<p>PRESTO card dispensing and re-loading at UP Express Ticket Vending Machines (TVMs) will be in place later in 2015 (not at launch as per original plan). Once introduced, it will provide an array of accessibility features which closely follow GO and PRESTO accessibility standards for new TVMs.</p> <p>In the interim period between April 2015 and the time when the TVMs will provide PRESTO functionality, PRESTO will deploy AVMs (Add Value Machines) at key station locations on the UP Express route to enable passengers to load PRESTO cards. These machines are being designed and delivered by</p>

Integrated Accessibility Standard Regulation Clause Number	Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
					PRESTO.
34	Availability of information on accessibility equipment etc.	January 1 2012	April 2015 (UP Express Launch)	When it is launched, the UP Express website will provide current information on accessibility equipment, routes, and vehicle features in an accessible format, and alternate accessible formats will be provided upon request.	This is on schedule. Part of our Policies and Procedures documentation.
35	Non-functioning accessibility equipment	July 1 2011	April 2015 (UP Express Launch)	The UP Express will have in place procedures to assist customers with disabilities if an elevator or any other piece of accessibility equipment is out of service.	On schedule. Part of our Policies and Procedures documentation which will be ready by December 2014.
37	Emergency preparedness and response	January 1 2012	April 2015 (UP Express Launch)	The UP Express will have on its website and in relevant locations on trains and stations,	This is on schedule. Part of our Policies and Procedures documentation which will be

Integrated Accessibility Standard Regulation Clause Number	Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
	policies			information on using the passenger assistance alarm and emergency procedures for evacuating customers (including people with disabilities) from trains and stations.	ready by December 2014.
38	Fares, support persons	January 1 2014	April 2015 (UP Express Launch)	UP Express will have in place appropriate policies and training to ensure that no fare is charged for the support person of a person with a disability.	On schedule.
39	Transition, existing contracts	July 1 2011	April 2015 (UP Express Launch)	UP Express does not have any existing contracts for vehicles that do not meet AODA requirements.	On schedule.
40	Transition, existing vehicles	July 1 2011	April 2015 (UP Express Launch)	UP Express currently has no existing vehicles in its fleet, so does not need to retrofit any existing	On schedule.

Integrated Accessibility Standard Regulation Clause Number	Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
				vehicles.	
44	General responsibilities	January 1 2012	April 2015 (UP Express Launch)	UP Express' level boarding system is passive and does not require any lifts, ramps or portable bridge plates for boarding. UP Express will also provide assistance with safe securing of mobility aids for people with disabilities. A vehicle-mounted sill extension is being employed to minimize the gap between vehicle door and station platform.	On schedule.
45	Alternative accessible method of transportation	January 1 2013	April 2015 (UP Express Launch)	UP Express will provide accessible service when it opens in 2015. Pre-booked Wheel-Trans service and accessible taxis are also available between all points served	On schedule.

Integrated Accessibility Standard Regulation Clause Number	Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
				by UP Express, as potential alternate accessible services.	
46	Fares	July 1 2011	April 2015 (UP Express Launch)	UP Express will have in place appropriate policies and training to ensure that a higher fare will not be charged to a person with a disability than one without. Alternative fare payment options will also be made available to those who require it.	On schedule. Terms and Conditions are drafted and currently under review that ensure that no person with a disability will be charged more than any other person using this service. Final Terms and Conditions will be ready by end of 2014.
47	Transit stops	January 1 2012	April 2015 (UP Express Launch)	UP Express stops at specific stations with level boarding. Alternative stopping locations will not be required or available, as it would be unsafe to board between stations.	On schedule.
48	Storage of	July 1 2011	April 2015	Each UP Express vehicle will have one or two areas	Trains will include designated areas for

Integrated Accessibility Standard Regulation Clause Number	Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
	mobility aids, etc.		(UP Express Launch)	designated for passengers using wheeled mobility aid (WMA)s. There will also be ample storage for the luggage of all passengers.	customers using WMAs and luggage storage.
49	Courtesy seating	January 1 2012	April 2015 (UP Express Launch)	In addition to offering clearly marked "priority" seating for people with disabilities, "courtesy" seating will be offered for other people that will benefit from it (i.e. expectant mothers, seniors and adults travelling with small children). This will include supporting information for the benefit of customers and employees in accessible formats upon request.	On schedule.
50	Service	January 1	April 2015	Appropriate procedures and training will be in	On schedule. Procedures are now being developed

Integrated Accessibility Standard Regulation Clause Number	Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
	disruptions	2013	(UP Express Launch)	place to ensure that, during disruptions, the UP Express rail service is supplemented by alternate accessible services until regular services are restored.	with appropriate training to follow, to ensure that alternative accessible services are available during disruption of UP Express services. This is part of UP Express Operations and GO Operating procedures.
51	Pre-boarding announcements: verbal	July 1 2011	April 2015 (UP Express Launch)	UP Express will have automated announcements as part of station public address systems providing route direction, destination and next-stop information.	Due to the delay in the deployment of the new Public Address System system-wide (for both GO and UP Express), the automatic platform based audible announcements for next-train departures will not be ready for April 2015. They are scheduled to be ready by mid 2015. Electronic displays will be ready for launch in April 2015.

Integrated Accessibility Standard Regulation Clause Number	Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
51	Pre-boarding announcements: electronic	January 1 2017	April 2015 (UP Express Launch)	UP Express will have electronic displays as part of its station designs and on train exteriors to provide the route direction, and destination and next-stop information.	On schedule.
52	On-board announcements: verbal	July 1 2011	April 2015 (UP Express Launch)	UP Express will have automated announcements as part of train public address systems providing approaching station, current station and other information.	On schedule. Both verbal and electronic next station announcements will be ready for April 2015 launch as planned.
	On-board announcements: electronic	January 1 2017	April 2015 (UP Express Launch)	UP Express will have electronic displays as part of its train interior designs providing approaching station, current station and other information.	On schedule.

Integrated Accessibility Standard Regulation Clause Number	Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
53	Requirements re grab bars, etc.	January 1 2013	April 2015 (UP Express Launch)	UP Express vehicle design will address the requirement for grab bars, handholds, handrails or stanchions.	On schedule. Grab bars, handholds and handrails will be available as per standard requirements for railroad equipment.
54	Floors and carpeted surfaces	January 1 2013	April 2015 (UP Express Launch)	UP Express train design will ensure that floors produce minimal glare and are slip resistant, and that any carpeted surfaces have a low, firm and level securely fastened pile or loop.	On schedule.
55	Allocated mobility aid spaces	January 1 2013	April 2015 (UP Express Launch)	UP Express trains will include two designated seating areas to accommodate passengers with WMAs and/or space for service animals, with companion seats nearby.	On schedule.
56	Stop-requests and emergency	January 1	April 2015	UP Express trains do not need stop-request buttons	On schedule.

Integrated Accessibility Standard Regulation Clause Number	Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
	response controls	2013	(UP Express Launch)	as it will stop at each station along its route. It will have an alarm intercom located appropriately throughout the train, including within reach of allocated mobility aid spaces.	
57	Lighting features	January 1 2013	April 2015 (UP Express Launch)	UP Express trains will include lights above or beside each passenger access door that are evenly lit. No lifting devices or ramps are required on UP Express trains, and as such, they do not require lights.	On schedule.
58	Signage	January 1 2013	April 2015 (UP Express Launch)	UP Express trains will have external destination displays showing the destination, visible from the boarding point.	On schedule.

Exhibit 4: LRT AODA Compliance Work Program

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

Exhibit 5: VivaNext AODA Compliance Work Program

Integrated Accessibility Standard Regulation Clause Number	VIVANext Bus Rapid Transit Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
6	Self-service kiosks	January 1 2014	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the projects and will be AODA compliant.	On schedule.
14	Accessible websites and web content: all content	January 1 2021	January 1 2021, or sooner	New content will meet AODA requirements.	On schedule.
34	Availability of information on accessibility equipment etc.	January 1 2012	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.
35	Non-functioning accessibility equipment	July 1 2011	See various in-service dates in Section 4 of this	Requirements are included as part of the delivery of the project and will be AODA compliant.	On schedule.

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			document.	For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	
37	Emergency preparedness and response policies	January 1 2012	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.
38	Fares, support persons	January 1 2014	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.

Integrated Accessibility Standard Regulation Clause Number	VIVANext Bus Rapid Transit Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
39	Transition, existing contracts	July 1 2011	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.
40	Transition, existing vehicles	July 1 2011	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.
44	General responsibilities	January 1 2012	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the	On schedule.

Integrated Accessibility Standard Regulation Clause Number	VIVANext Bus Rapid Transit Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
				following internet link: York Accessibility Plans	
45	Alternative accessible method of transportation	January 1 2013	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.
46	Fares	July 1 2011	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.
47	Transit stops	January 1	See various in-service dates in	Requirements are included as part of the delivery of the project and will	On schedule.

Integrated Accessibility Standard Regulation Clause Number	VIVANext Bus Rapid Transit Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
		2012	Section 4 of this document.	be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	
48	Storage of mobility aids etc.	July 1 2011	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.
49	Courtesy seating	January 1 2012	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link:	On schedule.

Integrated Accessibility Standard Regulation Clause Number	VIVANext Bus Rapid Transit Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
				York Accessibility Plans	
50	Service disruptions	January 1 2013	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.
51	Pre-boarding announcements: verbal	July 1 2011	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.
51	Pre-boarding announcements: electronic	January 1 2017	See various in-service dates in Section 4 of this	Requirements are included as part of the delivery of the project and will be AODA compliant.	On schedule.

Integrated Accessibility Standard Regulation Clause Number	VIVANext Bus Rapid Transit Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
			document.	For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	
	On-board announcements: verbal	July 1 2011	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.
	On-board announcements: electronic	January 1 2017	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.

Integrated Accessibility Standard Regulation Clause Number	VIVANext Bus Rapid Transit Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
53	Requirements re grab bars, etc.	January 1 2013	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.
54	Floors and carpeted surfaces	January 1 2013	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.
55	Allocated mobility aid spaces	January 1 2013	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the	On schedule.

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				following internet link: York Accessibility Plans	
56	Stop-requests and emergency response controls	January 1 2013	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.
57	Lighting features	January 1 2013	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.
58	Signage	January 1	See various in-service dates in	Requirements are included as part of the delivery of the project and will	On schedule.

Integrated Accessibility Standard Regulation Clause Number	VIVANext Bus Rapid Transit Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
		2013	Section 4 of this document.	be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	
59	Lifting devices, etc.	January 1 2013	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.
60	Steps	January 1 2013	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link:	On schedule.

Integrated Accessibility Standard Regulation Clause Number	VIVANext Bus Rapid Transit Accessibility Requirements	Regulatory Compliance Date	Estimated Completion Time of Work to Meet Requirements	Description of Issue and Metrolinx's Action Plan	Status Update
				York Accessibility Plans	
61	Indicators and alarms	January 1 2013	See various in-service dates in Section 4 of this document.	Requirements are included as part of the delivery of the project and will be AODA compliant. For more information, please see the York Region Accessibility Plan at the following internet link: York Accessibility Plans	On schedule.

Appendix C: 2014 Metrolinx Public Feedback Summary

Exhibit 6: 2014 Metrolinx Public Feedback Summary

Public Feedback: Stations	Metrolinx Response
<p>Questions and concerns with non-accessible GO Train stations (i.e. Georgetown).</p>	<p>Bloor Station – new accessible station to be open by summer 2015</p> <p>Eglinton Station – completion of accessible station design features by late 2015</p> <p>Long Branch Station – scheduled to become accessible by summer 2017</p> <p>Mimico Station – accessible service within building, tunnel, elevators and platforms scheduled to be available by winter 2016</p> <p>Georgetown Station - completion of an accessible station is expected for 2017</p>
<p>The walkway from the south end of Atlantic Avenue to Exhibition GO Station (north side of station) is difficult for customers with disabilities to travel along (slope can be dangerous in winter).</p>	<p>Once completed in late 2014, a tunnel extension with a new staircase and elevator will provide direct access to Atlantic Avenue.</p>
<p>Accessible parking area at some stations (i.e. Milton) is occasionally blocked by Kiss & Ride customers and taxis.</p>	<p>Due to the proximity of accessible parking spaces to station entrances, people who are dropping off customers at GO stations occasionally idle in this area, which makes it difficult for other customers to get in or out of the accessible parking spaces.</p> <p>In the event that all accessible parking spaces are in use, customers are asked to park in the Kiss & Ride and display the MTO permit visibly on the car dash. They are also asked to inform the Station Attendant or Customer Service. If a vehicle is illegally parked in an accessible parking space or vehicles are using this area for Kiss & Ride, customers are asked to notify the Station Attendant or</p>

Public Feedback: Stations	Metrolinx Response
	<p>the Transit Safety Office.</p> <p>Changes are being explored at some stations to redirect the flow of vehicles so that people who are dropping off customers are less likely to block the accessible parking spaces.</p>
<p>Customer concerns around the need for better communication to keep customers informed about out-of-service elevators.</p> <p>Customer questions as to why out-of-service elevators cannot be repaired more quickly.</p> <p>Provide better responses than ask customers to use other accessible stations while elevators are being repaired.</p>	<p>GO Transit strives to keep all elevators in proper working order, and equipment is regularly inspected. A common problem in the winter is salt and debris becoming trapped in the door tracks. When this happens, the doors are unable to close properly and the elevator must be taken out of service for safety reasons. When an elevator is taken out of service, GO immediately places a service call to the appropriate contractor to start the repair process.</p> <p>GO encourages customers to check the elevator status page online (desktop and mobile websites), and subscribe to On the GO email alerts.</p>
Public Feedback: Vehicles	Metrolinx Response
<p>Some customers who use wheeled mobility aids still find it difficult to turn inside double-decker buses. Some customers have suggested removing the single seat and accompanying partition opposite the driver's side securement position.</p>	<p>The engineering team has revised the stanchion design to be mounted away from the wheeled mobility aid area to help improve the maneuverability inside the bus.</p>

Public Feedback: Vehicles	Metrolinx Response
<p>Vertical outer edges of folding ramp on double decker buses should have a longer angled cut to reduce the probability that customers who use wheeled mobility aids may catch the corner while turning onto or out from the ramp.</p>	<p>The current regulation requires that vertical edges at both sides of the platform are at least two inches tall – trimming it down would not be advisable. It may be helpful for drivers to advise customers who use wheeled mobility aids to completely move away from the ramp before turning the wheelchair.</p>
<p>There is not enough space for service animals on double-decker buses.</p>	<p>There is no additional space on our current double-deckers to provide this type of accommodation unless the service animal is positioned at one of the two sets of flip-up seats and the customer is seated at the other flip-up seat. This issue affects all GO buses, including our lift-equipped highway buses.</p>
<p>Double-decker bus seats are a bit too low for customers with mobility difficulties to make the transition between their scooter or walker and the bus seat. Some customers have suggested that bus drivers have one or two firm seat cushions available to elevate the customer in the seat.</p>	<p>Our seat height is at a standard dimension as on other transit systems. Increasing the seat height may affect other customers who are shorter in stature. We are investigating possible solutions that would meet the needs of a variety of our customers.</p>
Public Feedback: GO Bus Services	Metrolinx Response
<p>Some customers with disabilities have expressed concern with having to call in advance to ask staff to find accessible stop options.</p>	<p>Not all bus stops served by GO buses are able to accommodate the lift feature. If a stop is not accessible, an alternative boarding location will be identified for a customer who contacts GO Transit in advance of their trip. This is an interim measure until all of the bus stops are retrofitted to be accessible. Additionally, GO Transit is transitioning to low-floor double decker buses, which will be able to</p>

Public Feedback: GO Bus Services	Metrolinx Response
	<p>serve a greater number of bus stops.</p> <p>Customers who have already made a particular trip and know that all stops and transfers they require are accessible are not asked to call, but may wish to do so to receive the best possible customer service.</p>

Public Feedback: Staff Training	Metrolinx Response
<p>Occasional GO Bus lift break-downs, and some drivers not familiar with how to operate lift. Suggestions for more frequent refresher training and equipment checks to ensure everything is working properly.</p>	<p>Although GO Bus drivers are trained to use the equipment and regular refresher courses and notifications on use of equipment are provided to drivers, the training program is reviewed to see where improvements can be made. At the beginning of their shift, drivers are required to test the lift (or ramp) to ensure problem free operation prior to placing the bus into service.</p> <p>As more low-floor double decker buses are added to the bus fleet, customers will be able to get on and off the bus more quickly and easily using the folding ramp.</p>

Public Feedback: Signage	Metrolinx Response
<p>Better signage for accessible features and routes is needed at Union Station, particularly during construction when the station is more difficult to navigate.</p>	<p>Metrolinx is working on improved signage to elevators for all platforms. The station improvements currently under construction will also simplify navigation and make the elevators easier to find.</p>