
ACCESSIBILITY PUBLIC MEETING

November-December 2016

Purpose of Tonight's Meeting

1. To provide an update on accessibility achievements
2. To share information on key planned initiatives for next year
3. **Seek feedback to ensure our services and projects reflect your needs**

Meeting Set-up

- Accessible washrooms
- Assistance and support during the meeting
- How to provide feedback after tonight's meeting
 - Presentation and recording of the presentation will be posted on Metrolinx accessibility webpage
 - Send us an email (accessibility@metrolinx.com)
 - Write or call our contact centre
- Evaluation forms and staying in touch

Tonight's Agenda

- 6:30 - 7:00 p.m. Poster sessions, one-on-one discussions
- 7:00 - 7:45 p.m. Introductions and overview presentations
- 7:45 - 8:30 p.m. Roundtable session 1
- 8:35 - 9:20 p.m. Roundtable session 2
- 9:20 - 9:25 p.m. Closing remarks

Who is Metrolinx

Metrolinx was created in 2006 by the Province of Ontario as the **first Regional Transportation Agency** for the Greater Toronto and Hamilton Area (GTHA).

PLAN



BUILD



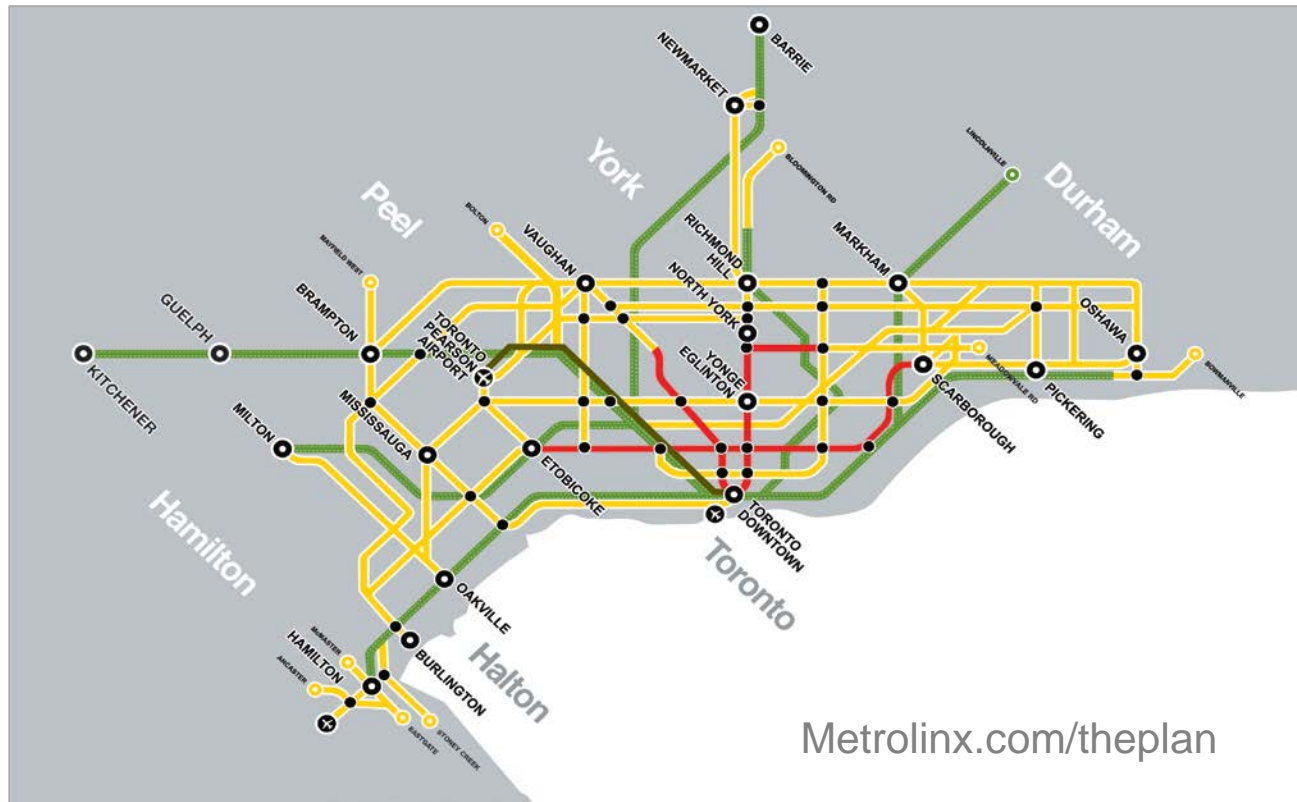
OPERATE



Regional Transportation Plan

- Since 2008, Metrolinx has been guided by its Regional Transportation Plan which is a multi-modal, long range plan for the GTHA
- Developed in consultation with municipalities, residents and many stakeholders across the region
- Provides strategic direction for planning, designing and building a regional transportation network that enhances our quality of life, our environment, and our prosperity
- Sets out an action plan to guide the transformation of the transportation system
- RTP is being reviewed and updated so that it is reflective of the last decade of changes in the GTHA

Regional Transportation Plan



Our Plan in Action: Building the Rapid Transit Network



EXPANDING GO TRAIN SERVICE

More service on all lines

- Electric trains, **every 15 minutes or better** in both directions, for most GO customers



76 KM of NEW LIGHT RAIL TRANSIT

Under construction:

- **Eglinton Crosstown**

In design / planning:

- **Finch West**
- **Sheppard East**
- **Hurontario**
- **Hamilton**



52 KM of NEW BUS RAPID TRANSIT

Partially in-service, with remainder under construction:

- **Viva** in York Region
- **Mississauga Transitway**

Our Plan in Action: Building the Rapid Transit Network



UP Express

Express air-rail link from Union Station to Pearson airport

- Started service **June 6, 2015**



Union Station

Expanding and revitalizing the heart of the regional network



PRESTO

One fare card that connects the region

Deployed on:

- GO Transit
- Seven 905 transit systems
- Ottawa
- TTC by end of 2016

Our Commitment

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 universal access and will demonstrate **leadership, consulting widely** and incorporating **best practices** to enhance accessibility in its services.

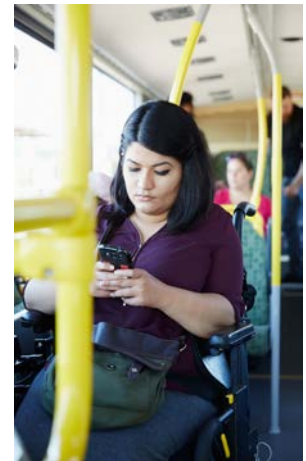
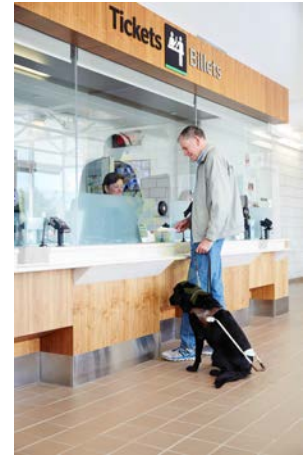
Accessibility Initiatives – GO Transit

Completed

- New accessible Square One Bus Terminal building
- Accessibility enhancements to Bloor GO Station

Underway

- Program to address accessible coach crowding - education & passenger behaviour campaign; improving access to other coaches (strollers, etc.)
- Installing new digital signs on accessible railcar
- New “Super-Lo” low-floor double-decker bus; gradually replacing lift-equipped buses
- Work continues to make all GO Train stations accessible



Accessibility Initiatives – PRESTO

Completed

- Audio mode for UP Express payment devices
- New sound effect for GO Transit balance checkers to help distinguish them
- PRESTO website update

Underway

- Rollout of PRESTO on TTC
- Lower card readers on new TTC faregates
- Mobile PRESTO devices for Paratransit with French and audio (Durham, later TTC & YRT)



Accessibility Initiatives – UP Express

Completed

- New colour-contrasted strips to help identify slope inside train doors
- Improved signage & wayfinding at Union Station
- Mobile apps (iOS & Android) to purchase tickets & provide service information



Underway

- Enhanced PA system - automated in-station announcements
- PRESTO-enabled UP Express (and GO) Ticket Vending Machines



Accessibility Initiatives – New Rapid Transit

Completed

- Eglinton Crosstown LRT tunnelling completed, and some stations under construction

Underway

- Additional segments of VIVA Bus Rapid Transit (BRT) in York Region, and Mississauga Transitway BRT (in Highway 403 corridor)
- Community consultations about Hamilton LRT accessibility are underway



Regional Specialized Transit Coordination

Metrolinx has been working with the region's specialized transit systems to make it easier to travel around the region. This work includes:

- harmonizing forms and policies for a more consistent customer experience
- a regional customer information package for cross-boundary travel.

Accessibility Advisory Committee

- Committee provides input on a wide range of Metrolinx initiatives
- Ad-hoc project teams & testing
- We welcome hearing from people who want to stay involved with Metrolinx accessibility initiatives

How We Will Use Input From Tonight

- Summary of feedback from public meetings will be included in the Accessibility Plan and posted online at www.metrolinx.com/accessibility
- Your input will be addressed throughout the plan
- Evaluation forms

