



An agency of the Government of Ontario | Une agence du gouvernement de l'Ontario

Accessibility Program Overview

York Region AAC
November 20, 2013

www.Metrolinx.com

Purpose of Today's Presentation

- Provide an overview of Metrolinx accessibility initiatives
- Listen and respond to questions and comments from YRAAC members

Our Mandate

Metrolinx, an agency of the Government of Ontario, was created to improve the coordination and integration of all modes of transportation in the Greater Toronto and Hamilton Area (GTHA).



A Division of METROLINX



A Division of METROLINX



A Division of METROLINX

Accessibility 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.

Hearing from our Customers

- Annual public meetings
 - 4 meetings held in June-July 2013, plus internet feedback
- Staff participation in events
 - Markham Accessibility Fair, People in Motion, Connections, etc.
- Accessibility Advisory Committee
 - Combined GO Transit and Metrolinx Advisory Committee
 - Currently expanding and refreshing role
- Customer Input
 - Respond to specific comments
 - Analyse comments received

Cross-Boundary Specialised Transit Improvement Project

- Working with all GTHA specialised transit agencies on improvements for cross-boundary travel
- Main areas of focus are:
 - Eligibility: working toward recognition between municipalities
 - Regional travel: explore potential models for delivering improved cross-boundary services
 - Transfer Locations: continuing the practical work at improving these locations and supporting feeder services to conventional transit

“On Our Way” Travel Training

- Program template developed to help transit agencies introduce travel training in their communities
 - Transit agencies customise the material with information for their own system
 - Partner with community organisations to distribute and deliver the training
 - Some transit agencies have begun to implement their own programs based on the On Our Way materials

OnOurWay
A Guide to Using Transit

Making the complete GO Transit network accessible

- 59 of our 65 train stations are barrier-free
 - Bloor under construction for 2014 completion
 - Eglinton and Mimico- preliminary design completed; Long Branch - preliminary design nearing completion
 - Georgetown scoping work (layover requirements) is underway; Kipling early planning underway
- All GO Bus routes now accessible
 - Advance call process to address non-accessible stops
 - Two seats removed on highway coaches for faster boarding
 - Schedule changes to protect transfers
 - Accessibility enhancements and operating procedures at terminals



Other GO Transit improvements

- Development of Automated Vehicle Location system, will provide automated next stop information on buses
- Re-work of web timetables recently launched
- Policy change to accommodate standees on bus lifts
- Converting non-accessible municipal bus stops
- Procuring low-floor buses as alternative to highway coaches for faster boarding without lifts
- New mobile website and GO Mobile 2 underway



PRESTO Accessibility Improvements

- Accessible equipment deployed in Ottawa
- System upgrade completed to improve ease of use including:
 - Registered card “overdrafts” cleared when card is reloaded
 - Up to 10 cards on one account
 - Customer login to account for registered cards
- Accessibility addressed in design of TTC equipment
- Planning for accessible equipment for paratransit -“trial” in 2014
- Systematic review of improvements to GTHA systems



Accessibility included in New Rapid Transit

- Accessible Bus Rapid Transit under construction in York Region (Davis Drive by 2014, Highway 7, Yonge to Warden by 2014)
- Bus Rapid Transit under construction in Mississauga (complete East segment by 2014)
- Eglinton Crosstown Light Rail Vehicle incorporated AAC input; procurement of passenger facilities underway
- Design of UP Express Vehicle and stations for April 2015 launch of Union-Pearson service



Advisory Committee Opportunity

- Restructuring the Advisory Committee with expanded membership and specialised subcommittees
- We welcome hearing from people who want to be involved with Metrolinx accessibility initiatives



An agency of the Government of Ontario | Une agence du gouvernement de l'Ontario

[Metrolinx.com/accessibility](https://www.metrolinx.com/accessibility)