



ACCESSIBILITY PLAN 2008

September 2007



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GO Transit Accessibility Plan – 2008

1. 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 with 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 2008 Plan is to describe the measures the agency has taken in 2007 and will undertake during 2008 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 invoked 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 and 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, passengers who use wheeled mobility aids – WMAs - such as wheelchairs or scooters) to use GO services on a “self-serve” basis, either independently or with the assistance of a traveling companion.

This “self-serve” approach is designed to allow passengers with disabilities to be self-reliant and able 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 and regulations, and through staff training and awareness programs implemented throughout the organization. It is GO Transit's goal to improve its methods of assisting passengers with disabilities in a way that maintains their dignity and demonstrates the organization's respect for them.

In addition, GO Transit monitors customer feedback and conducts periodic reviews regarding 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. As with passengers, GO Transit's goal is to promote self-reliance and dignity for all members of the GO Transit workforce.

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, Milton, and Guelph in the west; Orangeville, Barrie, and Beaverton to the north; Stouffville, Uxbridge, and Port Perry in the northeast; and Oshawa and Newcastle in the east. We connect with every municipal transit system in the Greater Toronto and Hamilton areas, 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, and Wellington counties.

Our seven train lines are Lakeshore West, Milton, Georgetown, Bradford, 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 and/or hidden disabilities who use GO Transit is difficult to determine. Overall, GO passengers using wheeled mobility aids typically take between 10 and 20 trips system-wide per average weekday on the rail system, and less than one trip per average weekday on GO's existing accessible bus routes combined. However, 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 stations on a daily basis. As awareness of these services grows, ridership may increase for people using wheeled mobility aids. People with various disabilities use GO Transit for daily commuting, recreation, shopping and personal appointments on an increasing basis.

It is estimated that approximately 20% of the population of the GTA 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.

2. External Advisory Committee and Internal Coordinating Committee

External 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, which includes facilities, equipment, service design, policy-related issues, staff training, and passenger 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:

- non-ambulatory
- partially ambulatory
- blind and low vision
- deaf and limited hearing
- guide or skills dog user

Internal 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
- Customer Contact
- Customer Service Excellence
- Engineering
- Equipment Development
- Fare Systems
- Human Resources
- Information Technology
- Insurance and Claims
- Planning and Development
- Rail Services (Railway Corridors and Rail Equipment)
- Station Operations
- Transit Enforcement

The above representatives have an understanding, between them, of:

- GO Transit's services, facilities, equipment, by-laws, legislation 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.

3. Accessibility Plan Reporting

Each of the Accessibility Plan's key initiatives is reported in two parts: past and future. The first part recaps the initiatives of the current year (i.e. 2007), including changes to identified measures and additional information. The second part identifies the planned initiatives for the coming year (i.e. 2008)

4. Measures GO Transit Has Taken to Remove Barriers for People with Disabilities in 2007

The information contained in this section addresses the status of the initiatives that were documented in GO Transit's Accessibility Plan for 2007. Many of the initiatives from the 2007 Plan have already been completed or will be completed before the end of the year, with relatively few exceptions as noted below. We are also pleased to report the completion of a number of additional initiatives not included in our original 2007 Plan.

Organization

In 2004, GO Transit designated Mr. Silvan Bruno of the Planning and Development Department as their ODA 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 the annual joint meeting of the External Advisory Committee and the Internal Coordinating Committee, and coordinates communication between GO Transit, the Ministry of Transportation of Ontario and the Accessibility Directorate of Ontario.

GO Train Stations

Completed and planned work for the following new and existing stations will enable them to be designated accessible before the end of 2007.

Cooksville GO Station – Milton Corridor

Accessibility initiatives at Cooksville Station include the addition of more accessible parking spaces and a mini-platform, the installation of two new elevators, and modifications to the kiss and ride area to allow for a dedicated drop-off lane. Project completion is scheduled

for late 2007, at which time the station will be formally designated as accessible.

Elevator at Cooksville GO Station



Guildwood GO Station – Lakeshore East Corridor

To make Guildwood Station accessible for wheeled mobility aids and non-ambulatory persons, GO has installed two elevators and one mini-platform on each existing rail platform.

The work for this station was originally scheduled for completion in late 2006; however, severe weather conditions and the inability to complete concurrent work delayed certification of the new elevator.

Guildwood Station became accessible on September 10, 2007.

Guildwood GO Station



Lisgar GO Station – Milton Corridor

Lisgar is a new GO station located between Milton and Meadowvale stations. The opening of this station was originally planned for late 2007/2008 but recent efforts to fast-track construction resulted in an advancement of the opening date to September 4, 2007. The station consists of a rail side-platform, mini-platform, accessible station building and parking spaces.

Oriole GO Station – Richmond Hill Corridor

Oriole station building rehabilitation work was completed in spring 2006. During this project the building, washrooms and sales counter were made accessible. The rail platform was already accessible.

More recently, improved transit integration features were provided at this station, including the construction of a new pedestrian walkway from the north end of the platform to connect with the Leslie TTC subway station.

Although the pedestrian walkway remains to be finished, and is scheduled to open in late 2007 pending completion of City of Toronto roadwork, the station is currently designated as being accessible.

TABLE 1

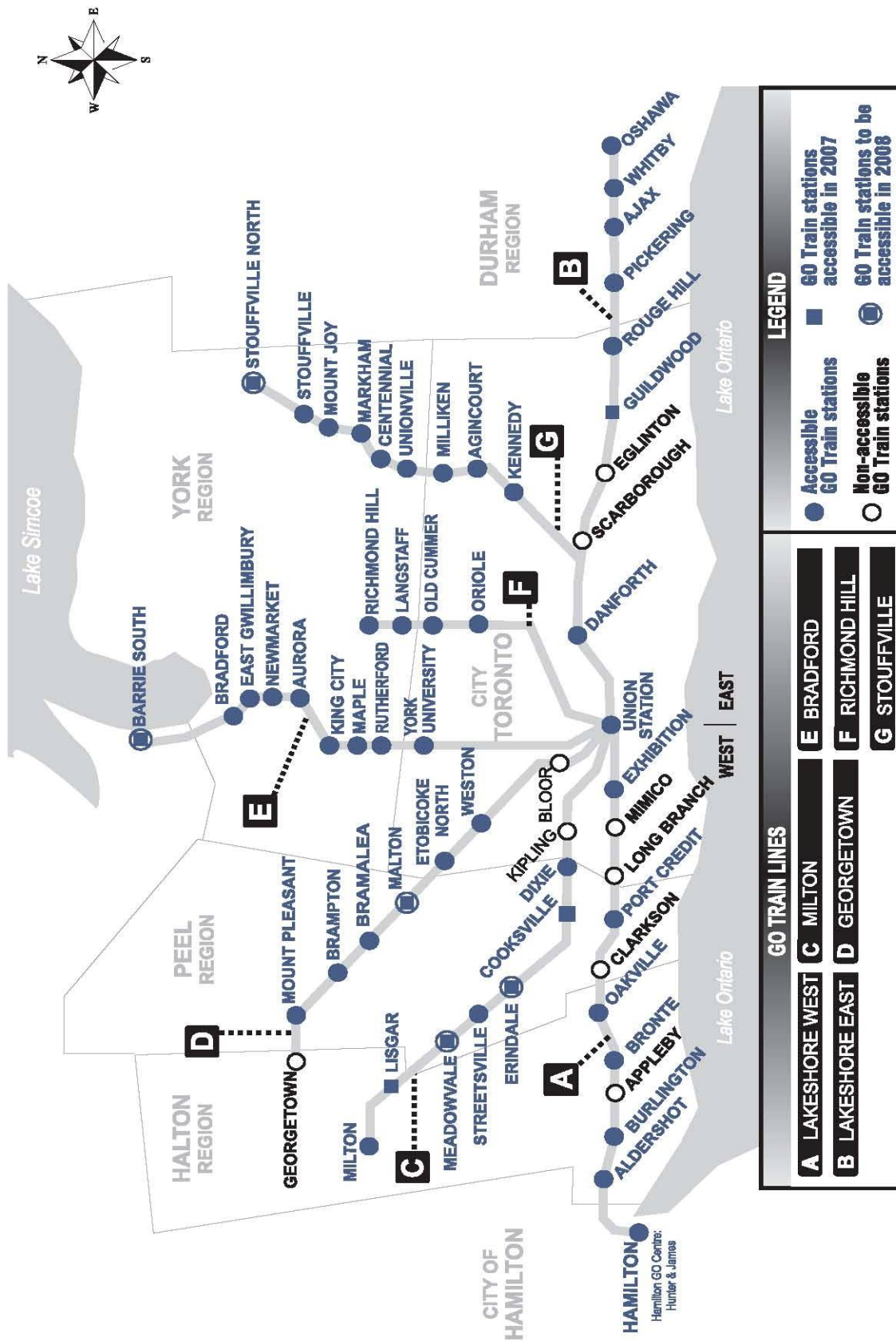
ACCESSIBLE STATIONS ON GO TRANSIT RAIL LINES						
Lakeshore		Milton	Georgetown	Bradford	Richmond Hill	Stouffville
East	West					
Oshawa Whitby Ajax Pickering Rouge Hill Guildwood Danforth	Exhibition Port Credit Oakville Bronte Burlington Aldershot Hamilton GO Centre	Dixie Cooksville Erindale Streetsville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

Station names in bold font and highlighted in **blue** are or will be designated accessible in 2007.

Station names in bold font and highlighted in **yellow** are or will be designated accessible in 2008.

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

ACCESSIBLE GO TRAIN STATIONS



Other GO Station Initiatives

Signage Project – System-wide

GO Transit is continuing to increase the use of internationally recognized pictograms wherever possible to address language and cognitive barriers.

In addition, the identification of a font and contrasting colours suitable for general signage in the transit environment is part of the terms of a current signage study.

Signage Project - Platform 5/6 & Bay Street Teamways – (Union Station)

An initial limited signage pilot project, using updated pictograms and bilingual text, was conducted in conjunction with facility improvements at Union Station. As implied by the title, the project scope was confined to the static signing of the platform, the respective stairways, and new pedestrian route (Bay St. East Teamway). Platform 5/6 opened to the public in November 2006; the Bay St. East Teamway opened in April 2007.

Information Technology Systems

Public Information System (PINS)

Union Station Electronic Signage

Electronic monitors showing GO departure information were installed at Union Station and the adjacent bus terminal in December 2004. These monitors can be found in passenger waiting areas and on the bus and train platforms. The PINS initiative provides our customers with an alternate means of (visual) communication.

The monitors inside the train station and bus terminal make it easier for customers to identify service changes. Cancelled trips are

displayed in red, track or platform changes are shown with flashing characters, and all other exceptions or changes are displayed in yellow. When required, additional information scrolls along the bottom of the screen.

Additional monitors have been installed within the GO Concourse, the Via Concourse and the Union Station Bus Terminal to provide customers with easier access to service status information from various areas. Some monitors have been installed at eye level for easier legibility at key locations.

Electronic departure monitors were also introduced at the Bay Street East Teamway. As we continue to make improvements, standards are in place to ensure that signage is consistent throughout Union Station. The standards include the need for an electronic sign board to be mounted at eye level at each teamway or concourse area.

Public Information Systems (PINS) Signage



Time	GO Line	Track/Pitfrm	Remarks	Stopping at
14:45	Stouffville Bus	27	Proceed to Bus	Markham - Mt. Joy -
14:45	Milton Bus	23	Proceed to Bus	Erindale - Streetsville -
14:50	Hamilton QEW Bus	22	Proceed to Bus	Hamilton Express.
14:50	Milton Bus	23	Proceed to Bus	Meadowdale Stn - Meadowdale TC -
14:55	Milton Bus	-	Bus Terminal	Dixie Stn - Cooksville -
15:00	Milton Bus	-	Bus Terminal	Erindale - Streetsville -
15:05	Milton Bus	-	Bus Terminal	Meadowdale Stn - Meadowdale TC -
15:10	Stouffville Bus	-	Bus Terminal	Unionville - Centennial Stn -
15:10	Hamilton QEW Bus	-	Bus Terminal	Hamilton Express.
15:10	Milton Bus	-	Bus Terminal	Dixie Stn - Cooksville -
15:10	Milton Bus	-	Bus Terminal	Cooksville.
15:10	Richmond Hill Bus	-	Bus Terminal	Richmond Hill - Burnhamthorpe -
15:10	Richmond Hill Bus	-	Bus Terminal	Orleans - Old Cummer -

14:44

Richmond Hill Electronic Signage “Pilot” Project

The electronic platform signs which were installed at each of the stations on the Richmond Hill corridor, earlier this year, have provided us with a greater understanding of our customers' needs. They have also revealed some infrastructure enhancements required to deliver concise, accurate and timely messages. The information obtained from this pilot has been incorporated in the design and development of the passenger information system at outlying stations. The ability to control the system from a central location is a requirement that is currently being examined and evaluated.

Ticket Vending Machines (TVMs)

At least one ticket vending machine (TVM) has been installed at most GO Train stations and GO Bus terminals, with additional machines installed in the GO concourse at Union Station and at the Union Station Bus Terminal to accommodate high passenger volumes.

The first-generation TVMs do not include a full array of accessibility features, as the emphasis of this initial phase of development was the functionality of the equipment. The design of future generations of TVMs will take other accessibility standards and guidelines into consideration to enable a wider variety of disabled persons to use these machines. To this end, GO Transit staff conducted a review of the existing TVM equipment with some members of the External Advisory Committee on accessibility. This review identified potential changes to make in any new devices procured by GO Transit to make them more accessible.

Ticket Vending Machines (TVMs) at Union Station



Rail and Bus Equipment

New Accessible Railcars

Each GO trainset has one accessible bi-level railcar (always the fifth railcar from the locomotive), which is positioned beside the mini-platform at all accessible GO Train stations.

As of March 2007, GO has received its complete order of 45 improved accessible bi-level railcars. The 42 first-generation accessible bi-level railcars have been replaced with the 45 new and improved, washroom-equipped, accessible cars.

Accessible Bi-level Railcar



The 42 first-generation accessible bi-level railcars will be refurbished and converted to standard (non-accessible) seating configuration as part of a multi-year (to 2011) major refurbishment program. To date, eight of the previous generation accessible railcars have been fully converted and refurbished as part of this program, 32 have been converted on a temporary basis while awaiting refurbishment and two remain with the original seating configuration.

GO Transit is also in the process of expanding its railcar fleet by acquiring new-generation standard bi-level railcars. By the end of 2007, 61 of GO Transit's 403 railcars will be new-generation standard bi-level railcars. These railcars will incorporate a wider range of easier access features to better accommodate ambulatory disabled customers wanting to travel on a standard railcar.

Railcar Refurbishment Program

Earlier generations of bi-level coaches undergo periodic refurbishment to optimize their economic life cycle.

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 closing warning light and audible chime;
- Exterior side door step lighting.
- Brighter general lighting and brighter LED stairwell lights

By the end of 2007 up to 31 railcars will be refurbished.

Railcar Signage Review

An inventory and evaluation of signage and decals by category on all railcars is currently underway. These categories include:

- Passenger Information
- Health, Safety and Regulatory
- Identification and Markings
- Crew and Maintenance

The purpose of this exercise is to standardize and reduce excess signage, develop universal designs (using pictograms and symbols and reducing text as much as possible), and improve passenger recognition and awareness (by colour coding the above categories, ensuring adequate colour contrasts and optimizing the use of limited space).

Bus Services

Acquisition of Lift-Equipped Buses

By the end of 2007, GO Transit expects to replace 36 non-accessible highway buses with the same number of new lift-equipped highway buses, thereby increasing its total accessible bus fleet size to 304 (274 highway buses and 30 suburban buses) or 96% of GO's projected fleet size of 316 buses.

New Accessible Bus Routes

All weekday, weekend and holiday service on the following routes were made accessible (at all designated accessible GO facilities) even though there was no specific commitment to provide additional accessible bus services in 2007.

Milton Corridor

- Table 19 – Oakville Hwy. 403 GO Bus Service
- Table 27 – Milton Hwy. 401 GO Bus Service

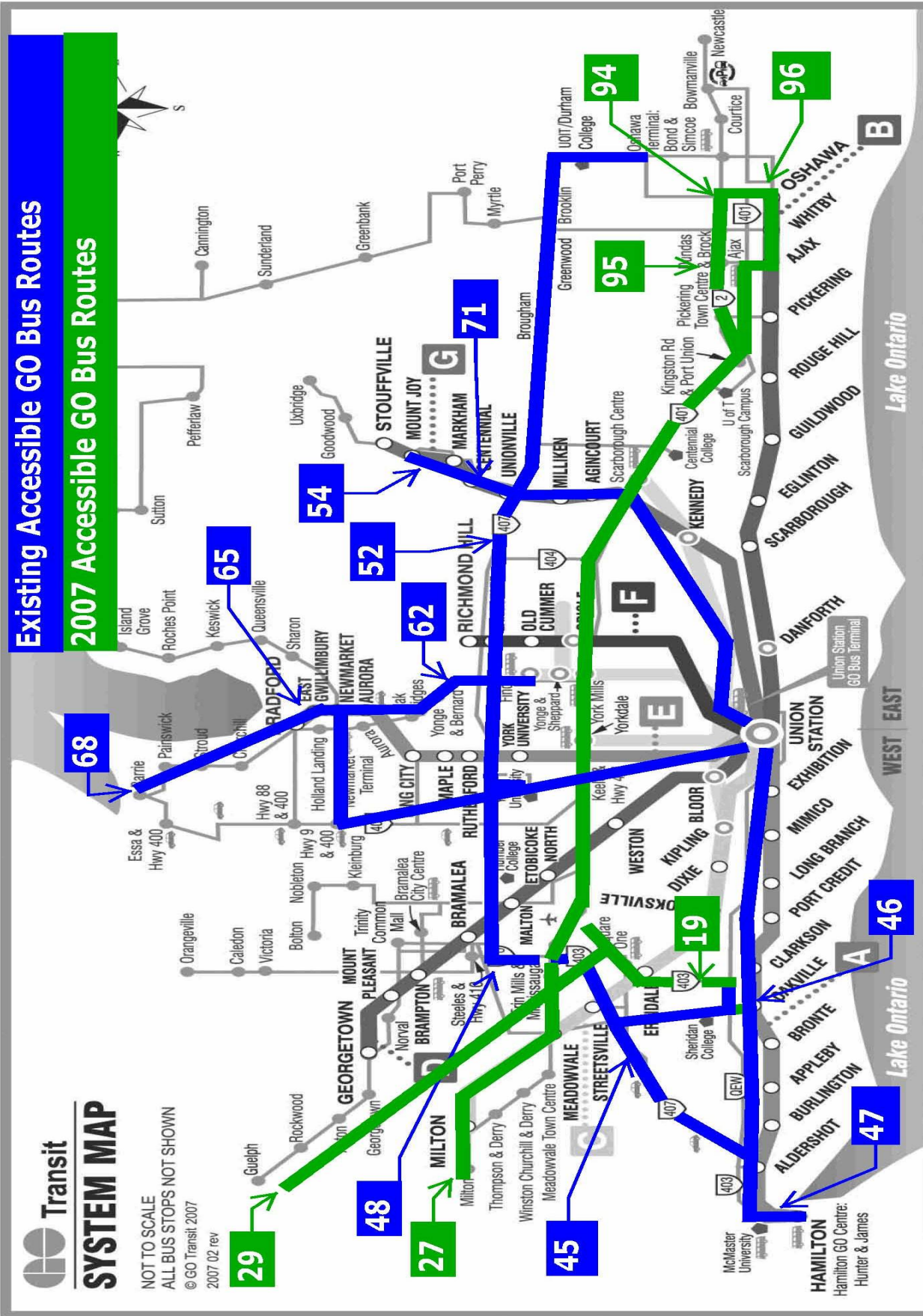
Highway 407 East Corridor

- Table 29 – University of Guelph GO Bus Service

Lakeshore East Corridor

- Table 94 – Oshawa Hwy. 2 GO Bus Service
- Table 95 – Oshawa Hwy. 2 Express GO Bus Service
- Table 96 – Oshawa Hwy. 401 GO Bus Service

(Refer to the figure below for details.)



Bus Rapid Transit (BRT) System

GO Transit is in the process of planning and implementing a Bus Rapid Transit system – a high quality express bus transit service with features comparable to rail-based rapid transit.

McMaster GO Bus Terminal

The McMaster GO Bus Terminal, which is part of the GO BRT project, became fully operational on March 6, 2007. This facility includes five spacious accessible platforms, and 5 large heated shelters.

McMaster GO Bus Terminal



McMaster GO Bus Terminal



Phase I of the BRT system focuses on the Highway 407 Express Bus Service, GO Transit's fastest growing service carrying up to 12,000 rides per day, and the precursor to a full BRT system.

Subsequent phases will include the staged development of BRT infrastructure such as park 'n' ride lots/stations, bus lanes (transitway), etc. Also, all new BRT stations and bus shelters will be accessible in their design.

Square One Park 'n' Ride Lot

The Square One park 'n' ride lot consists of 210 parking spaces and provides customers more convenient access to Hwy. 407 Express Bus services at one of our busiest western hubs. At-grade access and curb cuts permit accessible connections from the parking lot to bus services at the nearby GO Bus terminal. The Square One park 'n' ride lot opened in September 2007.

Aberfoyle Park ‘n’ Ride Lot

The Aberfoyle park ‘n’ ride lot opened in September 2007. The facility includes 200 parking spaces, 6 bus platforms, and a full-sized accessible heated BRT bus shelter. It also provides western access to Hwy. 407 BRT services for those in the Guelph, Kitchener, Waterloo and Cambridge areas.

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 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 bus drivers and route supervisors covers the same topics/content as the initial accessibility training program. In general terms, 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 passengers using wheeled mobility aids together with their devices.

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 direct interaction specific departments have with passengers and/or employees with disabilities. This training program is also provided as individual training needs are identified.

***NOTE:** Front-line staff includes: station attendants, transit enforcement staff, such as officers and customer attendants; call centre staff, such as telephone information guides and supervisors.

Accessibility Refamiliarization 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 bus route originates. Training uses 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 being placed on passenger boarding and debarking, and securement.

Sensitivity Training Program

GO Transit collaborated with experts in the field of public sensitivity to create a 3.5 hour 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 also receive this mandatory training. Refresher training for all employees will take place every three to five years, depending on the level of direct interaction specific departments have with passengers and/or employees with disabilities.

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

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

Project a professional image
Listen actively
Establish positive relationships
Aim at the situation, not the person
Service with the value-added touch
End on a positive note

GO Website Accessibility

GO Transit has incorporated a number of practices to make its website accessible to a broader audience, including people with disabilities, and people using older browsing technology or with slow internet connections. These practices correspond with guidelines established by the World Wide Web Consortium’s Web Accessibility Initiative, and the Ontarians with Disabilities Act.

GO Transit website accessibility has been improved in 2006 to include:

- More detailed text descriptions of links to other web pages and websites (rather than links that simply say "click here")
- Descriptive text tags for images
- Language code to indicate English or French (part of transition to bilingual websites)
- pdf documents that can be interpreted by screen readers

Maintaining and improving GO's website accessibility will be an ongoing process.

5. Measures Planned for 2008 to Remove and Prevent Barriers for People with Disabilities

In recent years, improvements to accessibility 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 for the foreseeable future.

For the upcoming year, the following accessibility-related initiatives are planned, pending approval for each specific initiative by GO.

GO Train Stations

Aldershot GO Station – Lakeshore West Corridor

Aldershot GO station is serviced by both GO and VIA rail trains. The current lift devices servicing the GO rail platforms are being replaced with elevators to enable self-serve use.

Although this project remains to be finalized and is scheduled for completion in late 2007, the station is currently designated as accessible.

Barrie South GO Station (formerly described as Mapleview Station) – Bradford Corridor

The station is currently under construction and will include a rail side-platform, a mini-platform, ticket vending machines, accessible parking, a kiss 'n' ride area and a bus loop for GO Transit and Barrie Transit buses.

The opening of this station is on schedule for late 2007/early 2008.

Brampton GO Station – Georgetown Corridor

The station is currently accessible, and new accessibility features/enhancements are being added, including a new west tunnel and south side-platform with accessible connections to the parking lot and Brampton Bus terminal; two new elevators; and a mini-platform.

This work is scheduled for completion late 2008.

Erindale GO Station – Milton Corridor

Accessibility initiatives at Erindale station include elevator service to the rail platform and the addition of an accessible mini-platform for boarding the train.

Although site conditions and the relocation of underground services has resulted in construction delays, the completion of work at this station is still on schedule for early 2008.

Elevator Shaft Under Construction at Erindale Station



Hamilton GO Centre – Lakeshore West Corridor

Current planned enhancements to accessibility features involve modifying all ticket wickets to be fully accessible, including the installation of ticket booth microphone intercoms. The project is scheduled for completion in the Spring 2008.

The Hamilton GO Centre was already designated as being accessible prior to these scheduled improvements.

Langstaff GO Station – Richmond Hill Corridor

GO Transit is cost-sharing with York Region to build a pedestrian bridge between Langstaff GO Station and the Richmond Hill Centre Bus Terminal. The bridge will be fully accessible and is scheduled for completion early 2008

Pedestrian Bridge Under Construction at Langstaff Station



Malton GO Station – Georgetown Corridor

Upgrades to this station include the installation of two new elevators, additional accessible parking and a mini-platform for boarding the train. The work at the station was originally scheduled for completion by late 2007; however, coordination issues with the municipality have slowed CN's schedule for adding a new third track. This must be completed before work on the station upgrades can begin.

The design phase for this work is currently underway and the project is now scheduled for completion in the summer of 2008.

Meadowvale GO Station – Milton Corridor

The installation of elevator service and a mini-platform were originally planned for late 2007/early 2008. However, recent design changes to the platform have resulted in the relocation of the elevator to a more favourable location for accessibility. Although these changes have resulted in construction cost savings, the project will be delayed. It is now scheduled for completion in late 2008/early 2009.

Stouffville North GO Station (official name still to be determined) - Stouffville Corridor

Stouffville North will be a new GO Station located northeast of the Stouffville GO Station and will become the last stop on the Stouffville Line. The new station will be built next to the Stouffville layover facility and will include a 150-space parking lot, kiss & ride drop-off area, bus loop, accessible platforms, and automated ticket vending machines. This project does not include a Station Building, Bus Loop, or park 'n' ride. The opening of this Station is scheduled for completion in early 2008.

Additional Measures GO Transit is Taking to Remove Barriers

Updated design standards will ensure that:

1. All ticket wickets in new stations and stations undergoing refurbishment are now designed to be accessible. Previously only one ticket wicket at any station was designated accessible. Stations that have been or that are in the process of being modified to incorporate this new design standard include: Milliken, Oshawa and Ajax GO Stations, and the Hamilton GO Centre.

Example of Accessible Ticket Wickets



2. Wider doors are being installed at all elevator vestibules to allow for the passage of wheeled mobility aids. Stations that have been or that are in the process of being modified to incorporate this new design standard include: Guildwood, Mount Pleasant, and Brampton GO Stations.

Example of a Wider Doorway



Other GO Station Initiatives

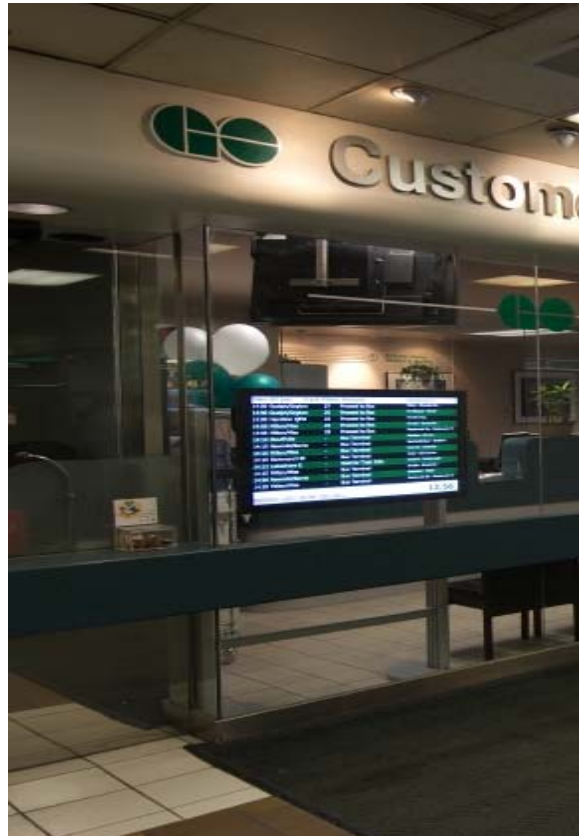
Port Credit Pilot Station Signage Project

A comprehensive pilot static signage project is planned for this station. The scope of this project includes the provision of signs with pictograms, updated font type and sizes, and bilingual signage wording for facility way-finding, as well as station building, tunnel, bus & rail platform, park 'n' ride lot & kiss-and-ride signs.

The preliminary design phase commenced in March 2007 and detailed design, fabrication and installation phases are forecasted for completion by the end of March 2008.

Once this work has been evaluated, and modified (if necessary), it will be adapted at all GO Stations. The timing of this system-wide adaptation has not yet been determined.

Sign Mounted at Eye Level



Union Station Track-Level Signage

The need for additional track-level signs was identified to enhance the coverage area on the platforms. The purchase of these signs has been deferred to commence in late 2008, as we investigate and evaluate how the present equipment will handle French language requirements. Once the new signs are introduced, customers will be able to glance at an electronic sign from anywhere on the platform to get trip specific information. Track-level signs are important visual communication devices that alert passengers and complement audible announcements of service changes.

The new 13/14 platform design will adhere to these established track-level signage requirements. The expected completion date is Summer 2008.

Lakeshore West Pilot Project

Electronic platform signs will be introduced at six Lakeshore West line stations. The purpose of the pilot project is to test the design and functionality of the equipment given the complexity of operations on that specific corridor. The installation was expected to commence in late 2007, however, has been delayed until Fall 2008.

New-Generation Standard Bi-level Railcars

By the end of 2008, GO Transit expects to acquire an additional 20 new generation standard bi-level railcars, increasing the percentage of these vehicles to 26% of the total railcar fleet (116 out of 435 railcars). All new railcars will be equipped with the additional easier-access features as noted on page 18 of this report under the heading New Accessible Railcars.

Of the 20 coaches currently on order, the last 5 coaches 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

Between 2008 and 2011, 33 railcars will be refurbished per year in accordance with the description provided on pages 18.

Railcar Signage Review

For 2008, it will be necessary to conduct an impact assessment on using bilingual signage, given the space limitations for signage and how the limitation on space may affect text size, legibility and message comprehension.

New Lift-Equipped Buses

By the end of 2008, GO Transit expects to replace 12 non-accessible highway buses with the same number of new lift-equipped highway buses, and add 15 more lift-equipped highway buses to accommodate ridership growth. This would increase our total accessible bus fleet size to 331 (301 highway buses and 30 suburban buses) or 100% of GO's fleet.

New Double-Decker (Highway) Buses

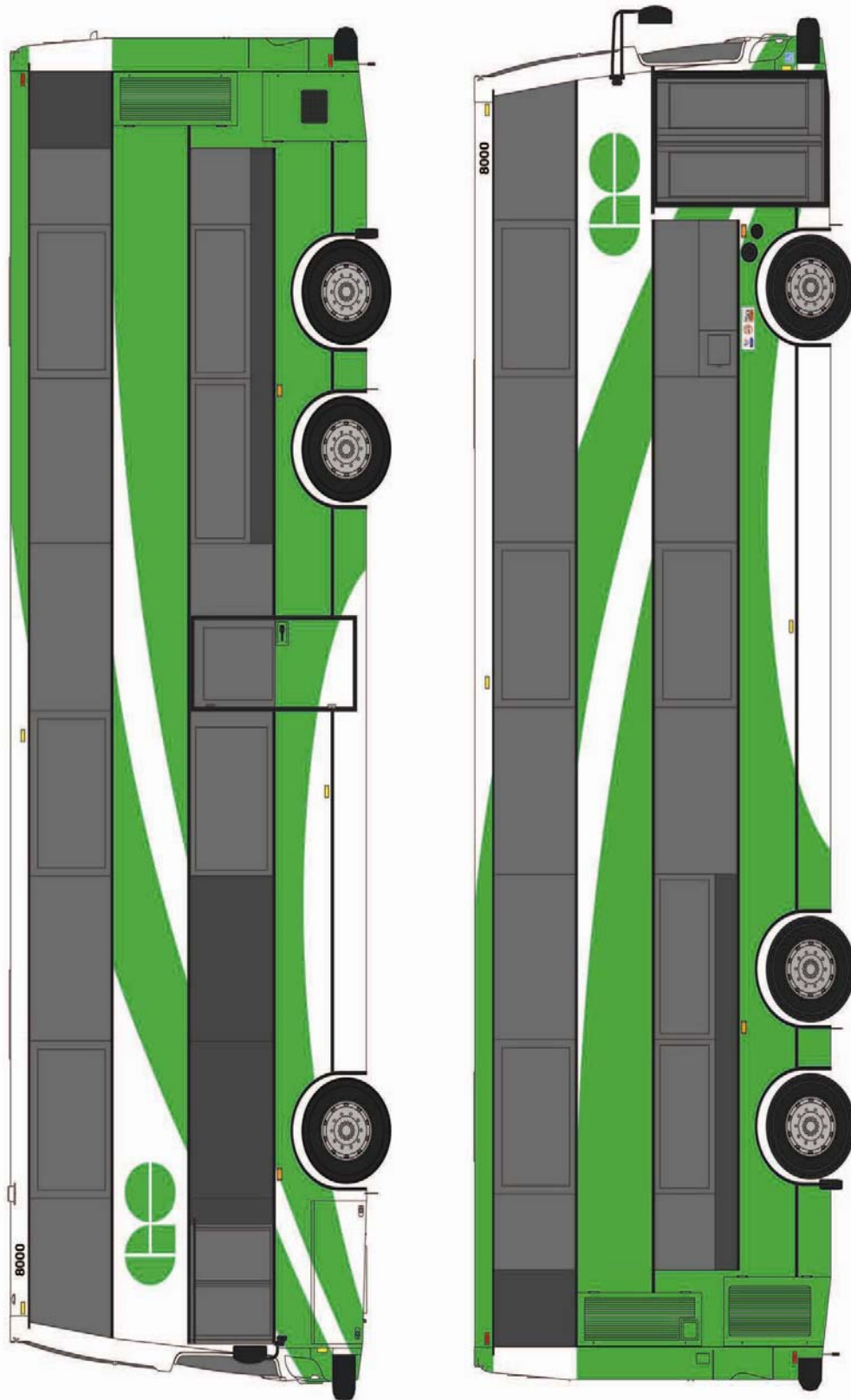
GO will also be purchasing 12 low-floor double-decker buses rather than 14 as noted in the 2007 Accessibility Plan. These buses are expected to be delivered before the Spring of 2008 and will likely be used on the Hwy. 407/403 service.

NOTE: These 12 buses are in addition to our total projected accessible bus fleet size of 331 for 2008.

The double-decker buses are equipped with two wheelchair positions and a 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
- Passenger “Stop Request” touch tape located at both wheelchair locations
- Large L.E.D front and side destination signs
- Public Address System

Artist Rendering of the New GO Transit Double-Decker Bus



OVERHEAD LED READING LAMPS AND VENTS

DRIVERS SEAT CAV. 3 POINT SEAT BELT TO COMPLY WITH FMVSS & CMVSS STANDARDS

W/CHAIR OR 3 TIP-UPS

EMERGENCY DOOR

762 PASSAGE

HINGED ARMREST TO GANGWAY

015

1437

480

1118

480

1120

243

550

1006

1600

2999

1796

'GO-TRANSIT' FARE COLLECTION EQUIP

'MOAB' SCREEN (OPTION)

1301

358

'BOOKLEAF' POWERED RAMP ('RICON FR255')

BRUSH SEALS AND FLOOR HEATED

SAFETY EQUIPMENT LOCKER

WHEELCHAIR AREA

1573

1723

285

550

720

720

720

243

480

1118

480

1437

1520 DIA MANOEUVERING CIRCLE FOR WHEELCHAIR

'BUS STOP' REQUEST STRIP ON EACH PILLAR

LOWER SALOON SEATING CAPACITY 32 OR 28 SEATED PLUS 2 WHEELCHAIRS (ALL FIXED SEATS ARE FITTED WITH LAP BELTS)

WHEELCHAIR SPACES COMPLY WITH AMERICANS WITH DISABILITIES ACT (ADA)

ESTIMATED SEATING CAPACITY

UPPER SALOON	= 46
LOWER SALOON	= 29
WHEELCHAIRS	= 2
STANDEES	= 0
DRIVER	= 1
TOTAL	= 78

ESTIMATED SEATING CAPACITY

UPPER SALOON	= 46
LOWER SALOON	= 32
WHEELCHAIRS	= 0
STANDEES	= 0
DRIVER	= 1
TOTAL	= 79

CHASSIS DESIGN --- 'MTO' PLATED WEIGHT

AXLE 1	7500kg	6710kg
AXLE 2	9890kg	9890kg
AXLE 3	7100kg	6710kg
GVW	24100kg	23310kg

AVERAGE PASSENGER/DRIVER MASS = 70kg

WHEELCHAIR ALLOWANCE = 150kg

STANDEE AREA = 0.17/MTR SQ

TITLE: ENVIRO 500 12.8 METRE LH BODY

DENNIS E500 CHASSIS - CUMMINS EPA07 ENGINE, COMPLETE WITH ALLISON M500 TRANSMISSION

REF: 'GO TRANSIT ONTARIO'

DRAWN: A. DRUMMOND

DATE: 04-12-06

REG No:

ISS No: 02

PAGE No: 3

DRG No:

6504GA

SEAT TYPE: USSC 'MARELLA', FIXED BACK LOWER SALOON

USSC 'CAPRI', HIGH BACK RECLINING U/SALOON

Double Decker Bus - Hydraulic Lift



New Accessible Bus Routes

The following new routes will implement accessible service (at all designated accessible GO facilities) on weekdays, weekends and holidays as applicable, in 2008.

Milton Corridor

- Table 21 - Milton – Union Station GO Bus Service

Georgetown Corridor

- Table 31 – Georgetown – Union Station GO Bus Service (excluding train-meet trips)
- Table 32 – Brampton Trinity Common GO Bus Service (excluding train-meet trips)

North Corridor

- Table 61 – Richmond Hill – Union Station GO Bus Service
- Table 64 – Newmarket – York University GO Bus Service
- Table 65 – Barrie – Bradford – Union Station GO Bus Service (expanded to include all train bus trips)

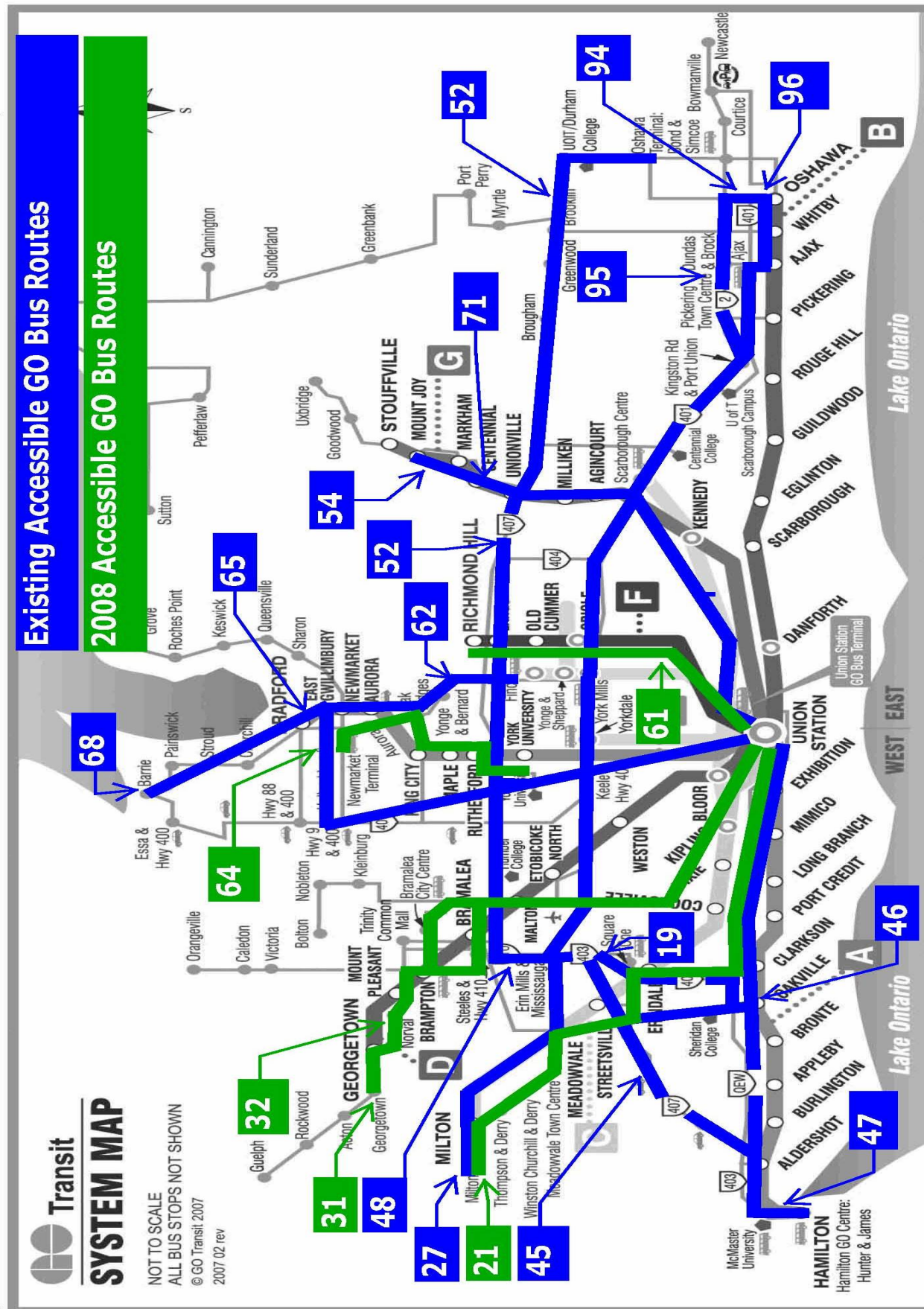
Stouffville Corridor

- Table 71 – Stouffville – Union Station GO Bus Service (expanded to include all train bus trips)

GO Transit faces a number of significant challenges with regard to expanding bus accessibility on the remainder of its services in 2008, due to the following constraints:

- **Yorkdale, York Mills, and Scarborough Town Centre Terminals** – These facilities do not have elevators, or adequate platform space to deploy bus wheelchair lifts, and there is no room for expansion.

Studies will be initiated in 2008 to identify potential solutions at these and other terminal and bus loop locations. There are many challenges to achieving accessibility at these locations, and therefore viable solutions cannot be assured.



Bus Rapid Transit (BRT) System

Heated customer shelters will be provided at carpool lots along Hwy. 407 at Dundas St. and Trafalgar Rd., with Trafalgar being the highest priority based on location and ridership. These shelters will become fully accessible if these locations become full BRT stations along a future dedicated transitway.



Accessible park 'n' ride BRT stations at Winston Churchill Blvd./Hwy. 403 and Erin Mills Pkwy./Hwy. 403 are part of the Mississauga Transitway project being conducted jointly with the City of Mississauga. These facilities are currently in the preliminary design and Federal EA phase.

The Hwy. 10 and Hwy. 407 park 'n' ride lot is in the land acquisition process and is expected to be completed in late 2008/early 2009.

GO Transit's BRT project will continue to move forward in a staged approach with respect to building infrastructure. In addition, modern comfort and accessibility features will be built into each new facility as they come online.

Continued Front-Line Staff Training

Refer to Section 4 regarding refresher or refamiliarization training.

Appendices

Appendix 1

Long Term Plan for Future Accessible Stations

Fiscal Year	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	Future
Lakeshore West Corridor										
Appleby Station	A									
Clarkson Station	A									
Long Branch Station					A					
Mimico Station					A					
Lakeshore East Corridor										
Eglinton Station	A									
Scarborough Station	A									
Milton Corridor										
Kipling Station										A
Georgetown Corridor										
Georgetown Station										A
Bloor Station										A
Bus Terminals										
Scarborough Town Centre Terminal										A
York Mills Terminal										A
Yorkdale Terminal										A

Legend

A Fiscal Year to be Made Accessible

Source: GO Transit 10-Year Capital Program

Appendix 2

Easier Access Station Features

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

1. Delineated crosswalk from parking areas.
2. Signed parking spaces for persons with disabilities.
3. Sidewalk access and curb cuts.
4. Increased number of benches in stations, bus loops and kiss & ride areas.
5. Contrasting non-slip stair nosings and tactile flooring in advance of stairs.
6. Electric door openers on at least one set of doors (easy-to-open doors).
7. Accessible washrooms.
8. “L” shaped grab bars and coat hooks in washrooms for the disabled.
9. Floor grilles and gratings compatible with the use of canes and crutches.
10. Absence of protrusions and other obstructions.
11. Ticket booth microphone intercom.
12. Increased number of platform benches and shelters.
13. Improved illumination.

¹ These features also apply to areas within Union Station that are used by GO Transit (e.g., GO Concourse, Ticket Sales 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.