

Metrolinx / GO Transit

Accessibility Plan 2009-2010



September 2009

Dear Reader:

The 2009-2010 Accessibility Plan demonstrates the steadfast and ongoing provincial commitment to improved accessibility in the Greater Toronto and Hamilton Area's (GTHA) transportation system, and highlights the many projects that Metrolinx/GO Transit have completed over the past year, and our plans to improve the accessibility of transportation services in 2010.

We are pleased to say that we have exceeded most of our objectives, as described in our previous Plan entitled, "GO Transit Accessibility Plan 2009". Highlights include:

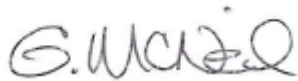
- New accessible stations in: Clarkson, Malton, Niagara Falls, St. Catharines and Scarborough, as well as improvements at other stations (Note: Appleby GO Station is under construction);
- New accessible Waterloo Highway 401 Bus Service from Waterloo to Square One in Mississauga;
- New accessible rail cars, including various accessibility features described in this Plan;
- Electronic displays showing GO Transit departures and service changes, are being added to rail stations across the network;
- Increased use of internationally-recognized pictograms, which help to address cognitive and language barriers;
- A study of fonts and colour contrasts that are most suitable for general signage in our network; and
- Announcements by rail and bus operators approaching every stop.

In addition to the above accessibility improvements at GO Transit, 2009 was a year of great change, as GO Transit officially merged with Metrolinx on May 14th. Metrolinx is the Regional Transportation Agency created by the Government of Ontario in 2006, to address the need to improve and integrate transportation in the GTHA. Its mission is to initiate a coordinated

state-of-the-art transportation system that moves people and goods efficiently, economically and in an environmentally sustainable way. This merger will enable a broader, more strategic approach to mobility, including accessibility. The new Metrolinx has started to explore issues and initiatives as detailed in this Plan, to encourage a more coordinated approach to accessibility across the region, as part of the Metrolinx *Big Move* Regional Transportation Plan.

For further information, please contact Silvan Bruno, at <Silvan.Bruno@gotransit.com> or Jeff Short, at <Jeffrey.Short@metrolinx.com>.

Sincerely,

A handwritten signature in dark ink, appearing to read "G. McNeil". The signature is fluid and cursive, with a large initial "G" and a stylized "McNeil".

Gary McNeil
Managing Director, GO Transit
Executive Vice-President, Metrolinx

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Metrolinx-GO Transit Accessibility Plan – 2009

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 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 2009-2010 plan is to describe the measures the agency has taken in 2009 and will undertake during 2010 to identify, remove and prevent barriers to people with disabilities. The long-term plan for the remaining non-accessible stations is noted in Appendix 1.

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

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

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

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

Fulfillment of GO Transit’s corporate direction is achieved and sustained through operational policy, regulations and through staff training and awareness programs implemented throughout the organization. GO Transit’s goal is to improve methods of assisting customers with disabilities in a way that maintains their dignity and demonstrates the organization’s respect for them.

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

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

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

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

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

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

The number of people with mobility issues and/or hidden disabilities who use GO Transit is difficult to determine. On average, GO Transit customers using WMAs typically take between 10 and 20 trips system-wide per weekday on the rail system, and less than one trip per weekday on GO's existing accessible bus routes. A broader indicator of GO Transit use by persons with a disability is the high utilization rate of designated parking spaces for persons with disabilities at GO Transit stations on a daily basis. As awareness of these services grows, ridership may increase for people using WMAs. People with various disabilities are increasingly using GO Transit for daily commuting, recreation, shopping and personal appointments.

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

2. External and Internal Committees

Metrolinx Accessibility Advisory Working Group

Metrolinx recognized the need to provide specific focus on issues related to transportation accessibility in the GTHA as part of the preparation of The Big Move Regional Transportation Plan. As a result, Metrolinx decided to establish the Accessibility Advisory Working Group, which discussed and provided advice on a variety of

matters related to accessibility that is of interest to Metrolinx, including: the development of The Big Move; cross-boundary service and fare coordination; Metrolinx and the implementation of the AODA; initiatives to enhance accessible regional transportation, etc.

The Working Group was composed primarily of persons with various disabilities, seniors, as well as other members with experience in the field of transportation accessibility. Metrolinx staff acted as a resource to the Working Group.

In February, 2009, the former Metrolinx Board of Directors approved the establishment of an Accessibility Advisory Committee (AAC) to replace the Accessibility Advisory Working Group. The composition of the AAC will be broader than the original Working Group, to better incorporate input from seniors and newcomers whose primary language is not English.

(a) 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. The program encompasses facilities, equipment, service design, policy-related issues, staff training, and customer information guides. The Committee's input has been extremely useful in verifying the practicality and/or necessity of planned measures for providing accessibility.

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

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

(b) 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
- Engineering
- Equipment Development
- Fare Systems
- Human Resources
- Information Technology
- Transportation Planning and Development
- Rail Services (Railway Corridors and Rail Equipment)
- Station Operations
- Strategic Planning

The above representatives collectively have an understanding of:

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

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

Joint Committee Meetings

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

3. Accessibility Plan Reporting

Each of the Accessibility Plan's key initiatives is reported in two parts: past and future. The first part summarizes the initiatives of the current year (i.e. 2009), including changes to identified measures and additional information. The second part identifies the planned initiatives for the coming year (i.e. 2010).

4. Measures Taken to Enhance Universal Accessibility and Services in 2009

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

Organization

In 2004, GO Transit designated Mr. Silvan Bruno of the Transportation Planning and Development department as its 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 joint meetings 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.

Information & Communications

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

The Big Move Regional Transportation Plan

In November 2008, Metrolinx released "The Big Move", the Regional Transportation Plan (RTP) that will transform travellers' experiences in one of the fastest growing urban regions in Canada. Various organizations that represent persons with disabilities were contacted to provide feedback at each stage of development of The Big Move and were invited to participate in the public consultation sessions.

One of the 10 strategies identified in The Big Move is to plan for universal access. Strategic Direction 8.1 within this strategy is to create a regional body to advise Metrolinx on matters related to universal access. This is being achieved through the formation of the Accessibility Advisory Working Group and the forthcoming Accessibility Advisory Committee.

Strategic Direction 8.2 proposes the development of a region-wide strategy and local implementation strategies to improve specialized transit coordination and delivery.

Service Coordination for Specialized Transit in the Greater Toronto & Hamilton Area – Status Report

One of the first efforts towards developing a plan for universal access was the preparation of a report titled “Service Coordination for Specialized Transit in the Greater Toronto & Hamilton Area – Status Report”. This report was prepared based on interviews with transit service providers, and was reviewed with the Accessibility Advisory Working Group.

The status report summarized findings about the following topics related to cross-boundary travel on specialized transit in the GTHA: minimum advance booking requirements; eligibility criteria; fare structure and payment methods; operational hours of service/ reservation office hours; customer pick-up windows; cross-boundary services offered by specialized transit providers (single provider); cross-boundary services that require a transfer between two service providers; and travel training.

The status report proposed the following suggestions for improving cross-boundary service in the GTHA: encouraging more use of GO Transit and other accessible transit services; review of amenities/signage at transfer points; adding transfer points between adjacent municipalities where none exist; assessing the needs for specialized transit services for rural residents; a more standardized approach to cross-boundary specialized transit service; increased use of technology for transferred cross-boundary service reservations; integration of scheduling systems and trip booking processes (one-stop booking); and standardized policies and eligibility criteria.

Specialized Transit Transfer Point in York Region



Dialogue with Local Health Integration Networks in the GTHA

The Local Health Integration Network model was introduced by the Ministry of Health and Long-Term Care in August 2006. The province is divided into 14 regions, or Local Health Integration Networks (LHINs). This model allows for each LHIN to plan, fund and integrate health care services locally. Over the past year, Metrolinx has begun a dialogue with LHINs in the GTHA. As part of the service provided to their clients, the LHINs coordinate and/or fund various transportation services. LHIN boundaries are based on hospital usage and thus the service areas of most LHINs cross municipal boundaries. As a result, it is important that Metrolinx continue to work with the various LHINs in the GTHA towards establishing transportation services that cross municipal boundaries and look at possible ways to find coordinated solutions to providing better transportation services for seniors and persons with disabilities.

Meetings have taken place between staff from Metrolinx and the LHINs in the GTHA. Additionally, Metrolinx staff members have attended workshops held by different LHINs that have focused on transportation for seniors and persons with disabilities.

Inventory of Accessible Taxi Service Providers

In order to better understand how many vehicles and companies provide accessible taxi service in the GTHA, staff compiled an inventory of accessible taxi service providers.

Review of Multi-lingual Services Provided by GTHA Transit Systems

The Big Move recognized in Strategy #8 (Plan for Universal Access) a range of people with special needs. These included persons whose primary language is not English. A brief review of multi-lingual services provided by transit systems in the GTHA was conducted. The review included information about telephone services, online content and print content available in multiple languages to customers.

GO Transit Train Stations

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

New Accessible Stations

Clarkson - Lakeshore West Corridor

Modifications to the north and south platforms will bring accessible service to both platforms including construction of mini-platforms and a centre tunnel complete with elevators. The tunnel is being constructed in two sections (north and south). Completion of the north half is expected by winter 2009, with the two north elevators serving the north parking lot and north platform. The south half of the tunnel and the two south elevators are part of the next phase of construction, which is expected to be completed by fall 2010.

Clarkson Accessible North Entrance to Tunnel



Malton - Georgetown Corridor

This project includes the construction of a new accessible north tunnel (i.e., installation of an elevator) and west side platform with a mini-platform. Unfortunately, this project has been delayed in order to resolve some unforeseen Communications/Security issues in the design phase; and ongoing negotiations with the International Centre to resolve access and hydro power line relocation. Construction is now scheduled for completion in winter 2009.

Niagara - Lakeshore West Corridor

Barrier-free accessibility upgrades include mini ramps, relocation of barrier-free parking spaces and accessible platform signage. Construction was completed as of June 27, 2009.

Niagara Falls Accessible Mini-platform



Scarborough - Lakeshore East Corridor

Construction has commenced to build an accessible tunnel from the south parking lot to the north island platform. As with other accessible tunnels, it will be equipped with both elevators and stairs. In addition, mini-platforms will be built on all existing platforms together with new shelters. This work is expected to be completed by fall 2009.

Scarborough Accessible Tunnel



St. Catharines - Lakeshore West Corridor

Barrier-free accessibility upgrades include mini ramps, accessible ramp from the parking lot platform and accessible platform signage. Construction was completed as of June 27, 2009

Accessibility Improvements to Existing Accessible Stations

Cooksville - Milton Corridor

Modification of the existing bus platforms will allow deployment of bus WMA lifts. In addition, there will be curb cuts at the end of walkways from the south lot to the station building. Existing platforms will be re-configured and widened to meet GO Transit accessibility standards. A pedestrian walkway will be built for customers travelling between the bus loop and the rail station. This project is expected to be completed by fall 2009.

Milton - Milton Corridor

Plans include the construction of a new north tunnel and west side platform complete with accessible ramp and elevator. Completion is scheduled for winter 2009.

Brampton - Georgetown Corridor

This project includes the construction of a new west tunnel, canopy, south side platform together with an accessible mini-platform and elevator access to the existing east tunnel. Construction has been delayed due to unanticipated relocation of a Hydro One overhead cable and conflicts with a Bell fiber optic cable and the proposed storm sewer. This project is expected to be completed by winter 2009.

Aurora - Barrie Corridor

Aurora station building rehabilitation is in the detailed design stage and will include a new accessible ticket booth. The project is expected to be completed by spring 2009. In addition, a parking structure is expected to be completed by winter 2009 and will increase the number of barrier-free parking spots available.

Maple - Barrie Corridor

A parking lot expansion at this station will lead to an increase in the number of barrier-free parking spots from 4 to 10. Completion is expected by winter 2009.

King City - Barrie Corridor

Improvements are being made to allow deployment of the accessible bus lift at the existing street bus stop adjacent to King City Station. A dedicated pathway will be built for customers to travel between the bus loop and the rail station. The bus platform and the ramp to the parking lot will be modified to meet GO Transit accessibility standards. The southeast doors of the station building will be upgraded to permit accessible entry/exit. Construction is slated for completion by the end of 2009.

Whitby - Lakeshore East Corridor

A new accessible pedestrian bridge structure connecting the south parking lot and the train platform will offer both elevator and stair access. In addition, a new multi-level accessible parking structure will be equipped with elevators, stairs and ramps, and a covered walkway will be provided between this structure and the station building. The new parking structure will include 14 barrier-free parking spaces. This project is expected to be completed by winter 2009.

Accessible GO Train Station Summary

By the end of 2010 it is anticipated that 55 out of 61 (or 90 per cent) of all GO Transit train stations will be designated accessible. Please see the accompanying table and map for details.

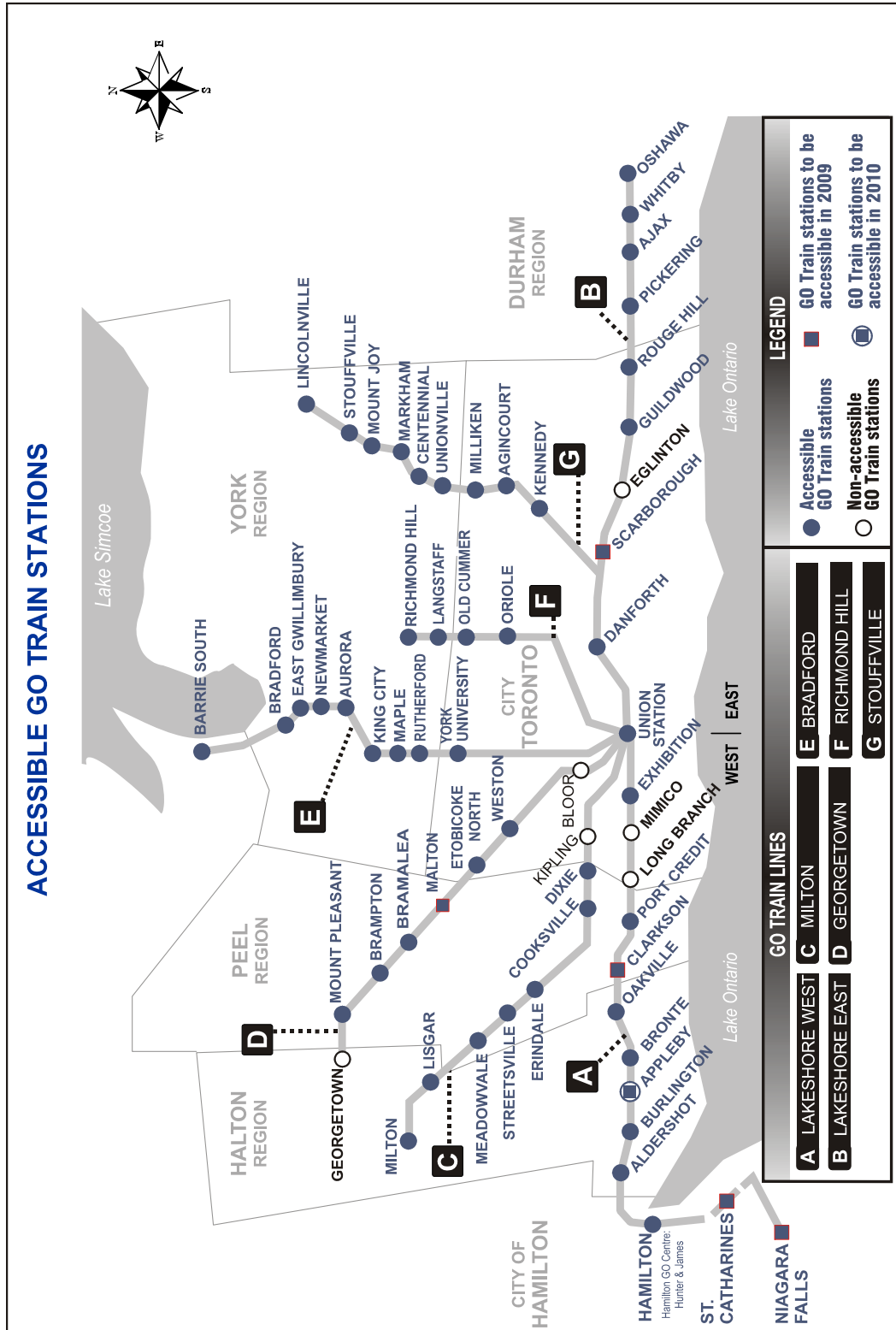
TABLE 1

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

Station names in bold font and highlighted in **blue** are or will be designated accessible in 2009. Station names in bold font and highlighted in **yellow** will be designated accessible in 2010.

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

2009 and 2010 Accessible GO Train Stations



Additional Measures GO Transit is Taking to Remove Barriers

Updated design standards will ensure that:

1. All ticket sales positions in new stations and in stations undergoing refurbishment are designed to have broader accessibility features. Previously only one ticket sales position at any station was designated accessible.

Stations that have been or 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 Sales Counters



2. Wider doors are being installed at all elevator vestibules to allow for the passage of WMAs. Stations that have been or 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 Transit Station Initiatives

Static Signage – System-wide

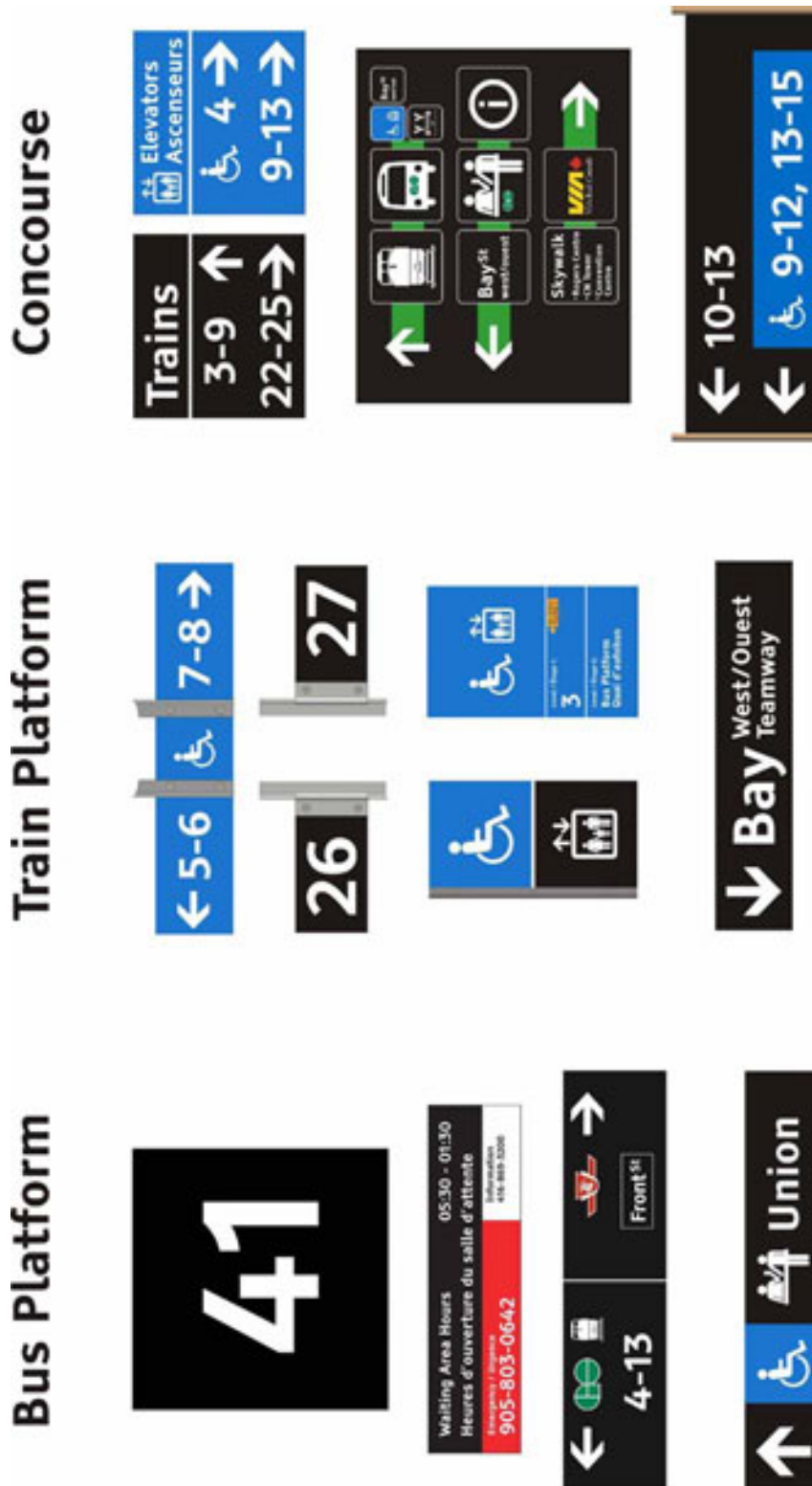
GO Transit is continuing to increase the use of internationally recognized pictograms wherever possible in its signage to address language and cognitive barriers. Design standards are being developed to ensure consistency with regards to an easily identifiable font and contrasting colours suitable for general signage in the transit environment.

Union Station Static Signage Project

Static signage in Union Station will be replaced as part of the station infrastructure improvement program. The new signs will address GO Transit customer needs as well as heritage requirements and the needs of VIA Rail and the City of Toronto. The signs will conform to Canadian National Institute for the Blind and Canadian Standards Association recommendations for use of colour (dark background with white text), contrast (minimum 70 per cent contrast between background colour and sign graphics), character height and viewing distances, capitalization of text (upper/lower case), simple graphics and language and way-finding signs placed in expected locations perpendicular to the direction travelled. The new signs will also be similar to those used by the TTC, creating a visual connection to the subway signage.

The signs shown here are indicative of the new format and will provide a strong visual cue for all customers using the station.

The following are examples of graphics that are intended for designated areas:



Platform Elevator Signs at Union Station Track Level



Platform Sign at Union Station Bus Terminal



The new signage system will also identify accessible routes through the station which will guide customers needing additional assistance.

New signage for the Union Station Bus Terminal, train platforms and Union Station concourse areas have been implemented. A complete review of the signage by an independent party will be undertaken to determine if any improvements or modifications are needed.

Port Credit Station Static Signage Pilot Project

A comprehensive static signage pilot project was undertaken at this station. The scope of this project included the provision across the entire facility of signs with pictograms, updated font type and sizes and bilingual signage wording for facility way-finding, as well as updated signs in the station building, tunnel, bus and train platforms, park & ride lot and kiss & ride area. The signs were designed to conform to established CSA recommendations for contrast (minimum 70 per cent contrast between background colour and sign graphics), character height and viewing distances, capitalization of text (upper/lower case), simple graphics and language.

A complete review of the signage at this location will be undertaken to determine if any improvements or modifications are needed.

Key Map (enlargement) – Information Kiosk



Way-finding – Pedestrian Tunnel



Way-finding – Train platform



Designated Waiting Area on GO Station Platforms

GO Transit is developing a method to direct customers waiting on train platforms to the accessible railcar in which a trained Customer Service Ambassador is located. The two elements under consideration are: applying blue non-slip paint to the surface area of the platform adjacent to where the staffed coach will stop and installing way-finding signs from the entrance of the platform to the designated area.

A pilot installation of these elements will be developed and implemented at Port Credit Station. Once an assessment has been completed it will be determined whether this will be effective for all train platforms.

Pilot Project – Blue Non-slip Painted Surface on Mini-Platform and Surrounding Area



Pilot Project – Way-finding Signage at Mini-Platform



Static Signage (Regular Signs) – *French Language Services Act* Compliance (bilingual)

The objective under the GO Transit French Language Services (FLS) Plan is for the provision in both English and French of all permanent and temporary static interior and exterior signage in areas accessible to the public. Corporate signage design standards shall be refined based on pilot projects undertaken under item 2B-10 (Static Signage- Regular Signs) of the GO Transit FLS Plan.

A system-wide implementation program will be developed based on updates to corporate static signage design standards.

Corporate Static Signage Design Standards

GO Transit is in the process of developing Corporate Static Signage Design Standards. The purpose of these standards is to ensure that the content of static information and way-finding signage is consistent and clear across the entire GO system. This includes all GO rail stations, bus terminals and bus stops; signage for construction projects; interior signage for trains and buses; and street and highway “trailblazing” signage. The above noted projects will serve as key input in this standard development process.

The Static Signage Design Standards will also be in compliance with:

- a) The requirements of the ODA, 2001; the AODA, 2005 and associated (evolving) standards, when they become regulation;
- b) *French Language Services Act*;
- c) Railway operating rules;
- d) *Freedom of Information and Protection of Privacy Act*; and
- e) GO branding guidelines.

These standards will maximize the use of industry standard graphics and pictograms and minimize the use of words as much as possible. It is forecasted that the development of updated corporate static signage design standards shall be concluded by the end of the 2009/10 fiscal year.

Public Information System (PINS)

PINS Departure Boards On-Line

Train and bus departure information from Union Station was made available on GO's public website in March 2008. Customers also have the option to view departure information using their PDAs.

PINS on the Web Project Completed in May 2008

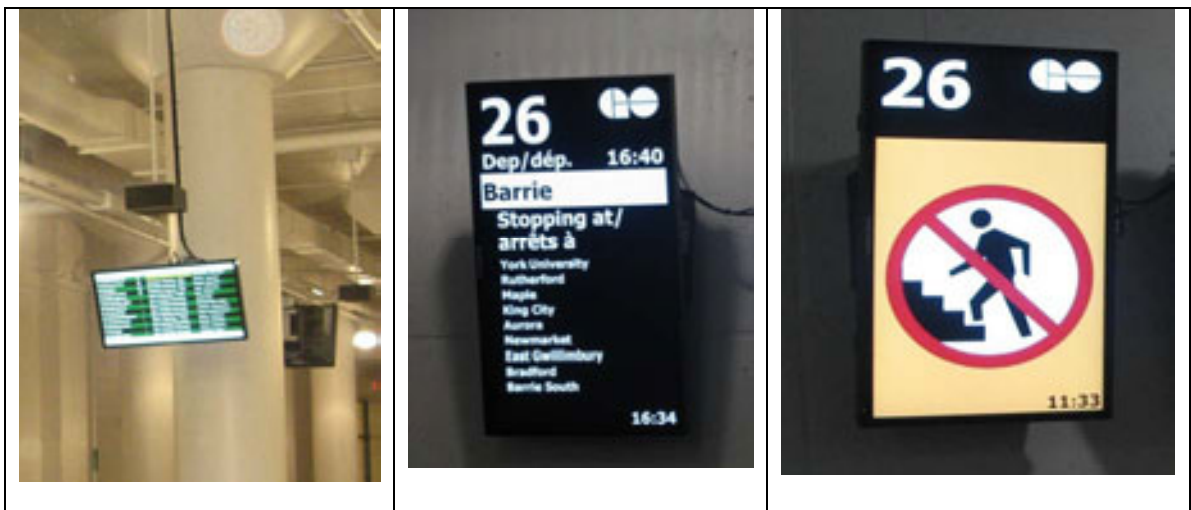
 Service	Pltfrm	Information	Destinations
13:40 East Gwillimbury	45	Proceed / Avancez - Bus	Aurora - Newmarket Term -
13:40 Lisgar	43	Proceed / Avancez - Bus	Erindale - Streetsville -
13:40 Uxbridge	47	Proceed / Avancez - Bus	Unionville - Centennial Stn -
13:40 Richmond Hill	46	Proceed / Avancez - Bus	Langstaff - Richmond Hill.
13:43 Lakeshore W.	5	Proceed / Avancez - Train	Exhibition - Mimico -
13:50 Milton/Miss	-	Bus / Autobus Terminal	Meadowvale Stn - Milton.
13:50 Square One	-	Bus / Autobus Terminal	Dixie Stn - Cooksville -
13:50 Bramalea City Center	-	Bus / Autobus Terminal	Malton - Bramalea Stn -
13:50 Brampton	-	Bus / Autobus Terminal	Shopper's World - Brampton.
14:00 Hamilton QEW	-	Bus / Autobus Terminal	Hamilton Exp..
14:00 Lisgar	-	Bus / Autobus Terminal	Erindale - Streetsville -
14:00 Bramalea City	-	Bus / Autobus Terminal	Malton - Bramalea Stn -

13:40

Union Station Platforms 26/27 Signage

New concourses at Union Station leading up to newly-built platforms 26/27 were equipped with PINS LCD signs advising customers of trip departure information. In addition, LCD gate signs were installed at the bottom of each stairwell leading up to platforms 26/27. The gate signs are a new type of display that will be mounted at the bottom of each stairwell to provide customers with departure information for the specific train boarding from that platform.

PINS and Gate Signs at Concourse Level (Platforms 26/27)



Platform LED Signs (Platforms 26/27)

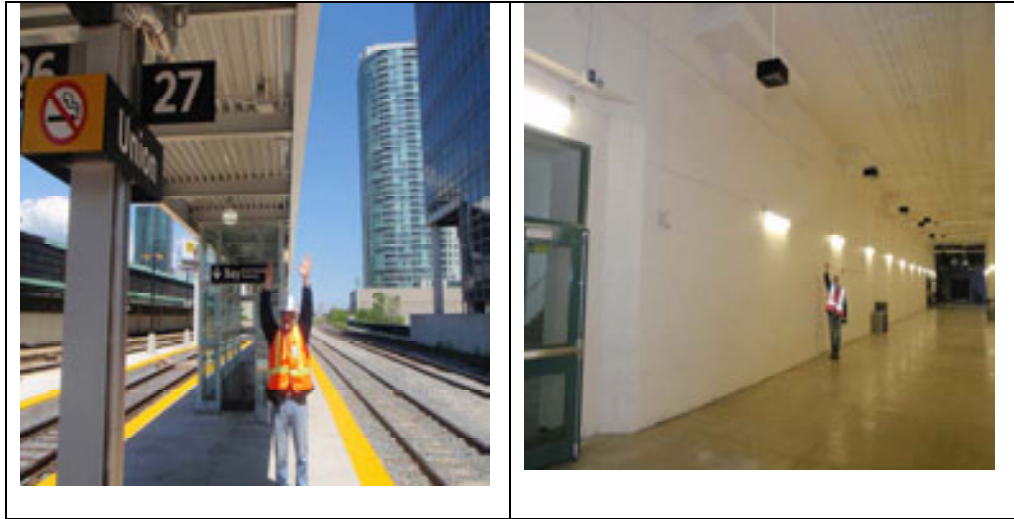


PINS LED displays were installed at track level, providing customers with departure information for their next train trip.

Post-implementation recommendations led to the following changes:

- Installation of eight (8) additional LEDs on platforms 26/27 (estimated completion date March 2010)
- Installation of 2 PINS LCD signs at the concourse level (estimated completion date March 2010).

Installation of Additional Track-level and Concourse Level PINS LED/LCD Signs



Additional PINS LCD signs at Union Station

In addition to the above, additional PINS sign locations were identified within the York West teamway. These electronic LCD signs are expected to be installed by March 2010.

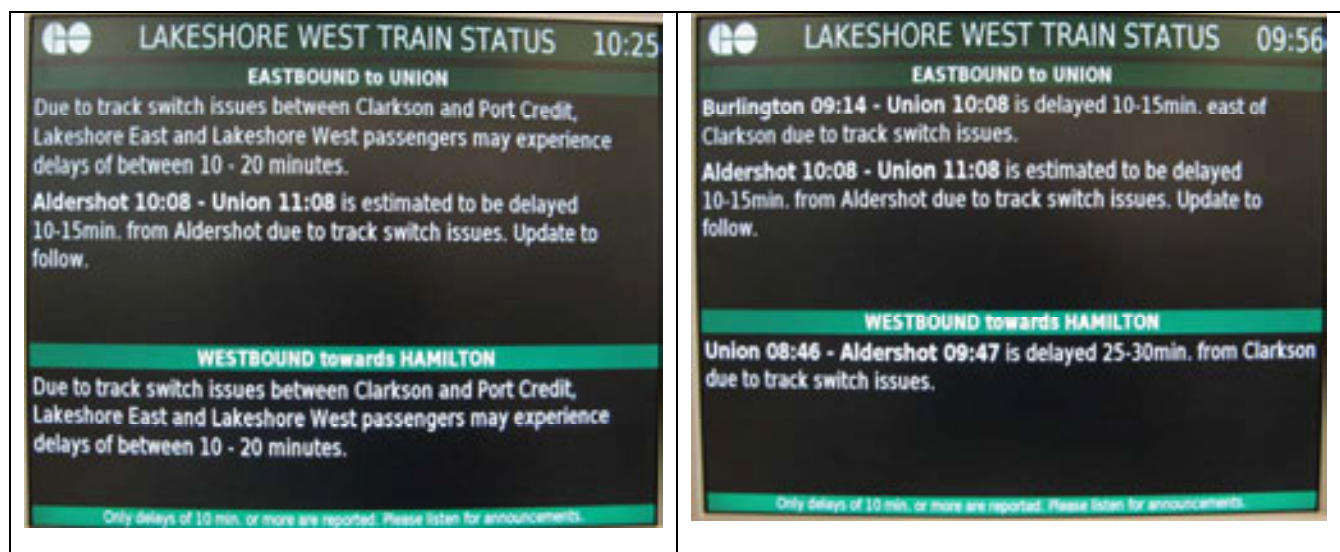
Additional PINS Locations within York West Teamway



Station Service Status System (S4)

A train service status pilot project for the Lakeshore West line was completed in the summer of 2008. This was followed by the installation of additional electronic signs at most GO stations. All corridors went live with the electronic signage initiative by March 2009.

Train Service Status Information – Live on all Corridors March 2009 (delays of 10 minutes and more)



Richmond Hill Corridor Electronic Signage Pilot Project

With the completion of the first phase of the station service status system, all LED signage infrastructure on the Richmond Hill corridor will be dismantled (expected completion by October 2009). This will be replaced by e-signage on the platforms advising customers about the arrival and departure of train trips.

Rail and Bus Equipment

Accessible Railcars

GO Transit currently operates a fleet of 45 accessible coaches with two more on order for delivery in late 2009, bringing the total to 47.

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

Accessible Bi-Level Coach



Platform Bridge Plate



All accessible railcars have a range of features to accommodate disabled customers and allow them to travel freely on regular scheduled GO Trains.

Some of the easier access features include:

- One accessible washroom on the lower level, rather than the earlier generation non-accessible washrooms situated on the middle level).

Accessible Washroom



Features of the accessible washrooms include:

- Main level step-free access.
- Wider doorway.
- Push button toilets.
- Vanity sink with a knob-free faucet.
- Side and back grab bars.
- “D” style door handles that operate with minimal physical effort.
- Additional low level emergency alarm strips in accessible washrooms in the event that someone collapses.



- Washroom out of service sign



- Washroom door lock handle enhancement and easier to see HPPL signage.



Some of the features found on GO Transit's new accessible railcars include:

- Non-slip colour contrast flooring and photo-luminescent markings on floors, walls, stairs and doors. These markings are intended to delineate the aisle to aid customers with impaired vision and in emergency situations in which normal lighting has been lost.
- Yellow photo-luminescent stair edge moldings.
- Door closing warning light and chime.
- Exterior side doorstep lighting.
- Side entrance door "push back" feature. (Doors will reopen with greater ease if they encounter resistance when a customer is in the path of the door as it is closing).
- Flip-up Seats with a Hand Rail and Emergency Alarm Strip.



- End door “easy open” feature. (End doors permit access between adjoining railcars. New design requires approximately half the current force – less than 20 pounds – to open and close these doors).



- Automatic door operating (touch) sensor.



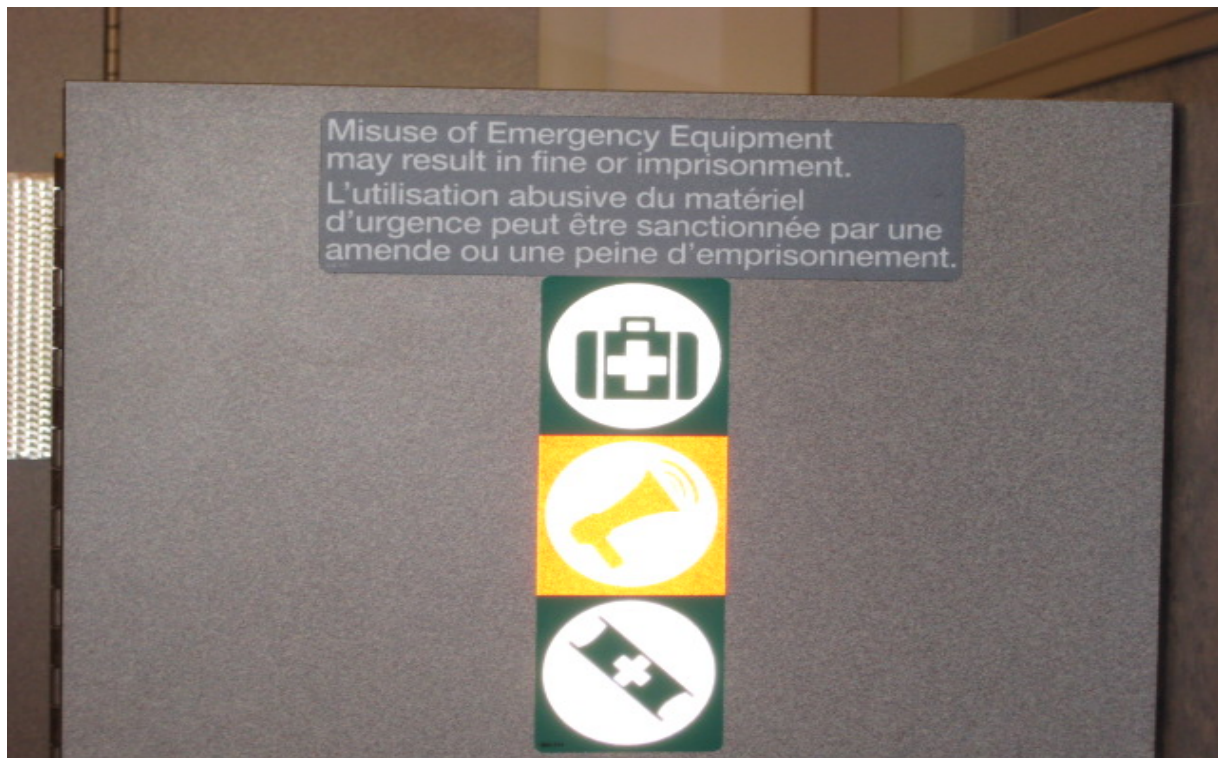
- New interior lighting provides glare free illumination.



Brighter main entrance door lighting.



Eighty (80) signs and decals are currently under review to ensure compliance with APTA, AODA and *French Language Services Act*. The estimated completion date of this review is October 2009.



An audible alarm and flashing warning light will be activated before the door closes on activation of door close switch which is also included in the railcar refurbishment program.



During loss of power to the coach car the HPPL (High Power Photoluminescence) serves as a guide to lead customers to safety.



Railcar Refurbishment Program

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

During this process the following accessibility features are added:

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

By the end of 2009, there will be a total of 58 coaches that will have gone through the refurbishment program.

Railcar Signage Review

The signage review is underway with the intention of rationalizing the number of signs, making the signs easier to read and understand, and using pictograms to replace words where possible. In addition, signs will be bilingual.

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

Bus Services

New Lift-Equipped Buses

In 2009, GO Transit replaced its remaining 12 non-accessible highway buses with the same number of new lift-equipped highway buses. 66 new lift-equipped highway buses were added to accommodate ridership growth. This increased the total accessible bus fleet size to 370 (340 highway buses and 30 suburban buses), or 100 per cent of GO Transit's fleet.

New Double-Decker (Highway) Buses

In 2009, GO Transit purchased 12 new low-floor double-decker buses. These buses are currently being used on the Highway 407/403 service.

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

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

Double Decker GO Bus



New Accessible Bus Routes

The following bus routes implemented accessible service (at all designated accessible GO Transit 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)

All train-bus routes now offer accessible services.

Also, a new accessible Waterloo Highway 401 Bus Service from Waterloo to Square One in Mississauga will commence on October 31, 2009.

GO Transit/York Region Transit (YRT) Joint Signage Project

GO and YRT are working together to enhance all shared locations in York Region by eliminating all shared signs. The idea is to share a single pole with separate individual transit signs on either side.



Accessible Bus Stop Inventory

GO Transit completed a detailed accessibility inventory of all bus stops throughout the entire service area. The results of the survey indicate that 80 per cent of GO Transit-owned rail station bus loop and terminal locations are now bus accessible, which is a 10 per cent increase from 2007.

GO has identified all accessible locations along Yonge Street in conjunction with the bus stop inventory to ensure they are clearly identified with an accessible decal by the year 2010.



Langstaff GO Station: (Street stops)

GO Transit is currently working with the municipality of York Region to arrange curb cuts and pavement markings at this location to improve safety and accessibility.

Centennial GO Station: (Street stops)

GO Bus Services have been successful in coordinating the upgrade of our street stop locations servicing Centennial GO Station. Upon completion, scheduled for summer 2009, these bus stops will be accessible.

Westbound: before upgrade



Eastbound: before upgrade



Near completion



Near completion



Bus Rapid Transit (BRT) System

GO Transit is in the process of planning and implementing a BRT system. Currently, Hwy. 407 Express Bus Services represents the first complete phase of GO BRT implementation.

Subsequent phases will include the staged development of BRT infrastructure such as park and ride lots/stations, bus lanes (transitway), etc. Also, all new BRT stations and bus shelters will be accessible in their design. The following map shows the ongoing BRT planning projects for 2009/10.

Current Bus Rapid Transit Planning Projects for 2009/10



Continued Front-Line Staff Training

Sign Language Training

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

Accessibility Refresher Training for Bus Drivers and Other Front-Line Staff*

The accessibility refresher training program for all GO Transit bus drivers and route supervisors covers the same topics/content as the initial accessibility training program. This includes a review of accessible features, policies and procedures, such as the operation of the lifts on all types of lift-equipped buses, and the securement of customers using WMAs 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 3 to 5 years depending on the level of direct interaction with customers and/or employees with disabilities. This training program is also provided as individual training needs are identified.

***NOTE:** Front-line staff includes: station attendants, transit enforcement staff such as officers and customer attendants and 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 route originates. Training is conducted with the specific type(s) of lift-equipped bus(es) that will be used on the route.

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

Sensitivity Training Program

GO Transit collaborated with experts in the field of public sensitivity to create a 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 receive this mandatory training. Refresher training for all employees will take place every three to five (3 – 5) years, depending on the level of direct interaction with customers and/or employees with disabilities.

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

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

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

5. **Measures Planned for 2010 to Enhance Universal Accessibility and Services**

Feasibility of Group Procurement of Specialized Transit Vehicles under the Transit Procurement Initiative

Metrolinx has received feedback from specialized transit service providers in Ontario that a joint procurement of specialized transit vehicles under the Metrolinx Transit Procurement Initiative (TPI) would be very useful. As a result, Metrolinx will explore the feasibility of joint procurement for specialized transit vehicles. This is in addition to the existing joint procurements for 12-metre low-floor diesel urban transit buses, 12-metre low-floor hybrid (diesel-electric) buses and 9-metre low-floor diesel buses. Vehicles procured under TPI incorporate the most advanced features to improve accessibility for persons with disabilities and seniors.

Review of Travel Training Programs in the GTHA

Travel training programs are offered by transit service providers to persons with disabilities (and sometimes seniors) in order to prepare these customers for safely and comfortably using accessible conventional transit services on their own. A review is being conducted to better understand the status of existing and planned travel training programs in the GTHA. A forthcoming workshop will bring together industry stakeholders to explore opportunities to expand the provision of travel training in the GTHA.

GO Transit Train Stations

In recent years improvements to the accessibility of GO Transit services have included: retrofitting existing stations with elevators to enable accessible rail service, adding an accessible bus route to and from newly-built train stations and adding lift-equipped buses to the fleet. These types of improvements will continue.

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

New Accessible Stations

Appleby - Lakeshore West Corridor

Station building and platform construction has commenced and involves the installation of three elevators and the relocation of the mini-platform to be closer to the elevators. New shelters and a snowmelt system will increase the accessibility of the station. This work is expected to be completed by spring 2010. In addition, the building is undergoing an accessibility assessment to determine whether it meets accessibility requirements. Subsequent detailed design will follow if modifications are required. Construction has begun in an effort to expand the existing parking facilities, where more barrier-free parking spaces will be created.

Accessibility Improvements to Existing Accessible Stations

Bronte - Lakeshore West Corridor

Increased parking facilities will include the addition of more barrier-free parking. This project is in the design stage and scheduled for completion in 2010.

Burlington - Lakeshore West Corridor

Efforts to increase accessibility in the station building include moving the ticket counters closer to the elevators and creating a barrier-free drop off with easier elevator access. In addition, the existing elevators will be replaced to maintain barrier-free access to the platform. The preliminary design for this project has been recently completed, and is moving to the detailed design stage.

Clarkson - Lakeshore West Corridor

A new parking structure is in its preliminary design stage and once completed will be accessible including an elevator and barrier-free parking.

Long Branch - Lakeshore West Corridor

A feasibility report will be completed to determine what is required to make the station accessible. This may include the addition of elevators and mini-platforms. The completion of the feasibility report is expected by winter 2009/10 with subsequent construction being completed by spring 2012.

Oakville - Lakeshore West Corridor

This station was originally accessible and the accessibility features have been maintained during current construction. A new platform is planned under the modified platform arrangement – essentially, the north platform will become an island platform to serve customers using the accessible train cars. A new north platform will be constructed to provide walk-up access. There will be modifications to the east tunnel to go below the new north track and the elevator and stairs. In addition, an increase in parking facilities will include the addition of more barrier-free parking. This project is in the design stage.

Cooksville - Milton Corridor

An accessible pedestrian overpass across Hurontario Drive and an elevator to the station platform is in its preliminary design stage. A feasibility study is under way to add an asphalt ramp which will connect Hwy. 10 to the north platform.

Erindale - Milton Corridor

A new accessible multi-level parking structure will include elevators adjacent to the station. The existing bus loop and its shelters will be altered to accommodate accessibility requirements. This project is in the planning stage.

Mount Pleasant - Milton Corridor

A parking facility expansion will lead to an increase in the amount of barrier-free parking.

Etobicoke North - Georgetown Corridor

Stairway access from the intersection of Kipling and Belfield will be replaced by an accessible ramp. This project is in the design stage.

Centennial - Stouffville Corridor

A new multi-level parking structure will be accessible including dropped curbs and barrier-free parking. Completion is expected by winter 2010.

Oriole - Richmond Hill Corridor

Although the existing pedestrian bridge is currently not accessible, non-slip treading, contrasting nosing and a hand-rail extension are being added. This project is in the design stage.

Unionville - Stouffville Corridor

Station building rehabilitation will include the addition of barrier-free washrooms and more accessible ticket counters.

Ajax - Lakeshore East Corridor

The design of a new tunnel and elevators will commence summer 2009. In addition, a new accessible multi-level parking lot will include elevators and increase barrier-free parking.

Oshawa - Lakeshore East Corridor

A new accessible tunnel including elevators is in the design phase.

Pickering - Lakeshore East Corridor

Station rehabilitation work is expected to commence in summer 2009 and will include enhanced accessibility features such as a fully accessible ticket

counter, access to both tunnels from the station building and barrier-free washrooms.

Scarborough Town Centre

GO Transit will install a new elevator and replace the existing ticket booth with a new accessible ticket kiosk. This work is currently in the design phase and is scheduled for completion in winter 2010.

Yorkdale and York Mills Bus Terminals

A feasibility study is currently underway to look at elevator access and improved bus lift deployment at bus platforms.

Improved Transit Integration

Kipling Inter-Regional Bus Terminal

Kipling Inter-Regional Bus Terminal is a planned new joint facility for use by GO Transit, TTC and Mississauga Transit. The plan includes a new terminal building with accessible ticket booths and washrooms, elevators, barrier free parking and kiss & ride lanes. Completion is slated for summer of 2011.

Other GO Transit Station Initiatives

Barrier-free Designated Parking Spaces

In 2008, there were 387 barrier-free designated parking spaces. This number has been increased to 423 in 2009. The total number of parking spaces available in 2009 is 53,034, an increase of 3,215 from 2008 when there were 49,819 spaces available.

At Maple Station, accessible parking has been increased by adding six new barrier-free parking spaces and a barrier-free ramp close to the accessible platform.

Station Signage

The design of the new Union Station and Port Credit Station signs, and the results of the independent review will be used to create a corporate signage manual. This document will include graphic standards, content recommendations (including French equivalence), information hierarchy, accessible information application standards, fabrication, application and placement standards. The sign manual is intended to ensure that all future signs used at GO Transit stations be maintainable, durable and cost effective.

Once this signage manual has been finalized, the new signs will be implemented at all GO Transit train stations and bus terminals. It is expected that the schedule for new signage system-wide implementation will be determined in 2009.

Rail and Bus Equipment

New-Generation Standard Bi-level Railcars

By the end of 2009 GO Transit expects to acquire an additional 35 new-generation standard bi-level railcars, increasing the percentage of these vehicles to 32 per cent of the total railcar fleet (151 out of 470 railcars). All new railcars will be equipped with the additional easier-access features as noted on pages 23 to 29 of this report under the heading Accessible Railcars.

All of the 35 railcars currently on order 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 2009 and 2011, 33 railcars will be refurbished each year.

New Lift-Equipped Buses

By the end of 2010 GO Transit expects to retire 10 of its first lift-equipped highway buses and three suburban buses while adding 2 Hybrid and 40 more lift-equipped highway buses to accommodate ridership growth. This will increase the total accessible bus fleet size to 401 (352 highway buses, 27 suburban buses and 22 double-decker buses).

Bus Rapid Transit (BRT) System

Existing Park & Ride Locations

A number of existing park & ride locations were upgraded in 2009 to improve customer amenities including accessibility, namely, Aurora Road and Hwy. 404, Major Mackenzie Drive and Hwy. 400 and Hwy. 9 and Hwy. 400.

New Park & Ride Locations

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

- QEW at Casablanca Boulevard (Grimsby): expected September 2009 to coincide with new Niagara Falls Bus service
- Hwy. 115 at RR 10 (Millbrook): Phase 1 expected September 2009 to coincide with new Peterborough bus service. Phase 2: expected 2010/2011
- Hwy. 401 at Martin Street/RR 25 (Milton): expected October 2009 to coincide with new Kitchener-Waterloo Bus service
- Hwy. 410 at Williams Parkway (Brampton): expected 2010/2011
- Hwy. 50 at Mayfield Road (Brampton): expected 2010/2011
- Hwy. 420 at Stanley Avenue (Niagara Falls): expected 2010/2011
- Hwy. 35/115 at Hwy. 2 (Clarington): expected 2010/2011
- Hwy. 407 at Brock (Pickering): expected 2010/2011

- Bolton North (Bolton): expected 2010/2011
- Airport Rd. 2010/2011
- QEW at Mountain Road (Niagara Falls): expected 2011/2012
- Hwy. 404 at Woodbine Avenue (Markham): expected 2011/2012
- Hwy. 404 at Ravenshoe Road (Georgina): expected 2011/2012
- QEW at Lake Street (St Catharines): expected 2012/2013
- Hwy. 8 at Sportsworld Drive (Kitchener): expected 2012/2013

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

- Crawford Drive at Harper Road (Peterborough): expected 2010/2011
- Hwy. 407 at Trafalgar Road (Oakville): expected 2010/2011
- Hwy. 407 at Bronte Road (Oakville): expected 2011/2012
- Hwy. 407 at Dundas Street (Burlington): expected 2011/2012
- Hwy. 401 at Townline (Cambridge): expected 2011/2012

Hwy. 407 & Hurontario Park & Ride

The Hwy. 407 & Hurontario Street park & ride in Mississauga opened in 2009. It is located in the south-east quadrant of the highway interchange with access from Topflight Drive. It consists of 100 parking spaces and four bus platforms with a fully accessible heated BRT shelter.

Hwy. 407 & Hurontario Park & Ride - Fully Accessible Heated BRT Shelter



Hwy 407 - Transitway Corridor

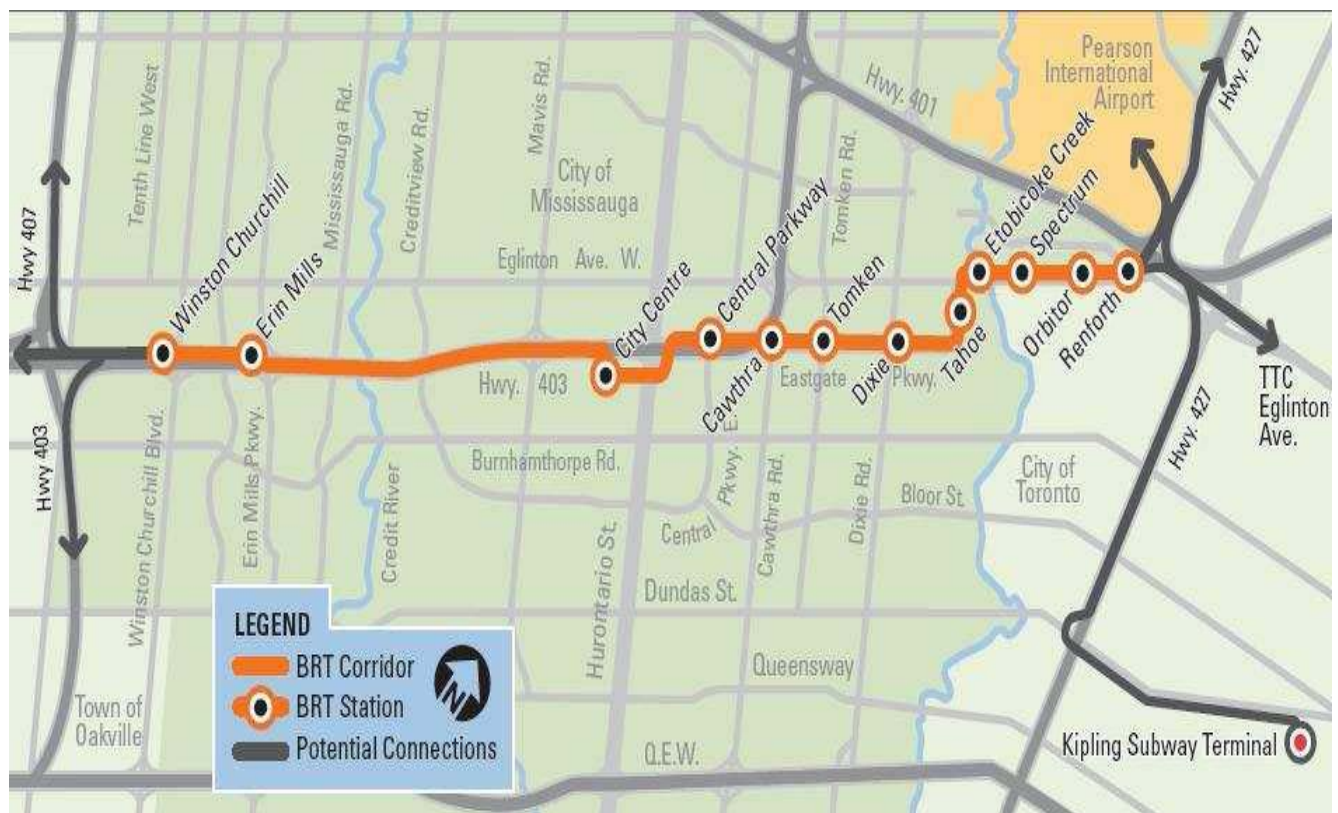


Mississauga Bus Rapid Transit

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

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

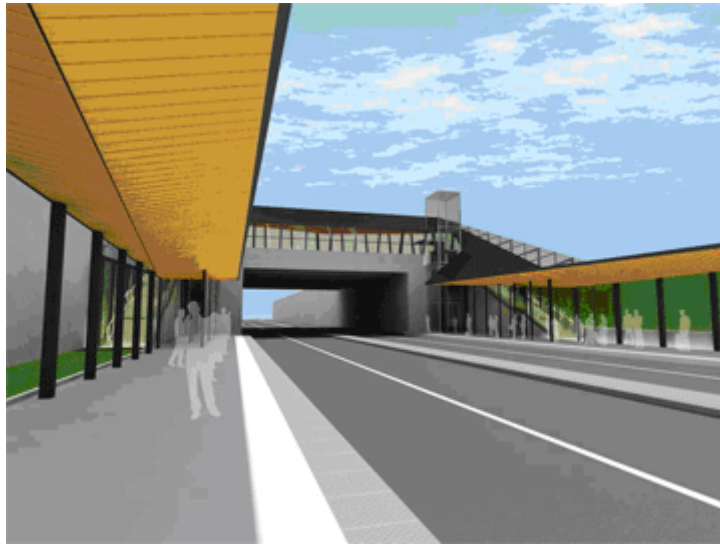
Alignment of the Mississauga Bus Rapid Transit



Bus Rapid Transit Station Design Concepts

Warning strips and other tactile indicators on platform edges and stairwells will be featured. Audible announcements of stops and arriving buses, as well as changeable message boards to visually indicate arriving buses, are integral to the design.

Platform Level Rendered View



Bus Rapid Transit Station Rendered View



Street level entrances will be wide and free-flowing with clear way-finding signage to get customers to and through the station.

Overhead Rendered View of a Typical Below-Grade Bus Rapid Transit Station



All below-grade stations will have elevator access, while at-grade

6. Appendices

(a) Appendix 1

Long Term Plan for Future Accessible Stations

Fiscal Year	2011/12	2012/13	2013/14	2014/15	2015/16
Lakeshore West Corridor					
Long Branch Station			A		
Mimico Station			A		
Lakeshore East Corridor					
Eglinton Station	A				
Milton Corridor					
Kipling Station	A				
Georgetown Corridor					
Georgetown Station	A				
Bloor Station					A
Barrie Corridor					
Allandale	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

(b) Appendix 2

Easier Access Station Features

The following easier access features are incorporated into all GO Transit Train Stations¹ and bus terminals as a standard design practice:

1. Pedestrian crosswalk delineation 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 persons with disabilities.
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 area and Customer Service Centre, GO elevators, train platforms and building entrances). Also, these features have now been incorporated into GO Transit’s Station Design Standards.