



ACCESSIBILITY PLAN 2009

September 2008



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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 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 2009 Plan is to describe the measures the agency has taken in 2008 and will undertake during 2009 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, passengers 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 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 north-east; 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, 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 and/or hidden disabilities who use GO Transit is difficult to determine. Overall, GO Transit 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 Transit's existing accessible bus routes combined. However, a broader indicator of GO Transit use by persons with a disability in general 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 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
- 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 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. 2008), including changes to identified measures and additional information. The second part identifies the planned initiatives for the coming year (i.e. 2009).

4. Measures GO Transit Has Taken to Remove Barriers for People with Disabilities in 2008

The information contained in this section addresses the status of the initiatives that were documented in GO Transit's Accessibility Plan for 2008. Many of the initiatives from the 2008 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 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 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 2008.

New Accessible Stations

Barrie South GO Station – Bradford/Barrie Corridor

Barrie South Station is located north-east of Maplevue Drive (Molson Park Drive) and Yonge Street/Highway 11, and is the last stop on the Bradford/Barrie Corridor.

Construction of this new accessible station was completed in December 2007. Amenities include rail side platform, mini-platform,

ticket vending machines, accessible parking and bus loop for GO Transit and Barrie Transit buses.

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 resulted in construction delays, the work at this station was completed in July, 2008.

Tunnel Entrance Elevator at Erindale Station



Lincolnville GO Station (referred to as Stouffville North in the 2008 Accessibility Plan) - Stouffville Corridor

Lincolnville is located north-east of the Stouffville GO Station at the Tenth Line and Bethesda Sideroad, and is the last stop on the Stouffville Corridor. The new station was built next to the Stouffville layover facility and includes three centre rail platforms complete with mini-platforms and accessible parking, a 150-space parking lot, kiss & ride drop-off area, bus loop, accessible platforms, and automated ticket vending machines.

The project was completed in September, 2008.

Meadowvale GO Station – Milton Corridor

The installation of elevator service and a mini-platform were originally planned for late 2007/early 2008. However, design changes to the rail platform resulted in the relocation of the elevator to a more favourable location for accessibility, which resulted in construction cost savings.

The project is scheduled for completion in December, 2008.

Accessible GO Train Station Summary

By the end of 2008 it is anticipated that 49 out of 59 (or 83%) of all GO Transit Train Stations will be designated accessible. Please see the accompanying table and map for details.

TABLE 1

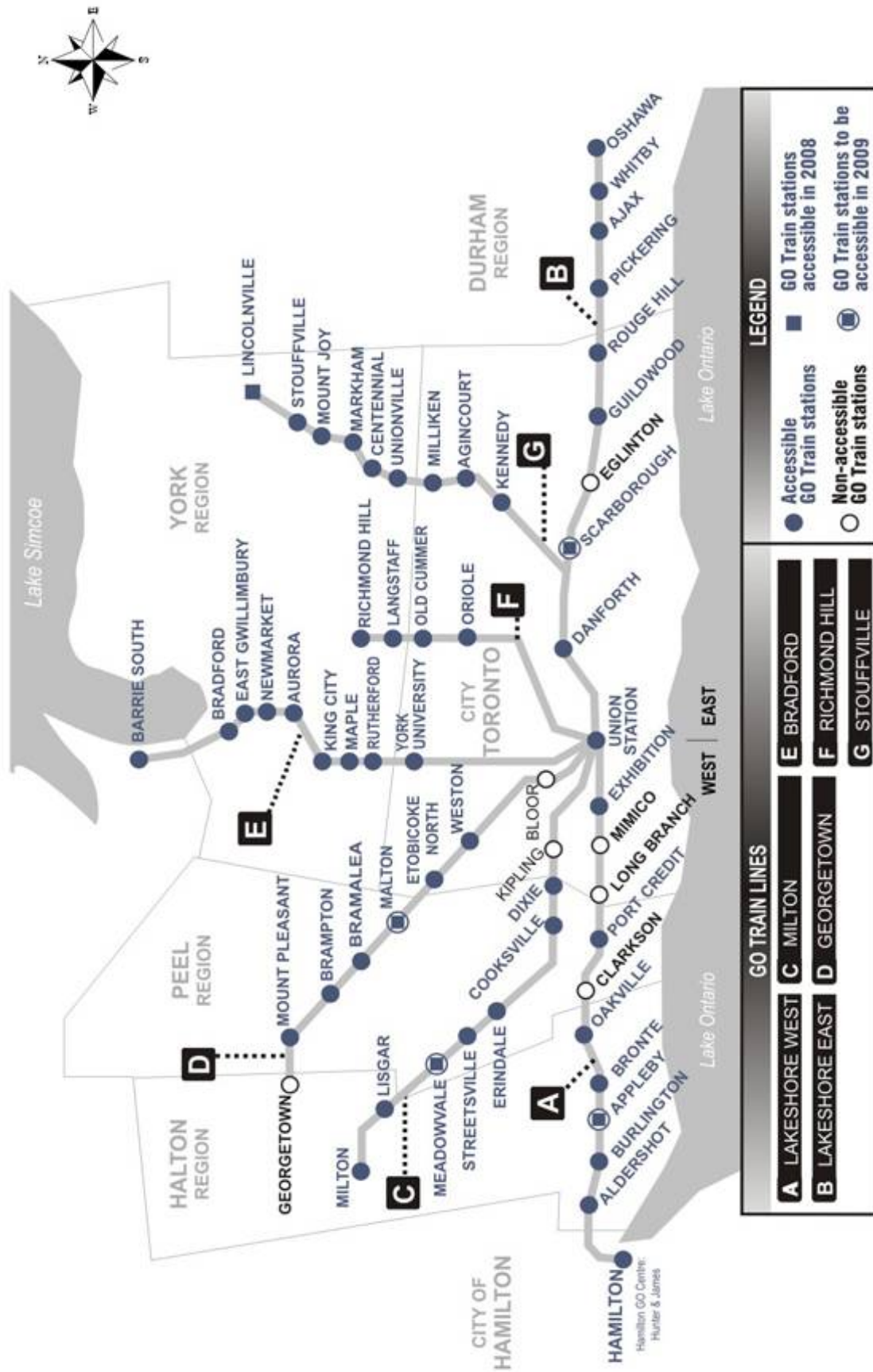
ACCESSIBLE STATIONS ON GO TRANSIT RAIL LINES						
Lakeshore		Milton	Georgetown	Bradford	Richmond Hill	Stouffville
East	West					
Oshawa Whitby Ajax Pickering Rouge Hill Guildwood Scarborough Danforth	Exhibition Port Credit Oakville Bronte Appleby Burlington Aldershot Hamilton GO Centre	Dixie Cooksville 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 Lincolnville
Union Station**						

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

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

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

ACCESSIBLE GO TRAIN STATIONS



Accessibility Improvements to Existing Accessible Stations

Ajax GO Station – Lakeshore East Corridor

All three ticket sales positions were modified to enhance accessibility in April, 2008.

Aldershot GO Station – Lakeshore West Corridor

Recent improvements include replacing the existing wheelchair lift devices with elevators, and the addition of a new track and side platform complete with a mini-platform. The project was completed in September, 2008.

New Mini-Platform at Aldershot Station



Brampton GO Station – Georgetown Corridor

A number of new accessibility features was recently added to Brampton Station, including a new west tunnel and south platform with accessible connections to the parking lot and Brampton Bus Terminal, two new elevators, and a mini-platform.

This work was completed in March, 2008.

Hamilton GO Centre – Lakeshore West Corridor

Enhancements to accessibility features at this station involve modifying all ticket sales positions to improve accessibility. The project was completed in May, 2008.

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

Accessible Ticket Sales Positions at Hamilton GO Centre



Langstaff GO Station – Richmond Hill Corridor

GO Transit cost-shared with York Region to build an accessible pedestrian bridge between Langstaff GO Station and the Richmond Hill Centre Bus Terminal. This connection now provides an important accessible network link between York Region Transit/VIVA and GO Transit services, expanding accessible transportation options.

The bridge was completed in June, 2008.

Pedestrian Bridge at Langstaff Station



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 now 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 wheeled mobility aids. 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

Signage Project – System-wide

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

Another objective under this project is for the provision of all permanent and temporary static interior and exterior signage in areas accessible to the public in both English and French.

Union Station 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 passenger needs as well as heritage requirements and the needs of VIA Rail and the City of Toronto. The signs will conform to CNIB and CSA recommendations for use of colour (dark background with white text), contrast (minimum 70% contrast between background colour and sign graphics), character height and viewing distances, capitalization of text (upper/lower case), simple graphics and language, and wayfinding signs placed in expected locations perpendicular to the direction traveled. 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 passengers using the station.

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

Bus Platform



Train Platform



Concourse



Platform 1 Elevator Signs at Union Station Track Level



Platform Sign at Union Station Bus Terminal



The new signage system will also introduce accessible routes through the station, which will guide passengers needing additional assistance.

New signage for the Bus Terminal, train platforms and Union Station concourse areas will be implemented in Fall, 2008. 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 Pilot Static 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 and rail platforms, park & ride lot and kiss & ride signs. The signs will also conform to established CSA recommendations for contrast (minimum 70% contrast between background colour and sign graphics), character height and viewing distances, capitalization of text (upper/lower case), simple graphics and language.

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

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

The timing of this system-wide implementation of static signage is forecast for commencement in 2009.

Designated Waiting Area on GO Station Platforms

GO Transit is developing a method to direct customers to the accessible railcar where a 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 at Port Credit Station in Fall, 2008. Once an assessment has been completed, it will be determined whether this will be effective for all GO Transit train platforms. The intent is to complete implementation at all locations by end of 2009.

Public Information System (PINS)

Union Station Track-Level Signage

In late 2008, a new accessible island platform between tracks 13 and 14 will be completed. Each platform side will be equipped with 4 double sided LED signs. New concourses at the south-west and south-east ends of the building will be opened for access to this platform, equipped with electronic departure boards and gate signs. The gate signs will be a new type of display that will be mounted at the bottom of each stairwell and provide customers with departure information for the specific train boarding from that platform.

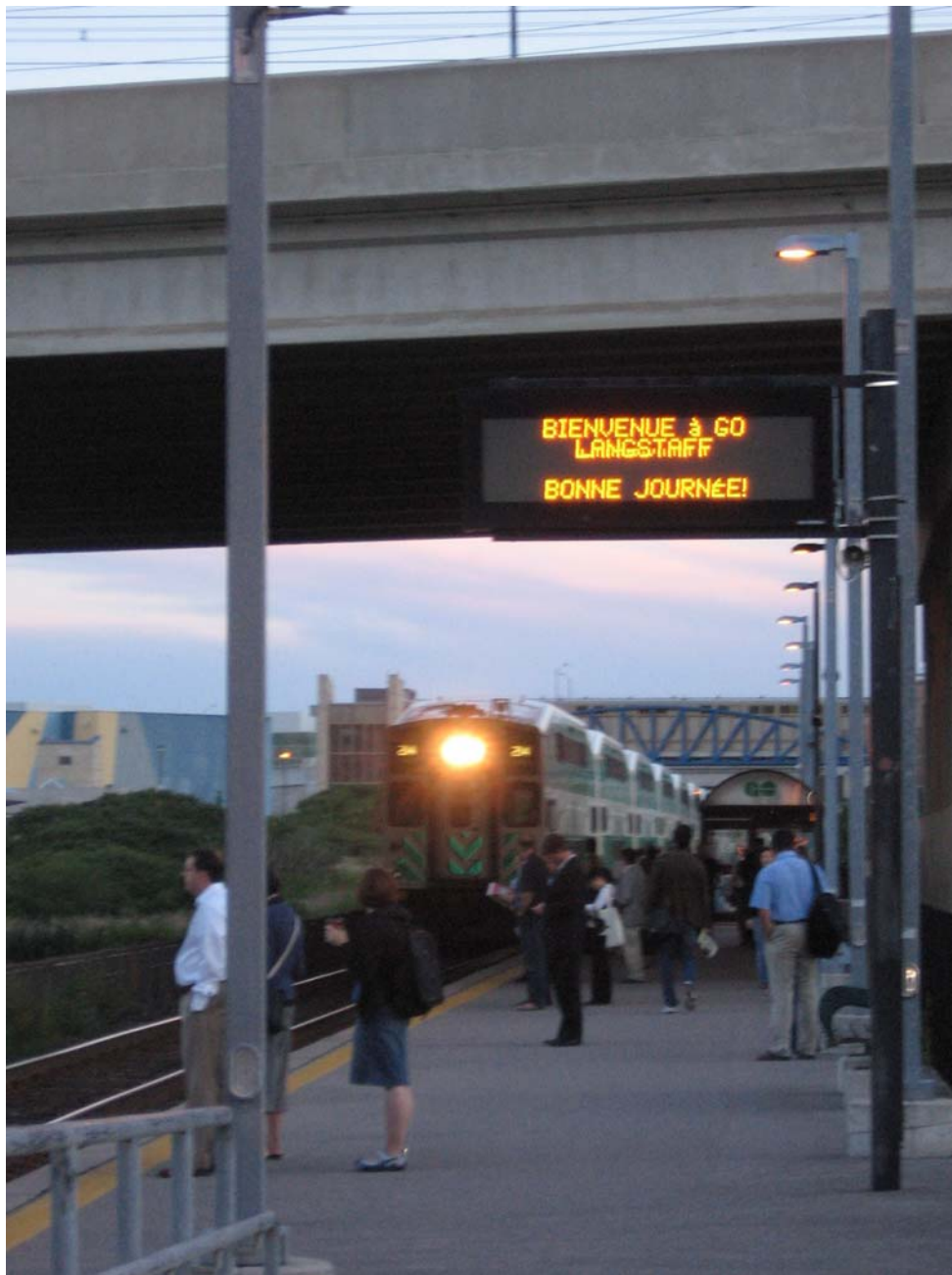
Lakeshore West Corridor Pilot Project

Stations between Port Credit and Burlington on the Lakeshore West corridor have been equipped with an electronic video monitor in the main station building that provides customers with service status information on delays of greater than 10 minutes on that corridor. By the end of 2008, all stations will be equipped with electronic monitors.

Richmond Hill Corridor Electronic Signage Pilot Project

The electronic platform signage installed at each of the stations on the Richmond Hill corridor will continue to be updated by the local Station Attendant until it is replaced by new centralized dynamic Station Signage.

Electronic Sign at Langstaff GO Station



Rail and Bus Equipment

Accessible Railcars

GO Transit currently operates a fleet of 45 accessible coaches and a further two are on order for delivery in late 2008, bringing the total to 47.

On a GO Transit train the fifth coach from the locomotive 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 member of the train crew is also positioned in this coach.

Accessible Bi-Level Coach



Platform Bridge Plate



All accessible railcars have a range of features to better accommodate disabled passengers and allow them to travel freely on a regular scheduled train service on the GO Transit network.

Some of the easier access features include:

- One accessible washroom on the lower level, identical to the ones in GO Transit's current accessible railcars (rather than the earlier generation non-accessible washrooms situated on the middle level).

Accessible Washroom



Some of the accessibility features in 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.

Flip-up Seats with a Hand Rail and Emergency Alarm Strip



- 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 passengers with impaired vision and in an emergency situation when normal lighting has been lost.
- Yellow photo-luminescent stair edge mouldings.
- 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 when it is closing.)
- 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.)

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

- Automatic end doors installed so that passengers can move freely between coaches without any effort required to pull open the doors.



- Automatic door operating (touch) sensor.



- New interior lighting provides glare free illumination.



- Brighter main entrance door lighting.



- Additional low level emergency alarm strips in accessible washroom in the event that someone collapses to the floor.



Railcar Refurbishment Program

The 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 closing warning light and audible chime.
- Door recycling function.
- Brighter glare-free general interior lighting.
- Brighter interior stairwell and exterior door step lighting.
- Audible and visual door closing indication.
- Additional low level emergency alarm strips in accessible washroom.

By the end of 2008, there will be a total of 58 coaches that will have gone through the refurbishment program.

Railcar Signage Review

The signage review is still underway with the intention of rationalizing the number of signs, making the signs easier to read and understand, and using pictograms to replace verbiage where possible. In addition, signs will be bilingual (i.e. English and French).

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

Bus Services

New Lift-Equipped Buses

In 2008, GO Transit replaced its remaining 12 non-accessible highway buses with the same number of new lift-equipped highway buses. We also retired 10 of our first lift-equipped highway buses and added 68 more new lift-equipped highway buses to accommodate ridership growth. This increased our total accessible bus fleet size to 362 (332 highway buses and 30 suburban buses), or 100% of GO Transit's fleet.

New Double-Decker (Highway) Buses

In 2008, GO Transit purchased 12 new low-floor double-decker buses. These buses are currently being used on the Highway 407/403 service.

NOTE: These 12 buses are in addition to our total accessible bus fleet size of 362 for 2008.

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.
- Passenger “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 new 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)

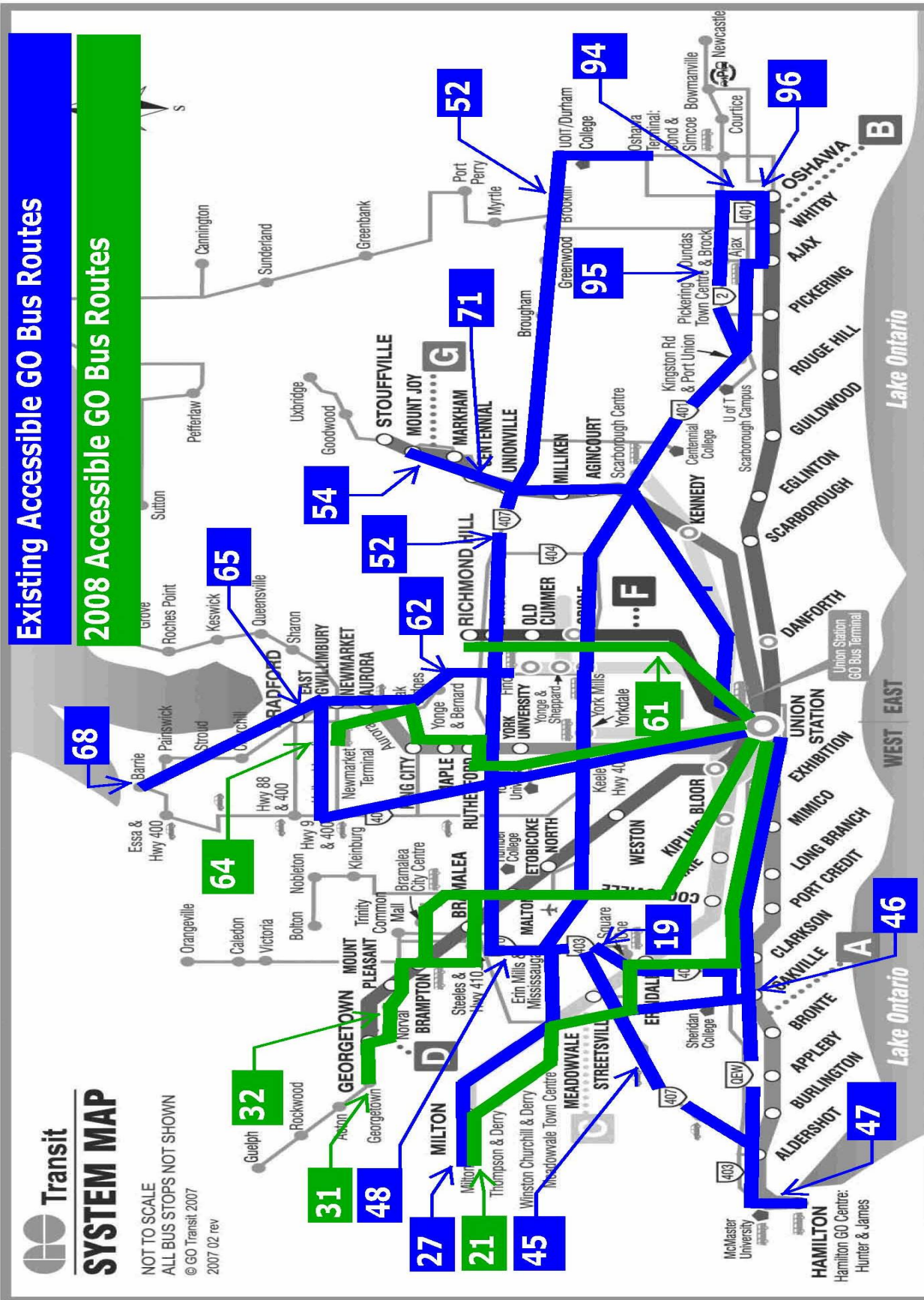
North Corridor

- 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.



Accessible Bus Stop Inventory

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

Bus Stop Announcements

It is our long-standing policy to provide stop announcements to our customers on all train and bus services. Manual bus stop announcements are made at the following times and/or locations:

- Prior to departure, including destination information and all connecting services.
- At destination terminal locations informing passengers of all connecting buses, including the boarding platform number.
- On arrival at all bus trip terminus points.

In the light of recent Ontario Human Rights Commission decision affecting the Toronto Transit Commission, GO Transit revised its policy on the announcements drivers are expected to make. Effective May 22, 2008, drivers make announcements on approaching every bus stop.

Example of an Accessible GO Bus Stop Sign



Sample of a GO Bus Stop Announcement Guide



Bus Stop Announcement Guide

Route 69

Effective April 9, 2008



Bus Services



Route 69

Southbound

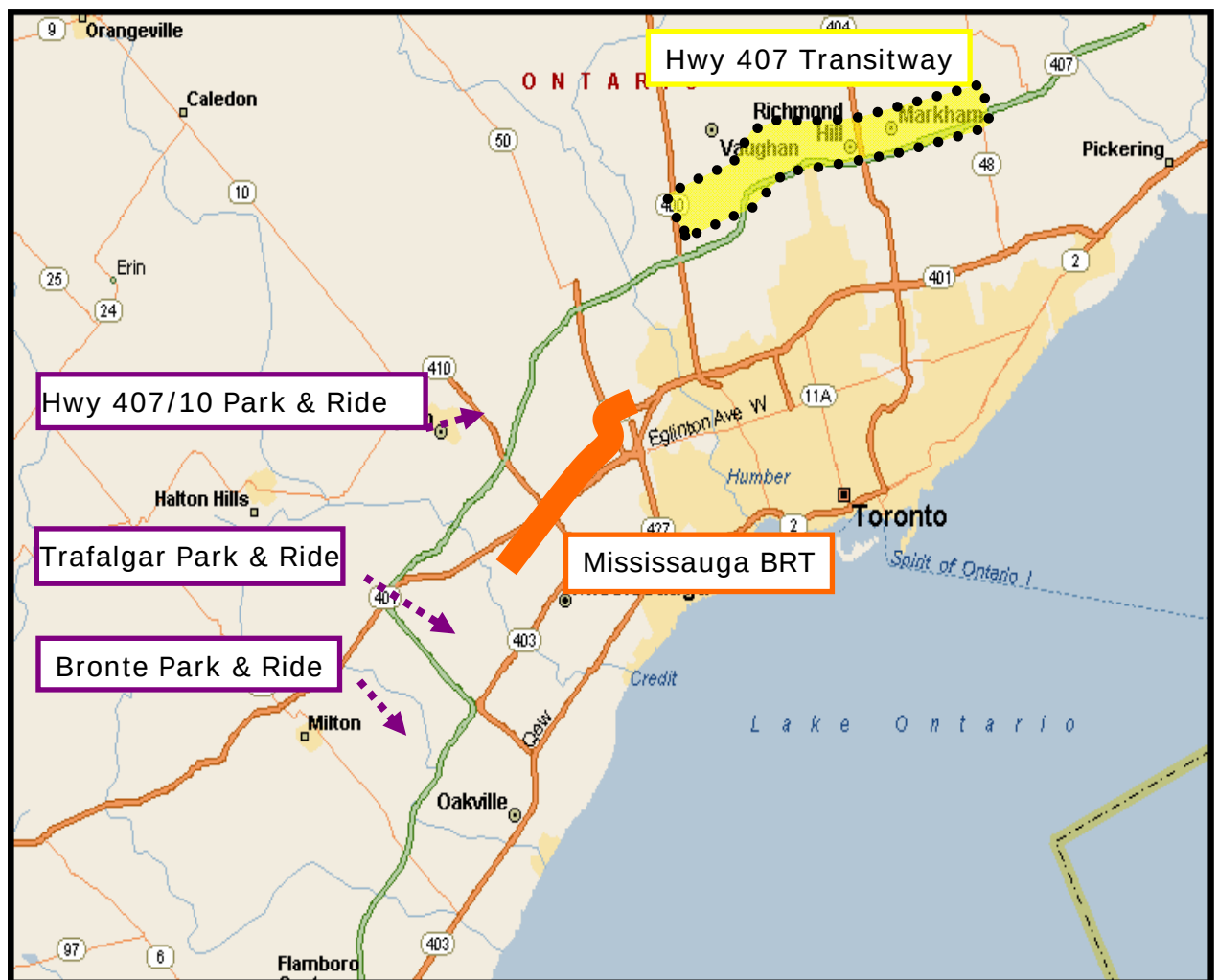
On Street	At Street
Metro Rd N	Woodbine Ave
Metro Rd N	Clarlyn Dr
Metro Rd N	Old Homestead Rd
Metro Rd N	Nida Dr
Metro Rd N	Church St
Simcoe St	The Queensway S
The Queensway S	Cedar St
The Queensway S	Parkview Rd
The Queensway S	Silas Blvd
The Queensway S	Garden Ave
The Queensway S	Metro Rd S
The Queensway S	Cameron Cres
The Queensway S	Mac Ave
The Queensway S	Wynhurst Rd
The Queensway S	Bayview Ave
The Queensway S	Pine Beach Rd
The Queensway S	Glenwoods Ave
The Queensway S	Lakeview Blvd
The Queensway S	Hollywood Dr
The Queensway S	Walter Dr
The Queensway S	Crestview Blvd
Leslie St	Ravenshoe Rd
Leslie St	Queensville Sdrd
Leslie St	Milne Lane
Leslie St	Mount Albert Rd
Leslie St	Mount Albert Rd
Leslie St	Ward Ave
Leslie St	Colonel Wayling Blvd
Leslie St	Green Lane E
East Gwillimbury GO Station	

Bus Rapid Transit (BRT) System

GO Transit is in the process of planning and implementing a Bus Rapid Transit system. Currently, our Highway 407 Express Bus Services represent the first complete phase of the GO BRT planned implementation.

Subsequent phases will include the staged development of BRT infrastructure such as park & ride lots/stations, bus lanes (transitway), etc. Also, all new BRT stations and bus shelters will be accessible in their design. The following map (Figure 7) shows the ongoing BRT planning projects for 2008/09.

Current Bus Rapid Transit Planning Projects for 2008/09



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. 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 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 (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 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:

- 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 2009 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 Transit.

New Accessible Stations

Appleby GO Station – Lakeshore West Corridor

To make Appleby Station accessible for wheeled mobility aids and non-ambulatory persons, the work to be completed will include the addition of elevators, a new pedestrian tunnel, mini-platform, rail platform canopies and a snow-melt system.

This project is expected to be completed in late Fall, 2009.

Malton GO Station – Georgetown Corridor

The current project includes a new north tunnel and west platform complete with accessible ramp and elevator and additional accessible parking. The work at the station was originally scheduled for completion by late 2007. However, coordination issues with the municipality slowed CN's schedule for adding a new third track, which needed to occur before work on the station upgrades could begin.

Completion is planned for Winter, 2009/10.

Scarborough GO Station – Lakeshore East Corridor

Work at this station includes extending the 10-car platform to 12-cars, complete with accessible ramp, west tunnel and elevators.

Completion is planned for Spring, 2009.

Other GO Transit Station Initiatives

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 all GO Transit stations be maintainable, durable and cost effective.

Once this signage manual is 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.

Public Information System (PINS)

Dynamic Station Signage

Additional electronic departure boards will be introduced at secondary entrances and main passenger waiting areas of line stations beginning 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% 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.

Of the 35 coaches currently on order, all 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 29 to 30.

New Lift-Equipped Buses

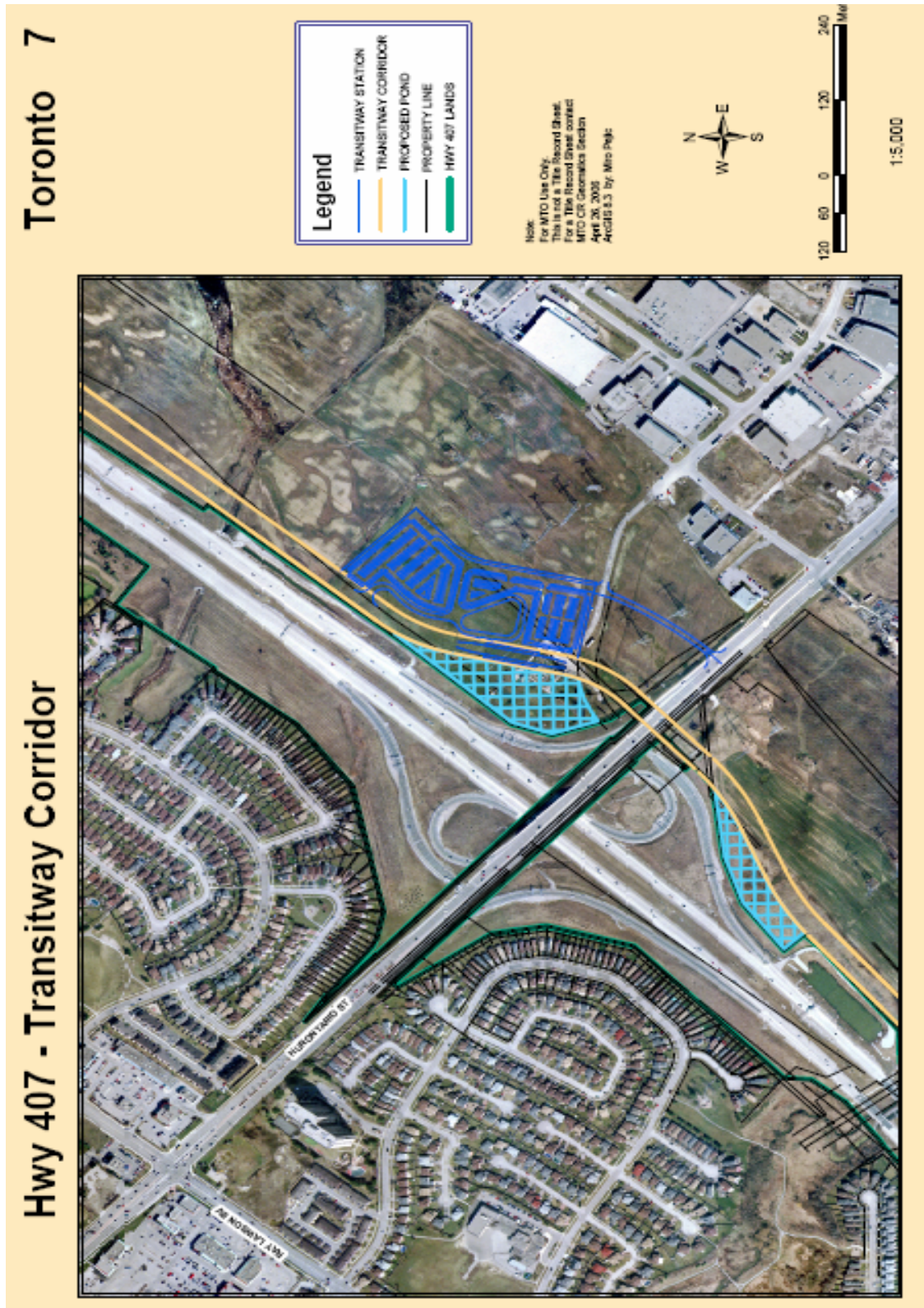
By the end of 2009, GO Transit expects to retire 10 of our first lift-equipped highway buses, while adding 34 more lift-equipped highway and 10 double-decker buses to accommodate ridership growth. This would increase our total accessible bus fleet size to 408 (356 highway buses, 30 suburban buses and 22 double-decker buses).

Bus Rapid Transit (BRT) System

Highway 407 & 10 Park & Ride

The future Highway 407 & 10 park & ride in Mississauga is located in the south-east quadrant of the highway interchange with access from Topflight Drive. It will consist of 100 parking spaces and four bus platforms with a fully accessible heated BRT shelter. Construction is expected to be completed by early 2009.

Footprint of Highway 407 & 10 Park & Ride Lot

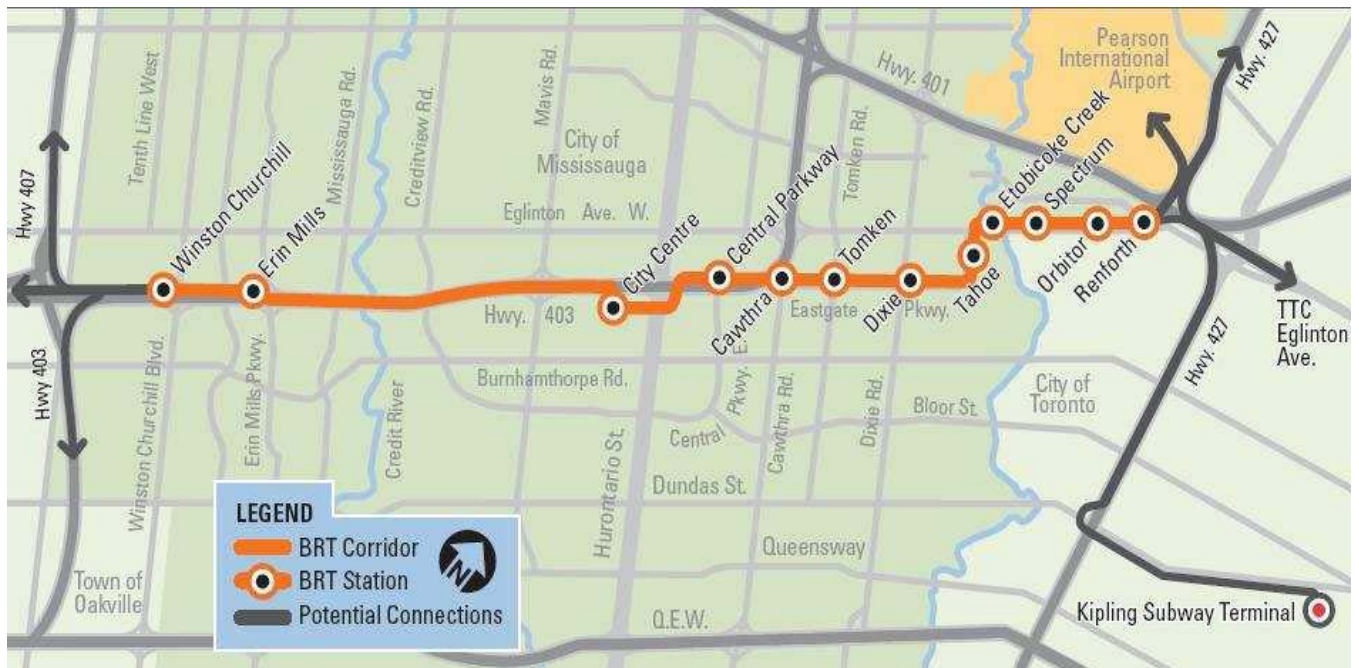


Mississauga Bus Rapid Transit

The Mississauga BRT represents GO Transit's first tangible segment of the GO BRT. As such, GO Transit's BRT staff have dedicated the majority of their time on this joint project with the City of Mississauga to build full BRT infrastructure covering a 18 km, 12-station span. GO Transit is responsible for the western segment (BRT West) along Highway 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 Preliminary Design for GO BRT West is nearly complete and detailed design is to commence in Fall, 2008. This will lead to an expected construction start in 2009/10 with an overall project completion date for BRT West and East in 2012/2013.

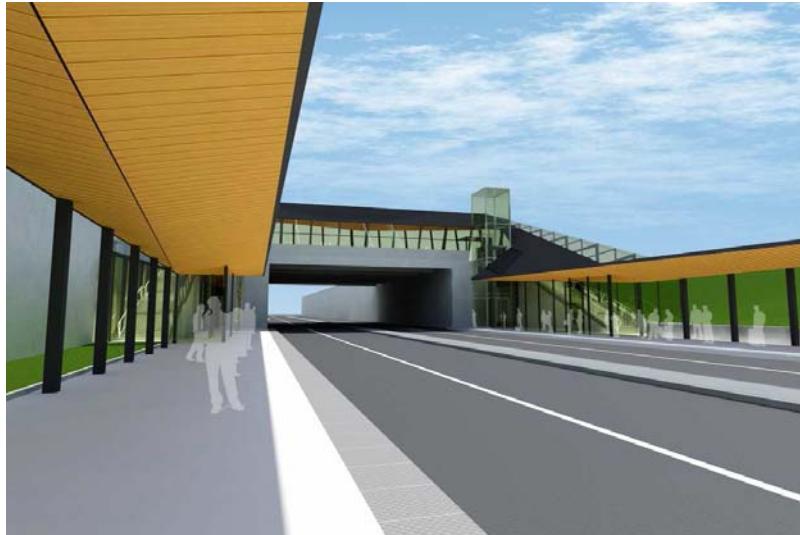
Alignment of the Mississauga Bus Rapid Transit



Bus Rapid Transit Station Design Concepts

In terms of station design, warning strips and other tactile indicators on platform edges and stairwells will be featured. Audio 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

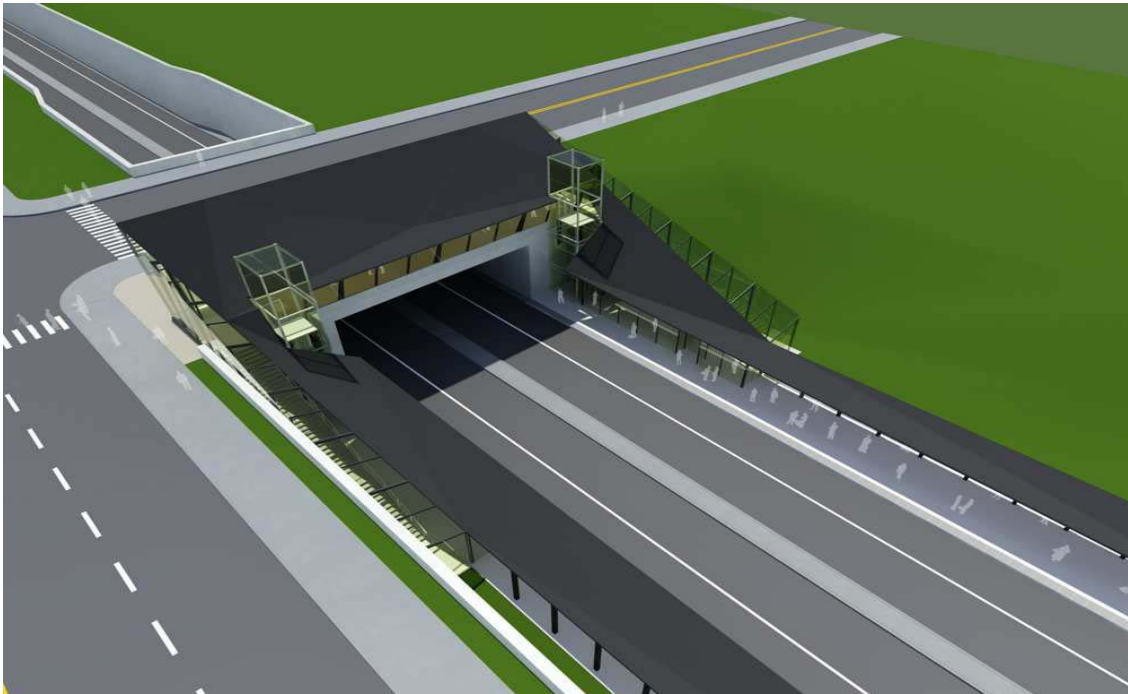


Bus Rapid Transit Station Rendered View



At the street level the entrances will be wide and free-flowing with clear way-finding signage to get passengers 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 stations will have barrier-free level crossings.

Appendices

Appendix 1

Long Term Plan for Future Accessible Stations

Fiscal Year	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Lakeshore West Corridor						
Clarkson Station	A					
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
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 Transit 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.