



An agency of the Government of Ontario



A Division of Metrolinx

20 Bay Street, Suite 600
Toronto, ON M5J 2W3

20 rue Bay, bureau 600
Toronto, ON M5J 2W3

www.metrolinx.com www.gotransit.com

April 29th, 2010

Mr. Don Kinsley,
Chair, Durham Deaf Accessibility Committee
13-575 Thornton Road North,
Oshawa, ON
L1J 8L5

Dear Mr. Kinsley,

Thank you for your letter of March 19, 2010 and for your valued comments and suggestions.

First and foremost, we would like to offer our sincerest apologies for the unfortunate travel experience that some of your members had in early 2009.

Although we specifically require that our Customer Service Ambassadors (CSA) inspect their trains at terminating or 'end of line' stations, to ensure that all passengers have safely detrained, it appears that this procedure was not adequately followed in this instance. On a somewhat positive note, this matter was immediately reported; investigated and appropriate remedial action taken.

The following comments are offered with regard to the suggestions you have provided in the letter.

As you may already know, one of the clauses in the proposed AODA Transportation Standard, that is currently being reviewed by the Ministry of Community and Social Services, requires that all public transit operators in the Province of Ontario equip all conveyances (e.g., trains, buses, etc.) with on-board automated audio/visual stop announcement systems within six years from the date that the standard becomes regulation.

With respect to this requirement, we are pleased to inform you that we are actively working towards the implementation of this type of communications solution on all of our buses and railcars, which we anticipate completing by the fall of 2012 and the winter of 2013/14, respectively.

We have also been expanding the use of electronic signage at our stations to provide customers with corridor specific Rail Service Status Information. The next phase of this project will provide customers with real-time, station specific rail service status and next train information on our station electronic signs and our public website, which we anticipate implementing by the fall of 2011.

It should be noted that the timing of each of the projects identified above is contingent upon the availability of sustainable funding.

Until these solutions are implemented and to safeguard against a similar occurrence in the future, it is respectfully suggested that members of your client group who are deaf, or are hard of hearing, be advised to board our accessible railcar (i.e., the 5th railcar from the locomotive end of the train) and that they notify the on-board CSA of their travel needs so that the CSA can ensure that these customers detrain at their desired GO Station. If this is an agreeable interim solution, we would be pleased to provide similar advice to our customers who require this type of assistance in our updated and soon to be released Accessibility Ride Guide, on our website and by our Customer Contact Centre staff.

In closing, we would certainly appreciate it if you could let us know how many individuals were involved in the foregoing incident, as we would like to provide each of them with a GO Transit two-ride ticket for travel between Oshawa and Union Station.

Please feel free to call me if you have any further questions.

Sincerely,



Silvan Bruno
Transportation Planner

- cc: Durham Deaf Accessibility Committee – Mike Finnegan, Veronica Bickle, Gordon Ryall, Beverley Dooley, Kim Reid, David Hamen and Mirek Swiecicki
- cc: Gary McNeil; Managing Director and Executive VP
- cc: Maggie Doherty-Gilbert, Regional Director, The Canadian Hearing Society, Peterborough, Durham and City of Kawartha Lakes Region
- cc: Rex Banks, Director, Hearing Health Care, The Canadian Hearing Society