



13-575 Thornton Road North, Oshawa, ON L1J 8L5

Silvan Bruno
Transportation Planner
Metrolinx
20 Bay Street, Suite 901
Toronto, ON M5J 2N8

August 9, 2010

Dear Mr. Bruno,

Thank you for the letter dated April 29, 2010. We appreciate the prompt response to our letter.

We are happy to learn that there is a plan in place to install visual stop announcement systems in all the GO buses and rail cars within a few years. Although we would like to have this happen sooner, we do appreciate the financial commitment it takes to ensure that transportation for Deaf and Hard of Hearing travellers will be accessible.

Electronic signage at existing stations to provide travelers with specific Rail Service Status Information would also be of benefit to Deaf and Hard of Hearing travellers. Last spring, another member of our committee was unaware of construction preventing travellers in certain cars to get off the train at the Whitby stop. She was forced to travel to Oshawa in order to get off the train and had to get in touch with her husband to come and pick her up in Oshawa. Available technology would have prevented this from happening.

In response to your proposal regarding an interim solution until available technology can be installed on the GO trains, we would like to advise you of a more favorable solution. We are asking that LED signage be installed in at least one car per train for the time being.

This is much more preferable for us so we can maintain our independence without needing to be dependent on an attendant. Having to identify ourselves every time upon boarding the GO Train would likely be viewed as cumbersome which outweighs the advantage of this accommodation strategy.

To answer your question about how many of our committee members were involved with the incident last fall, there were three of us that were stranded on the GO train and compelled to return back to Toronto.

Once again, we thank you for your efforts in making travelling on the GO a more accommodating and comfortable experience for Deaf and Hard of Hearing individuals. We hope to hear further discussion regarding the interim solution that we have recently proposed.

Sincerely,



Mike Finnegan, Chair

cc: Durham Deaf Accessibility Committee – Don Kinsley, Veronica Bickle, Gordon Ryall, Beverley Dooley, Kim Reid, David Hamen and Mirek Swiecicki
cc: Gary McNeil, Executive Vice-President, Metrolinx, Managing Director, GO Transit
cc: Maggie Doherty-Gilbert, Regional Director, The Canadian Hearing Society, Peterborough, Durham and City of Kawartha Lakes Regions
cc: Rex Banks, Director, Hearing Health Care, The Canadian Hearing Society