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February 25th, 2011

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

Dear Mr. Finnegan,

Thank you for your letters from January 20, 2011 and August 9, 2010. Also, please accept our sincere apologies for the unusual delay in providing this response.

We appreciate your suggestion to install automated audio/visual stop announcement systems on our accessible railcars first, before proceeding with the remainder of our fleet. While we recognize the importance of installing this system on the accessible cars, we cannot split up the installation process this way because it would significantly lengthen the overall installation timeline for the entire fleet.

More specifically, the installation of the signs will occur after the installation and testing of a Central Computer Aided Dispatch and Automated Vehicle Location (CAD/AVL) system which, among other applications, essentially communicates the desired information to the proposed on board dynamic signage and existing public address system.

Since my original correspondence to Mr. Kinsley on April 29, 2010 (see attachment), we experienced some unforeseen delays due to the complex nature of this overall communication initiative. Our current best assessment with respect to installing the CAD/AVL system on all of our buses and railcars is the summer of 2013 and 2014, respectively. We anticipate that the installation of the signs and the connection of the CAD/AVL system to the on board public address system and signs will require a further six months or so beyond these dates. Please note that the above timelines may be subject to further adjustments over the course of these projects and are contingent upon the availability of sustainable funding.

To safeguard against similar occurrences in the future we offer two suggestions for your consideration: the first pertains to the notion of travelling on the accessible railcar where our Customer Service Ambassador can provide the required assistance, as described in the above noted letter. Secondly, if a

passenger who is deaf or hard of hearing prefers to travel in one of the standard (i.e., non-accessible) railcars, they can reference the station name platform signs. These signs are provided at all of our station platforms, at regular intervals along the length of the platform for maximum visibility.

With respect to the two incidents that were noted in your letter, we are enclosing four GO two-ride ticket coupons for travel between Oshawa GO Station and Union Station to compensate for any inconvenience and we again offer our apologies in this regard.

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

Sincerely,



Silvan Bruno
Senior Project Officer – GO Accessibility Program

Attachments

- cc: Durham Deaf Accessibility Committee – Don Kinsley, 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

- Bcc: Mary Proc; Vice President, Customer Services, Metrolinx
- Bcc: Paul Edwards; Director, Customer Care, Metrolinx
- Bcc: Aamer Hasham; Senior Strategic Planning Officer, Metrolinx
- Bcc: Geri Wise; Manager, Train Operation Contract, Metrolinx