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20 Bay Street, Suite 600
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Attention: Policy, Planning and Innovation – Accessibility Plan

Re: Feedback about Accessibility for Deaf and Hard of Hearing Individuals Using the GO Transit System

The Durham Deaf Accessibility Committee is a committee focused on advocacy for improved accessibility for the Deaf community in the Durham Region. We have previously communicated our concerns in several letters sent to Metrolinx in regard to the lack of communication accessibility for travellers with hearing loss using the GO Transit system.

We would like to take the opportunity to outline our concerns and recommendations for improved accessibility for riders using the GO Transit system who have hearing loss.

- It is our understanding that the interim accommodations provided for individuals with hearing loss is the availability of an attendant on the fifth car to provide assistance if necessary on the GO train system. This strategy is not effective because hearing loss is often invisible to others and it is cumbersome to have identify ourselves to the attendant every time upon boarding the train.
- We strongly recommend that real time electronic signage be installed on all GO train cars and buses to transmit information advising riders of upcoming stops and any announcements. It is not easy for riders with hearing loss to know which stop they need to get off at night because signage outside is not easily visible. They will also be unaware of any route changes and this may have a detrimental impact on their travelling plans.
- We would also emphasize that it is important to have electronic signage available at all train and bus stations to inform riders of arrivals and departures and any other announcements.
- We are pleased with the ASL video clip being available on the GO Transit website for the Deaf community advising about the new Presto system although we would have appreciated the video clip to be more easily accessible on the GO Transit website. We hope to see more ASL video clips on the website in the future.

With thanks,



Mike Finnegan, Chair

cc: Durham Deaf Accessibility Committee – Don Kinsley, Veronica Bickle, Gordon Ryall, Beverley Dooley, Kim Reid, Mirek Swiecicki, Behishta Mushtaq, Bryan Meany and Robert Lang.

cc: Maggie Doherty-Gilbert, Regional Director, The Canadian Hearing Society, Peterborough, Durham and City of Kawartha Lakes Regions