

To: Lois Davies
From: Jon Hulse
CC: D.Clark, G.Cosgrove, K.Webber, D.Albers, J.Scholten, A.M Carroll, I.McNeil,
T.Closs (File),
Reference: YRRTC-Eng-0007-08 R2

Date: June 4th, 2008

Re: Accessibility Requests for the Richmond Hill Terminal – Go Station Pedestrian Bridge

Please accept this memo as a report back to the York Region Accessibility Advisory Committee following a presentation made in November 2007 on the Richmond Hill Terminal – Go Station Pedestrian Bridge.

As a result of the presentation several questions were raised which are summarised together with our responses as follows.

1. Requested signage at the elevators giving priority to persons with disabilities

Response: YRT will incorporate "priority use" into the elevator signage which is currently in drafting.

2. Requested a safety strip on the edge of stairs, both visually and texturally

Response: YRT will include the addition of a high contrast colour (viva blue) visual strip with future improvements and investigate options for texture.

3. Requested that there be a high contrast of color between the handrail and the background

Response: YRT will include the painting of the handrail to a high contrast colour (viva blue) with future improvements.

4. The committee questioned, what would happen if the elevator was not functioning and wanted to know what alternative plans were in place. Don Gordon suggested that perhaps we could use the on board, interactive radios between Viva drivers to notify passengers prior to deboarding at RHC, should this be the case

Response: There is a process in place for occasions when the elevator is not functioning, it will be updated to include enhanced notification at Richmond Hill Centre Terminal and GO Langstaff Station.

5. They liked the idea of the camera monitoring; and asked about additional safety feature capabilities for persons with disabilities should they run into some difficulty on the bridge. How often is the tape reviewed or looked at and is there anyway of having voice activation in an emergency?

Response: The CCTV system is currently monitored between 6:30am and 1:00am by YRT staff with future provisions for outside monitoring to provide 24 hour coverage. There is also emergency telephone communication available in the elevators as well as a passenger assist station along the walkway.

Since the bridge was only completed in the last month we would also like to take this opportunity to extend an invitation to the YRAAC to tour the facility, and would look forward to discussing any further accessibility concerns at that time. In the meantime please do not hesitate to contact me with any further concerns and to arrange such a tour.

Thanks,
Jon Hulse,
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