Transportation & Works

Environmental Scan

York Region's population is projected to be 1.1 million by 2021 with a corresponding increase in employment to 700,000 jobs. This in turn is causing significant pressure on the transportation system. Currently 25% of the Region's road network is operating at or near capacity and average congestion levels are projected to increase. This growth requires significant investment in the roads system, water supply and wastewater collection system, solid waste management, and public transit.

The public is demanding higher service standards in road maintenance and transit coverage. At the same time, the cost of delivering these services is increasing. The introduction of Provincial Minimum Maintenance Standards for roads may further increase costs.

Investment in public transit has been strong and has received provincial support. This strong support is demonstrated in the implementation of new bus rapid transit services, beginning in the fall of 2005.

The Region is working to minimize the impact of construction on the environment. Natural environments are returned to near pre-construction conditions where water and sewer facilities are constructed. In the case of road construction, wetlands and wildlife routes are maintained where feasible.

The Department has implemented an ISO (International Organization for Standardization) Program in some areas that gives emphasis to and improves the management of environmental aspects of its services.

Issues related to the quality of drinking water and disposal of wastewater are receiving greater public attention and concern. Meeting Provincial regulations, which require increased testing, monitoring and reporting, along with capital and operating modifications, will improve the water supply but increase its cost as well.

Major changes to the Occupation Health & Safety Act, such as requiring enhanced vehicle control and protection at work sites, have increased the costs of maintenance and construction.

The economic conditions and growth pressures within York Region are still robust. The Department will continue to experience significant increases in fuel prices, road maintenance and transit operating contracts and the cost of construction. These costs are reflected in an upward pressure on property taxes.

Our Customers

The Department's customers include a broad cross-section of Regional residents, businesses, area municipalities and visitors as related to transportation, water & wastewater, solid waste and forestry services.

Accessibility Statement

To plan and provide accessible, safe, cost-effective, quality driven and integrated public transit, roads, water and wastewater, solid waste diversion and disposal, forestry and other related services that support environmental sustainability, public safety and economic vitality, while meeting Regional growth and the expectations of Regional residents and businesses.

Accessibility Achievements – 2003 / 2004

Barrier Identified[1]	*Barrier Type*[2]	Disability Type[3]	*How the barrier was addressed*[4]
TRANSIT			
Drivers' sensitivity to the needs of the customers (Mobility Plus)	Physical, communicatio nal	All	Establishment of program and process for sensitivity training with contractors Ensure new operating contracts for conventional service include driver training for sensitivity (i.e. monitor effectiveness).
Maintenance of ramps on buses	Physical Policy/ practice	Physical	A process was developed for preventative maintenance requirements for transit ramps on all fleet vehicles (i.e. conventional low floor, specialized buses, vans, taxi vans). Maintenance standard as per OEM (Original Equipment Manufacturer) requirements. Ramp maintenance is covered in the performance contract. Requirement is set out in performance contracts and there is a disincentive to the contractor if the ramps are not properly maintained, a cycle counter is used to validate use of ramp. Random audits are conducted by YRT staff.
Riders with hearing loss unable to use transit call centres	Physical Communicatio nal	Physical	Teletypewriters (TTY) were installed in both conventional and specialized transit call centres.
Specialized transit print material difficult to read for riders with low vision	Physical Communicatio nal	Physical	CNIB standards are used for all Mobility Plus print material.
Destination signs on conventional buses difficult to read for riders with low vision	Physical Communicatio nal	Physical	Modified screen display of conventional electronic destination signs for increased contrast and font size, making them more easily read by people with low vision.

[1] Give a description of the barrier and indicate where the barrier was found. For example: was the barrier in a program, service, by-law, policy, practice or facility?
[2] Indicate the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).
[3] Indicate the type(s) of disability affected by the barrier (physical, sensory, cognitive or other).
[4] Describe the action taken to identify, remove or prevent the barrier.

Barrier Identified[5]	*Barrier Type*[6]	Disability Type[7]	*How the barrier was addressed*[8]
Not all bus stops are accessible	Physical	Physical	99% of all new conventional bus stops installed in 2004 are accessible. Audit of Mobility Plus bus stops completed in 2004. Fully accessible stops are difficult in industrial areas where no sidewalks or intersections are available.
Not all buses are accessible	Physical	Physical	Three (3) new low floor Mobility Plus buses were received in 2004, replacing lift equipped buses. 12 new low floor conventional buses will be received in 2004; all future bus orders will be wheelchair accessible.
INFRASTRUCTURE DESIGN & CONSTRUCTION			
Lack of access to the Public Education Centre at the new Material Recovery Centre to be located on Bales Drive	Physical	Physical	Design has been modified to accommodate accessibility
Inadequate surface for wheelchair or strollers on pedestrian paths in construction site where there is sidewalk replacement.	Physical	Physical	Specified in the road contracts that were tendered in 2004.
Each local municipality in York Region has their own standard for drop curbs on crosswalks at intersections that may not be suitable for persons who use mobility aids or assistive devices.	Physical	Physical	A letter will be sent to local municipalities regarding this.
BUSINESS SUPPORT SERVICES			
Lack of sensitivity training and coping strategies to deal with customers	Policy/ Practice	All	Training for Customer Service Representatives in Customer Service – core competency workshop part of corporate Human Resources initiative.

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Barrier Identification for 2005

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing[9] *(When will this be completed)*
TRANSIT		
Riders who are blind are not aware that they are at a bus stop.	Investigate options for future consideration	2005
Riders who have low vision are not able to read all communication pieces, including the YRT website.	Investigate options for larger font, etc. for all YRT communication pieces	2005
YRT fare media and ticket vending machines may be a barrier to riders with low vision or riders with physical disabilities.	Investigate accessibility of all YRT fare media and ticket vending machines	2005
Riders with reduced vision may not know which bus is arriving at stops	Ensure bus operators receive sensitivity training, and when necessary, announce route and destination.	2005
Riders with reduced mobility may not be able to reach request stop buttons	Ensure riders are aware of accessible buttons to request stops while in mobility seating on conventional buses	2005

[9]The timing for addressing a barrier does not necessarily have to be set within 2005. The nature of the action may be *phased in* over a number of months or years depending on the resources and priorities of the Department.

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing[10] *(When will this be completed)*
Accessibility within Transit Terminals	Overall review of transit terminals	2005
Maintenance of securement apparatuses on buses	Ensure contractors are performing maintenance checks every 5000km	2005
Sidewalks are not always available where transit routes exist	Site investigation / Develop strategy with local municipalities to install sidewalks	2005
Accessibility to purchase fare media	Investigate all methods of obtaining fare media and their accessibility issues	2005
Seating for seniors and people with disabilities on conventional buses	Investigation of signage on buses	2005
Request Stop program on conventional routes	Investigate feasibility of extending program to seniors and people with disabilities	2005
Designation of accessible transit routes	Investigate and designate routes as accessible	2005
Travel training for registered users of Mobility Plus service	Following designation of accessible routes, provide training program for select group of Mobility Plus riders	2005

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By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing[11] *(When will this be completed)*
Incorrect height of pedestrian signal push button at Intersections/crosswalks	Field measurement	To begin in 2005
Lack of hard surface at pedestrian push button poles	Site investigation	To begin in 2005

[11]The timing for addressing a barrier does not necessarily have to be set within 2005. The nature of the action may be *phased in* over a number of months or years depending on the resources and priorities of the Department.

Barriers That Will Be Addressed for 2005

Barrier identified[12]	Barrier type[13]	What will be gained by removing or preventing this barrier?[14]	Means to prevent/remove the barrier[15]	Indicators of success[16]	Timing *(When will this be completed?)*[17]
TRANSIT					
Quality of contracted Mobility Plus Service	Physical, communicational attitudinal policy/practice	Improved quality of contracted service	Review the current service delivery model, review best practices around the Province, hire a consultant to undertake study, prepare performance-based contract for contractor. New performance based procurement process and model contract.	On time performance Customer satisfaction	Late fall 2004 Implementation Spring 2005
Improve accessibility to conventional transit (fleet acquisition)	Review inventory of accessible buses.	All off-peak service on core routes will be accessible by spring 2005. Entire fleet is planned to be accessible by 2011.	Purchase of low floor buses	Customer satisfaction	2005 2nd quarter
Functionality of the technical software used to schedule Mobility Plus trips	Technological	Expand on the technical functionality of the software, statistical reports, and improved efficiency.	More staff training on the software. Working with Versyss, the company that developed the software, provide feedback on things that work well and do not work well.	Improved statistical data Performance measurement	Spring 2005

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[13] Indicate the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).
[14] Indicate how accessibility will be enhanced by removing or preventing this barrier.
[15] Describe what action will be taken to remove and/or prevent the barrier.
[16] Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the department was successful in removing and/or preventing this barrier.
[17] The timing for addressing a barrier does not necessarily have to be set within 2005; the nature of the action may be *phased in* over a number of months or years depending on the resources and priorities of the Department.

Barrier identified[18]	**Barrier type**[19]	**What will be gained by removing or preventing this barrier?**[20]	**Means to prevent/remove the barrier**[21]	**Indicators of success**[22]	**Timing** *(When will this be completed?)*[23]
Access at conventional bus stops	Physical Policy/ practice	Access to bus stops for people with disabilities	Define what an accessible bus stop is. Prepare an inventory of accessible bus stops in York Region. Identify a process for improving on street infrastructure including access to facilities.	Percentage of stops which are fully accessible	2nd quarter 2005
Mobility Plus customer ease of travelling across Regional boundaries	Physical Policy/ practice	Improved access to travel inter-regionally to Toronto	Work with TTC Wheel Trans in Toronto to implement a pilot project in the Bathurst corridor. Service to 3 accessible subway stations (Finch, Downsview, and Don Mills). Implement cross boundary service to specific locations south of Steeles Ave., north of Hwy 401.	Pilot project Customer satisfaction	2nd quarter 2005 (subject to budget approval)
Lack of co-ordinated transportation needs among health, and social service agencies and York Region Transit	Policy/ Practice	Improved co-ordination of transportation to programs	Establish partnerships with other service providers. Communicate needs and resources.	Customer satisfaction Improved access to programs	2nd quarter 2005

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[23] The timing for addressing a barrier does not necessarily have to be set within 2005; the nature of the action may be *phased in* over a number of months or years depending on the resources and priorities of the Department.

Barrier identified[24]	Barrier type[25]	What will be gained by removing or preventing this barrier?[26]	Means to prevent/remove the barrier[27]	Indicators of success[28]	Timing *(When will this be completed?)*[29]
Improved accessibility to all transit terminals	Physical	Improved accessibility for all riders with accessibility problems	Investigation and retrofitting as necessary	Higher level of customer service	Investigation in 2005
Sidewalks are not always available where transit routes exist	Physical	Improved accessibility	Investigation and understanding from local municipalities	Higher level of customer service	Investigation in 2005
Accessibility to purchase fare media	All	Improved accessibility to purchase fare media	Review of all methods of obtaining fare media	Higher level of customer service	Review in 2005
Seating for seniors and people with disabilities on conventional buses	Physical	Improved accessibility seating	Place priority seating signage on all conventional buses	Higher level of customer service	Throughout 2005
Request Stop program on conventional routes	Physical	Improved accessibility	Investigation on extending request stop program to seniors and people with disabilities all day (currently only available after 9pm)	Higher level of customer service	Investigation in 2005
Securement in conventional fleet are not easily managed for riders with upper body mobility problems	Physical	Improved accessibility on conventional buses	Purchase buses with rear facing seats for easier accessibility	Lower loading time	Start in 2005

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[26] Indicate how accessibility will be enhanced by removing or preventing this barrier.
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Barrier identified[30]	**Barrier type**[31]	**What will be gained by removing or preventing this barrier?**[32]	**Means to prevent/remove the barrier**[33]	**Indicators of success**[34]	**Timing** *(When will this be completed?)*[35]
Designation of accessible transit routes	Investigate and designate routes as accessible	Improved accessibility on conventional routes, possible cost savings for Mobility Plus operations	Designation of accessible routes	Increased customer service, decrease in Mobility Plus operating costs	2005
Travel training for registered users of Mobility Plus service	Following designation of accessible routes, provide training program for select group of Mobility Plus riders	Improved accessibility on conventional routes, possible cost savings for Mobility Plus operations	Designation of accessible routes, training program for Mobility Plus riders	Increased customer service, decrease in Mobility Plus operating costs	2005
INFRASTRUCTURE DESIGN & CONSTRUCTION					
Incorrect height of pedestrian push button at Intersections/crosswalks	Physical	Improved access to pedestrian signal.	Relocation of push button to the proper height where necessary	When signal can be activated, adequate time for crossing (therefore, less complaints).	Start in 2005

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Lack of hard surface at pedestrian push buttons	Physical	Improved safety at intersections/crosswalks	Addition of hard surface (concrete platforms) at pedestrian signal locations	Less complaints inaccessibility to push button in wet weather	Start in 2005