



March 19, 2008

Ms. Jacquelin Pegg
Policy and Education Branch
Ontario Human Rights Commission
180 Dundas Street West, 7th Floor
Toronto, ON M7A 2R9

To be sent via e-mail to: jacquelin.pegg@ohrc.on.ca

Dear Ms. Pegg:

Re: Transit Stop Announcements

This is in response to the Commission's letter of February 29, 2008 with respect to the above noted matter.

In answer to your questions, please be advised of the following:

1. York Region Transit does not currently announce all transit stops. The Region's Viva bus rapid transit service announces all bus stops and terminals using an automated system featuring both audio and visual announcements. This represents approximately one-quarter of the 400 buses in the YRT/Viva system. On YRT's conventional bus service, bus operators announce individual bus stops as requested by the customer.
2. We are currently in the process of installing the same automated system in the remainder of the YRT fleet. A second YRT division, representing an additional 140 buses, will have the automated system fully operational on May 4, 2008. The remaining two divisions, representing 170 buses, will not be automated until year end 2008. In the interim, we will be instituting a manual stop announcement program for these two divisions which will be ready for implementation on May 4, 2008.
3. The manual call-out of all bus stops in the remaining two divisions where the automated system will not be activated by June 30, 2008 will commence as of May 4, 2008.

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4. The call-out of bus stops is identified as an operator's responsibility under our Performance Based Contracts and is included in their training program. To ensure operator compliance to the contract, YRT's inspection staff perform daily random monitoring of the bus operator's behind-the-wheel performance which will include the calling out of all bus stops. Bus operators will be provided with a bus stop name reference tool.

If you have any further questions with respect to this matter, please contact me.

Sincerely,



Donald F. Gordon
General Manager

Copy to: Bill Fisch, Regional Chair & CEO, Regional Municipality of York
York Region Accessibility Advisory Committee
J. Hulton, Regional Solicitor, Regional Municipality of York
B. Macgregor, CAO, Regional Municipality of York

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