

Transportation Services - Departmental Overview

Environmental Scan

The fast pace of growth projected in York Region must be complimented by a transportation system that preserves the environment, enhances the Region's economic viability, seamlessly integrates with new and existing developments, and offers safe, reliable and accessible travel choices for all residents and employees. Transportation Services is focused on enhancing our ability to provide long-term transportation support for our growing communities in a more sustainable and accessible manner.

Our Customers

Our customers include all users of the Region's transportation system - pedestrians, cyclists, transit users, and drivers. Providing safe and barrier-free access to transportation contributes to residents' quality of life, as well as the overall health of communities across the Region. With the help of residents and community partners, Transportation Services will continue to break down barriers and increase ease-of-use for all.

Accessibility Statement

The Transportation Services department is committed to planning and operating a transportation system that is safe and accessible for users of all ages and abilities, while protecting the natural and cultural heritage of local communities.

Transportation Services Department

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Helping People Live Independently			
Travel Training Video Alternative learning tools to access YRT/Viva Services.	Informational	All	To enhance accessibility for people with all disability types, a video that includes closed captioning and descriptive video illustrating how to use YRT/Viva services has been produced and distributed to all travel training partners. The video will be part of the redesign of the YRT/Viva website and is expected to be launched in early 2011. The video will also be used by YRT/Viva contractors for bus operator training purposes to increase awareness about the needs of customers with disabilities.
Making It Easier to Move Around the Region			
Traffic Review Accessible Pedestrian Signal installation policy to ensure it aligns with the Proposed Built Environment Standard under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA) and Transportation Association of Canada's "Guidelines for Understanding, Use and Implementation of Accessible Pedestrian Signals".	Communicational, Physical	Sensory	Interjurisdictional research conducted on best practices for aligning the Proposed Built Environment Standard under the AODA and the "Guidelines for Understanding, Use and Implementation of Accessible Pedestrian Signals" is complete. Transportation Services has undertaken a pilot project to permit the installation of audible signals that have been requested from the public and/or agencies. A report to Council recommending options for installation of all requests for audible pedestrian signals to be planned for 2011.
Transit - Service Planning/Operations Connectivity of accessible bus routes.	Physical, Informational	Physical	In consultation with YRT Service Planning, Operations and Facilities, nearly 40% of YRT/Viva routes have been designated as accessible, providing travel connectivity through the Region. More routes are expected to be designated as accessible by the end of 2010. In order for a route to be considered accessible, 100% of the fleet and over 50% of the bus stops must be accessible on the route.

Transportation Services Department

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making It Easier to Move Around the Region			
Traffic Pedestrian signal timing at specific locations.	Technological	Physical, Sensory	Using feedback from YRT Travel Training partners and residents, the time allotted to cross at approximately 50 intersections has been reviewed and adjusted, improving access and safety.
Traffic Audible pedestrian signals.	Technological	Sensory	Five intersections across the Region have been upgraded with Accessible Pedestrian Signals (APS).
Transit - Facilities Lack of accessible bus stop locations.	Physical	Physical, Sensory	As of October 2010, 717 bus stops have been constructed to meet YRT bus stop accessible standards. Another 83 bus stops are expected to be constructed by the end of 2010, increasing the number of accessible stops in York Region.
Transit - Facilities Accessibility of terminal platform signage and on-street bus stop signage.	Informational, Communicational	Sensory	In preparation for the installation of the Variable Message System (VMS), civil and electrical work has been completed. The installation is expected to be completed by December 2010. Over 75% of the 1500 bus stops have been updated, with the remaining to be completed by early 2011.
Transit - Fleet Increase percentage of fleet accessibility.	Physical	Physical	As of October 2010, 98% of YRT/Viva fleet is accessible. This is an increase of 4% from 2009. 100% fleet accessibility is projected by early 2011.
Transit - Mobility Plus Web based trip booking system.	Technological	All	The web based trip booking system is now functional, providing customers with the ability to book trips at their convenience (24/7) using YRT Mobility Plus website.

Transportation Services Department

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Forestry Accessibility of York Regional Forest trails.	Physical	Physical, Sensory	A 1 km accessible forest trail has been completed and now open (Sept 20, 2010) in the Hollidge Tract located in Town of Whitchurch-Stouffville. The trail provides a unique nature experience for all including people using mobility devices.
Transit - Marketing YRT Website.	Technological	Sensory	The newly designed YRT/Viva website is expected to be launched in February 2011 and will conform with the W3C WAAG 2.0 - Level AA as prescribed in the AODA Proposed Integrated Accessibility Regulation. This is expected to increase the ease of use for customers with low vision.
Transit Act as departmental lead for the corporate implementation of the requirements of the Transportation section within the Integrated Accessibility Standard under the AODA.	Policy/Practice	All	As the departmental lead for the corporate implementation of the Transportation section within the Integrated Accessibility Regulation under the AODA, YRT/MIVA is in a good position to meet many of the requirements included in the Integrated Accessibility Regulation under the AODA.
Finance Accessible transit ticket agent locations.	Architectural	All	Forty-three YRT/Viva ticket agent locations have been identified as operating on a wheelchair accessible property. These facilities have been listed on the YRT website using the universal accessible symbol.
Changing Attitudes and Raising Awareness			
Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.	Attitudinal	All	Departmental policies and practices have been reviewed against the Corporate Accessible Customer Service Policy to ensure incorporation of the Accessible Customer Service Policy into specific departmental policies and procedures.

Transportation Services Department

Barrier Identification for 2011/2012

Barrier Identified: By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing
Helping People Live Independently		
myRide Travel Training Program.	Investigate the possibility of expanding the travel training program to include pedestrian safety by including materials to educate people with disabilities on how to use Accessible Pedestrian Signals (APS) and zebra crossings.	2011-2012
Accessible Trails.	Undertake a review of candidate sites for future accessible trails.	2011
Making It Easier to Move Around the Region		
Winter Maintenance.	Investigate the coordination of operations between municipalities to look at ways to improve snow clearance between sidewalk and roadways to increase accessibility during winter weather.	2011-2012
Rapid Co (Viva Next).	Identify potential barriers to accessibility and address them by using the Transportation section within the Integrated Accessibility Regulation under the AODA as a guideline.	2011
YRT/Viva Buses.	Work with the YRAAC to conduct an accessibility review of the new YRT/Viva buses for future accessibility enhancements.	2011/2012
PRESTO Launch.	Monitor customer feedback regarding the accessibility of PRESTO and investigate opportunities to increase accessibility.	2011
Making Regional Services More Accessible		
York Region Forest Headquarters building and Nature's Classroom.	Research the possibility of an accessible York Region Forest Headquarters building and Nature's classroom that incorporates the requirements of the proposed AODA Built Environment Standard.	2011

Transportation Services Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed ?
Making It Easier to Move Around the Region						
Transit Increase percentage of fleet accessibility.	Physical	Physical	Access to YRT/Viva services will be increased.	Replace the remaining non-accessible fleet with new low floor accessible buses.	100% accessible fleet.	2011
Roads Notification of sidewalk disruptions online.	Communicational	Physical	Advance online notice of sidewalk disruptions will allow people with disabilities to make alternate travel routes.	Disruptions will be communicated using the Transportation Services Department website and other means of communication.	Improved access for people with disabilities.	2011
Facilities Accessibility of walkways and transit stops.	Physical	All	Increased access to sidewalk and transit stops on Regional corridors and transit routes.	Construct walkways linking neighborhoods adjacent to Regional corridors providing a link for residents to have access to sidewalk and bus stops providing minimal distance to travel in order to access the bus stop.	Increased access for people with disabilities to Regional Transportation services.	2011 Ongoing
Making Regional Services More Accessible						
Finance Accessible transit ticket agent locations.	Physical	Physical	Customers using mobility devices will have greater access to transit ticket locations in the Region.	Site accessibility will be included as a mandatory requirement in order for a new vendor to be eligible to sell transit tickets and passes.	Greater number of accessible transit ticket agent locations for people with disabilities.	2011 Ongoing
Changing Attitudes and Raising Awareness						

Transportation Services Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed ?
myRide e-newsletter.	All	All	Greater access to information about the benefits of the travel training program.	Develop and launch a bi-annual electronic newsletter to inform community partners and stakeholders about the benefits of York Region's Travel Training program on how to move around the Region using YRT/Viva.	Increased use of the travel training program by people with disabilities.	2011
Policy and Planning Enhanced staff awareness of topics relating to people with disabilities.	Attitudinal	All	Improved understanding by staff about topics relating to people with disabilities.	Present four lunch-and-learn sessions for departmental staff regarding accessibility.	Increased level of awareness amongst staff about people with disabilities.	2011
Policy and Planning Enhanced education about YRT/Viva services.	Informational	All	Greater awareness of YRT/Viva services by community agencies who provide services to people with disabilities.	Provide information and related resources to community agencies about services offered by YRT/Viva.	Enhanced knowledge of YRT/Viva services by community agencies who provide services to people with disabilities.	2011 Ongoing