

TRANSPORTATION AND 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, which began 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.

Transportation and Works Department

Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making it Easier to Move Around the Region			
YRT Fleet: Accessible conventional fleet inventory and full fleet accessibility.	Physical, Technological	Physical, Other	A fleet replacement program and a new bus purchase program are underway. Accessible buses have been allocated to priority areas across the region. It is anticipated that 75% of fleet will be accessible by 2006 year end and the fleet is projected to be fully accessible by 2012.
YRT Fleet: Process for conventional vehicle allocation across Region (by size and accessibility features) to meet demand and accessible route designation.	Policy/Practice	All	Route designation and demand assessment were followed to determine fleet assignment and monitoring.
YRT Service Planning: Travel Training- Identify target market (customers requiring specialized travel training for conventional transit) and implement Travel Training Program for Conventional Transit.	Physical, Information, Communicational, Attitudinal, Policy/Practice	All	The designation of accessible routes and the implementation of a customer information program and a Travel Training Program are underway. Customer surveys, outreach/consultation programs and liaising with service agencies that are looking to ride conventional public transit services but do not have the skill set or confidence to do so independently are also underway.
YRT Mobility Plus: Increase system capacity to meet demand and ensure client satisfaction.	Physical, Technological	All	The purchase of two new accessible low-floor 25 foot ELF buses was approved and is underway.
YRT Mobility Plus: Improve system efficiency and increase system capacity.	Technological	All	Additional upgrades to current software/hardware (Transview) are underway to further improve trip availability, system performance and customer service.
YRT Mobility Plus: Improve system efficiency and increase system capacity.	Technological	All	An initiative to introduce GPS (Global Positioning System) on bus fleet is underway to improve trip availability, system vehicle/passenger security and on-time system performance.

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2 Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

3 Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)

4 Describes the action taken to identify, remove or prevent the barrier.

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Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making it Easier to Move Around the Region			
YRT Facilities: Technical Guidelines for Transit Facilities, Stops and Accessories.	Policy/Practice	Physical	A formal bus stop criteria checklist was established.
YRT Facilities: Field Inventory.	Policy/Practice	Physical	A field inspection of bus stops along routes deemed to be accessible routes by YRT Service Planning group has been planned.
YRT Facilities: Prioritization of bus stop construction schedule to improve accessibility; address the need for accessible bus stop locations as identified in bus stop improvement replacement and expansion program.	Physical	Physical	Standards have been reviewed and inventory and priority list has been developed. A plan to construct or reconstruct bus stop pads along designated accessible transit routes and other locations as deemed priority is underway. Goal is to complete 200 new and replacement concrete pads per year; full completion of initiative is projected for 2015.
YRT Marketing and Customer Service: Improved legibility of communication pieces (information materials and Web site) for persons with visual impairments.	Physical Communication	Sensory	Review of all communication materials was conducted and a plan was developed to modify font size, layout and colour use of various communication pieces to improve legibility for persons with visual impairments.
T & W Roads: Field Assessment of Regional Roads (ROW).	Policy/Practice	All	A general field assessment to identify areas in need of accessibility improvements has been planned.
T & W Roads: Incorrect height of the pedestrian push button on traffic signal poles.	Physical	Physical	Adjustments to some push buttons to ensure better accessibility for persons with physical disabilities are underway.
T & W Roads: Lack of hard ground surface for accessibility to the pedestrian push button located on traffic poles.	Physical	Physical	A plan has been developed to coordinate with local municipalities and hire a contractor to place either asphalt or concrete at the base of the pedestrian push button to allow for easier access.
T & W Roads: Traffic control signals that are not accessible for persons with visual impairments.	Physical Technical	Sensory	A plan has been developed to install audible traffic control signals to improve accessibility for persons with visual impairments.

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Making it Easier to Move Around the Region			
T & W Roads: Unclear crossing time at intersection.	Physical Technical	Physical, Sensory, Other	27 countdown traffic control signals were installed throughout the Region and 5 more installations are underway.
T & W Roads: Street name signs that may be hard to read.	Physical	Sensory	150 new street signs with larger font size were installed and 40 more street name signs will be replaced with larger font.
Making Regional Services More Accessible			
YRT Mobility Plus: Improve client access to trip booking system.	Technological	All	Installation of IVR (Interactive Voice Response) system and live response system was completed, to enable Mobility Plus registrants to confirm their trip times, cancel trips and obtain information on Mobility Plus Services.
Changing Attitudes and Raising Awareness			
YRT Operations: Accessibility Awareness and Sensitivity Training- (Refresher) for contracted bus operators.	Attitudinal	All	Training classes conducted by service contractors and monitored by YRT staff have been planned.
YRT Mobility Plus: Changing Attitudes and Raising Awareness.	Attitudinal	All	A plan has been devised to develop and introduce a formal Community Outreach program to improve the provision of information and interaction between Mobility Plus and agencies serving people with disabilities.
All T & W Staff: Changing Attitudes and Raising Awareness.	Attitudinal	All	Sensitivity and inclusivity training for T & W staff is underway. 213 staff have been trained to date and eventually 25% of employees in the T & W Department will participate in the inclusivity and accessibility training.

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Barrier Identification for 2007

By-laws, policies, practices, services or facilities to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (when will this be completed?)
Making it Easier to Move Around the Region		
YRT Mobility Plus: Increase system capacity to meet demand and ensure client satisfaction	Purchase two (2) new accessible low-floor 25 ft buses for door-to-door service to address increasing trip demand. Purchase three (3) low floor community buses as replacement to an aging community bus fleet to improve vehicle reliability and availability.	Q4 2007
YRT Operations Process for conventional vehicle on-board bus stop announcement and VMS display.	Daily operation observation.	Start Q1 2007 (Complete 2009).
YRT Fleet Accessible conventional fleet inventory	Inventory; Fleet replacement program.	Ongoing 2007 (fully accessible by 2012).
YRT Fleet Process for conventional vehicles allocation across Region [by size and accessibility features] to meet demand and accessible route designation.	Following route designation and demand assessment, provide process for fleet assignment and monitoring.	Q1 2007
YRT Facilities Technical Guideline for Transit Facilities Stops and Accessories.	Formal design and specification of way finding patterned concrete strips.	Q1 2007
YRT Facilities Field Inventory.	Field inspection of bus stops along routes deemed to be accessible routes.	Ongoing 2007 (complete 2009)
YRT Transportation Management Systems Retrofit Automated Fare Collection (AFC) machines for persons with visual and/or hearing impairments.	Already identified.	2007-2011

5. The timing for addressing a barrier does not necessarily have to be set within 2007. 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.

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By-laws, policies, practices, services or facilities to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (when will this be completed?)
Making Regional Services More Accessible		
T&W Customer Service Improve communication with persons who are deaf, deafened or hard of hearing at T&W's reception desk at the Administrative building.	New computer screen with wireless mouse and keyboard.	Q1 2007
YRT Marketing Full web accessibility for persons who are blind or have low vision with reading software (new website is currently 85% accessible).	Full accessibility testing/audit of new website/trapeze schedules.	Q4 2007
YRT Marketing Ongoing review of font/contrast improvements in print materials for persons with low vision.	Focus groups Surveys.	Q4 2007
YRT Mobility Plus Introduction of 24 -hour advance notice day trip booking process.	Customer satisfaction surveys indicate that this is the most requested service improvement.	Q4 2007

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Barriers That Will Be Addressed for 2007

Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹	Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing (when will this be completed?) ¹⁴
Making it Easier to Move Around the Region						
T&W Roads Incorrect height of the pedestrian push button on traffic signal poles and hard ground surface.	Technological, Physical	Physical	Ease of use	Reconstruction	Frequency	Q4 2007
T&W Roads Traffic control signals that are not useable by persons with visual impairments.	Technological, Physical	Physical	Ease of Use	Technology	Frequency	Ongoing as required with CNIB.
YRT Mobility Plus Increase system capacity to meet Mobility Plus demand for bus service and ensure client satisfaction.	Physical	To assist those who meet the eligibility requirement for Mobility Plus service.	Additional capacity to provide/meet trip demand requests for service.	Two new accessible low-floor buses for door-to-door Mobility plus trip demand and three low-floor buses as replacement for Community Bus services to improve service reliability	The ability to service the added trip demand and mobility requirements of Mobility Plus clients in an effective and efficient manner.	Q4 2007

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Making it Easier to Move Around the Region						
YRT Mobility Plus Introduction of 24 - hour advance day trip booking process.	Communication, Technology	To improve the access to daily trip booking on a 24 hour basis as opposed to the current two business day in advance booking process.	A reduction in the customer cancellation rate currently due to customers having to book well in advance of actually taking the requested trip.	The assignment of staff to permit daily bookings on weekends and the staff available to prepare the schedules and audit the daily trips through the dispatch section of Mobility Plus.	A reduction in the customer late cancellation and no-show rates resulting in improved trip efficiencies.	Program to commence in Q2 2007 subject to budget approval of requested staff resources.
YRT Operations Need for audio bus stop announcements and visual next bus stop display.	Communicational	Physical	Service improvement for persons with sight and hearing disabilities.	CAD/AVL implementation on all conventional vehicles.	Successful implementation system wide. (approx. 150 vehicles per year).	Program to commence Q1. Full implementation projected by 2012.

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Making it Easier to Move Around the Region						
YRT Facilities Need for accessible bus stop locations as identified along routes deemed to be accessible.	Physical	Physical	Improved access to bus stops.	Construct concrete pads to YRT standards.	Percentage of accessible bus stops. 200 new and replacement concrete pads per year.	Ongoing 2007 2015 (Complete 2015).
YRT Fleet Increase percentage of fleet accessibility.	Physical, Technological	Physical	Improved access on to conventional transit buses.	Purchase accessible buses.	Percentage of fleet that is accessible (2006 year end will be 75%, 2007 year end anticipated to be 85%).	Ongoing Fully accessible fleet projected by 2012.
YRT Fleet Process for conventional vehicles allocation across Region [by size and accessibility features] to meet demand and accessible route designation.	Physical	Physical	Improved accessibility to public transit based on demand.	Annual review to allocate accessible buses to designated accessible routes.	Successful assignment of buses to designated routes.	Annual review.

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Making Regional Services More Accessible						
T&W Customer Service Improve communication with persons who are deaf, deafened or hard of hearing at T&W's reception desk at the Administrative building.	Technological, Physical	Physical	Improved customer service.	Technology.	Positive feedback from customers.	Q1 2007.
YRT Marketing Full web accessibility for blind users with reading software (new website currently 85% accessible).	Technological	Sensory	People with vision disabilities will be able to read information and plan transit trips online.	A web company will be contracted to complete a full accessibility test of the website. After Adjustments will be made to ensure full access to blind customers with web reading software.	Positive feedback from customers. Online survey.	Q4 2007.

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Making Regional Services More Accessible						
YRT Marketing Ongoing review of font/contrast improvements in print materials.	Informational	Sensory	Those with vision disabilities will have access to more printed information.	Modification of font size, contrast, layout and design.	Positive feedback from customers. Follow-up focus group/survey.	Q4 2007.
Changing Attitudes and Raising Awareness						
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Will provide staff with an introduction to the information to effectively and respectfully serve persons with disabilities.	25% of employees in Transportation and Works Department will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2007 – Ongoing.

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