
Transportation Services 2010 Draft Department Accessibility Plan

Presentation to
York Region Accessibility Advisory
Committee

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What We Do

- ❑ **Regional Mobility for all models of travel** – responsibility for moving people, goods and services in cars and trucks, on transit, on foot and on bikes.
- ❑ **Stewardship for Regional road rights-of-way and forests** – responsibility for significant amount of Region's public realm and infrastructure assets.

Core Businesses

- **Transit:** Plan and manage Region-wide conventional and door-to-door services.
- **Roads:** Plan, design, construct and operate region-wide road system.
- **Traffic:** Manage, control and maintain a safe and efficient road system through a centralized traffic control system.
- **Forestry:** Manage 22 forested properties, including over 2200 hectares of public lands.

Achievement Highlights - 2009

In 2009, twelve barriers affecting physical, sensory, cognitive and mental illness disabilities were identified and addressed by the Transportation Services Department.

- ❑ A review of all internal departmental policies practices and procedures to identify gaps in the core principles of independence, integration and equal opportunity has been completed.

Achievement Highlights – 2009 (Cont'd)

- ❑ 64 audible pedestrian signals and 200 pedestrian countdown signals have been installed across the Region.
- ❑ 1,500 bus stops signs have been replaced with new and improved signs with larger font size and improved contrast.
- ❑ 17 bus routes will be made fully accessible across the Region by the end of 2009, with additional routes to be added in phases through 2010.

Achievement Highlights – 2009 (Cont'd)

- ❑ Improvements have been made to the Mobility Plus website such as adding the font size option, and providing an audio format for the customer newsletter.
- ❑ As of September 2009, the YRT/Viva fleet is 94% accessible. A fully accessible fleet is projected by 2012.

Achievement Highlights – 2009 (Cont'd)

- ❑ Six new buses now accommodate extra wheelchair spaces.
- ❑ All Public Information Centres were held at facilities which were easily accessible by person with a mobility device.
- ❑ The revised map with improved clarity, contrast and font will be printed in February 2010.

Achievement Highlights – 2009 (Cont'd)

- ❑ The results of the Travel Training pilot presented in November to Transportation Committee and Regional Council. The program will be formally launched in Spring 2010.
- ❑ 4,500 bus stops have been audited for accessibility.

Barrier Identification for 2010

For 2010, Transportation Services department will continue to improve access to facilities and services by continuing to identify and remove barriers.

- ❑ Incorporate the Accessible Customer Service Policy into departmental policies and practices.

Barrier Identification for 2010 (cont)

- ❑ Review Accessible Pedestrian Signal installation policy to ensure consistency with the proposed AODA Built Environment Standard.

Barriers That Will Be Addressed for 2010

- ❑ Review time allotted for pedestrians at specific signal locations.
- ❑ Continue to install accessible and audible pedestrian signals based on consultation with CNIB.
- ❑ Continue to increase the percentage of accessible stops.
- ❑ Improve the readability of terminal platform and on-street bus stop signage.

Barriers That Will Be Addressed for 2010 (cont)

- ❑ Continue to increase the percentage of accessible fleet (replacement and expansion).
- ❑ Update the YRT website to meet the proposed AODA Information and Communication Standards.
- ❑ Pending review and approval of Council, establish an accessible forest trail.
- ❑ Launch web-based trip booking system for Mobility Plus customers.

Barriers That Will Be Addressed for 2010 (cont)

- ❑ Using the YRT accessible bus route criteria, designate additional accessible routes in a way that will provide customers with connectivity.
- ❑ Review Accessible Pedestrian Signal installation policy to ensure consistency with the proposed AODA Built Environment Standard.

Barriers That Will Be Addressed for 2010 (cont)

- ❑ Act as departmental lead for the corporate implementation of the requirements of the proposed Accessible Transportation Standard under the AODA.

Thank you.

Questions?

Transportation Services

Environmental Scan

As one of the seven Departments in York Region, Transportation Services exemplifies public and environmental safety by providing residents with efficient and state-of-the-art transit, and roads. Our long-term vision consists of improving service and infrastructure for public transit services and roads while preserving and protecting natural environment.

The Services We Provide

- **Public Transit** – Operate conventional service in all nine municipalities in the Region through four contractors using a fleet of approximately 343 buses. The Mobility Plus service also delivers door-to-door, shared-ride, accessible public transit service for persons with disabilities region-wide with over 75 vehicles including buses, minivans and sedans. Viva rapid transit with a fleet of 107 vehicles, provides service in four designated corridors including Yonge Street and Highway 7 and provides connection to three TTC subway stations. During 2009, it is estimated that 1.1 million revenue hours of service will be operated carrying about 20 million revenue passengers.
- **Roads** – Responsible for planning, designing, constructing and maintaining all Regional roadways to ensure the residents and businesses of the Region have access to a quality roadway network. The Roads Program is committed to providing a safe, effective and efficient transportation system that is complemented by various programs such as the Street Tree Program, and the Municipal Streetscape Partnership Program.
- **Traffic** - Provide a safe environment for vehicles and pedestrians by managing, controlling and maintaining a safe and efficient road system through the operation of a centralized traffic control system, road maintenance activities, providing information to the public, issuing permits to control uses of the road and installing and maintaining road signs.
- **Natural Heritage and Forestry** – Responsible for four Regional Program functions which are integral to the sustainable management of the Region's 'Green Infrastructure'. The development and implementation of these priority initiatives helps to ensure and demonstrate that our natural environment, including the urban forest, is protected and enhanced for the enjoyment of present and future generations.

Our Customers

The Department's customers include a broad cross-section of Regional residents, businesses, area municipalities and visitors.

However, the primary focus, for the purposes of this Accessibility Plan, is to ensure universal access for pedestrians and transit customers to the public transportation system. This includes access to bus stops, transit terminals, vehicles and the pedestrian network that connects to the transit system.

Accessibility Statement

To plan and provide accessible, safe, cost-effective, quality driven and integrated public transit, roads, forestry and other related services that support economic vitality, while meeting regional growth and the expectations of Regional residents and businesses.

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Transportation Services Progress Report on Accessibility Achievements – 2009

Barrier Identified (Gives a description of the barrier and indicates where the barrier was found. For example, was the barrier in a program, service, by-law, policy, practice or facility?)	Barrier Type (Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive, mental illness or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Helping People Live Independently			
Roads Audible pedestrian signals.	Technological	Sensory	Sixty four (64) audible pedestrian signals have been installed and/or upgraded. Approximately 200 pedestrian countdown signals have been installed during 2009.
Making it Easier to Move Around the Region			
YRT Facilities Need for accessible bus stop locations.	Physical	Physical	Expect to have over 450 stops upgraded with concrete pads and standing areas with access to/from stop leading to adjacent sidewalk or intersection by end of 2009.
YRT Facilities Improved terminal platform signs and on-street bus stop signs.	Informational	Sensory	In addition to 1,200 stops replaced in 2008, 1,500 bus stop signs have been replaced in 2009 with new and improved signs with larger fonts and improved contrast. The remaining 1,500 stops will continue to be upgraded during 2010. In addition, VMS (Variable Message System) signs displaying real time next bus arrival information have been installed at all platforms at Finch Station Terminal and York University Terminal. Additional VMS signs to be installed at Promenade, Bernard, Newmarket Terminal and Richmond Hill Centre by Q3 - 2010.
YRT Service Planning Formal program launch of Travel Training Program.	Physical	All	The results of the pilot will be presented to the Transportation Services Committee and the program will be formally launched in Spring of 2010, complete with a communication plan and revised training materials.
YRT Mobility Plus Audio option for website & newsletter.	Communicational	Sensory	The newsletter has an audio option. The website will have an audio option as part of the upgrades scheduled for 2010.
YRT Fleet Increase percentage of fleet accessibility.	Physical, Technological	Physical	The YRT/Viva portion of accessible fleet has increased to 94% as of September 2009, up 2% from 2008.

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Making it Easier to Move Around the Region			
YRT Mobility Plus Need for accessible buses that accommodate mobility devices.	Physical	All	Six buses have been introduced on the community bus routes which are specifically designed to connect seniors with medical facilities and shopping centres. The new buses are able to accommodate 3 wheelchairs at a time allowing more passengers with mobility devices to ride at the same time.
YRT Facilities Identification and inventory of accessible stops.	Physical	All	All 4500 bus stops have been audited for accessibility. Those stops which are deemed accessible will be marked with a universal accessible symbol when the route is designated as an accessible route. The criteria for an accessible route is: 50% of the facilities: and 100% of the fleet should be accessible.
YRT Service Planning Designation and communication of accessible routes.	Policy/Practice Physical	All	As of September 2009, 12 routes have been designated as accessible. An additional five routes will be added to the list in December 2009. The following routes are expected to be accessible by end of 2009: Routes 3, 5, 20, 85, 91, 99, 520, 521, 522, 589, all five Viva routes, plus TTC routes 129 and 165.
Making Regional Services More Accessible			
YRT Marketing Improve clarity and readability of YRT route map (new).	Communicational Informational	All	Based on consultation from the CNIB, and travel training partners, the YRT route map has been revised with improved layout, color contrast, and larger fonts. The updated maps are to be printed in February 2010.
YRT Marketing Mobility Plus Services website.	Technological	Sensory	Improvements have been made to the website such as adding a font size option. The possibilities of adding additional features such as contrast and audio option will be reviewed as part of the upgrades to YRT website planned for 2010.
Roads Universally accessible Public Information Centres.	Physical	All	All Public Information Centres used during 2009 were held at facilities which were easily accessible by persons with a mobility device.

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Changing Attitudes and Raising Awareness			
Review department's internal policies, practices and procedures to ensure incorporation of the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA) Accessibility Standards for Customer Service core principles of independence, integration and equal opportunity.	Policy/Practice	All	A review of all internal departmental policies, practices and procedures to identify gaps in the core principles of independence, integration, and equal opportunity has been completed.

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Transportation Services – 2010 Barrier Identification for 2010

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing (When will this be completed? The timing for addressing a barrier does not necessarily have to be set within 2010. 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)
Making it Easier to Move Around the Region		
Traffic Review Accessible Pedestrian Signal installation policy to ensure it aligns with the proposed AODA Built Environment Standard and Transportation Association of Canada's "Guidelines for Understanding, Use and Implementation of Accessible Pedestrian Signals".	Conduct interjurisdictional research to study best practices and compare current policies with policies from other municipalities, the proposed AODA Built Environment Standard and the "Guidelines for Understanding, Use and Implementation of Accessible Pedestrian Signals."	Q3 2010 - 2011
Transit - Service Planning / Operations Connectivity of accessible bus routes.	Using the YRT accessible bus route criteria YRT will designate accessible routes in a way that will provide users with connectivity.	2010 - ongoing
Changing Attitudes and Raising Awareness		
Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.	Internal Departmental policies and practices will be reviewed against the corporate Accessible Customer Service Policy.	2010

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Transportation Services – 2010 Barriers That Will Be Addressed for 2010

Barrier Identified (Indicated where the barrier was found)	Barrier Type (Indicate the type of barrier-physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicate the type of disability affected by the barrier – physical, sensory, cognitive, mental illness or other)	What will be gained by removing or preventing the barrier (Indicate how accessibility will be enhanced by removing or preventing this barrier)	Means to prevent/remove the barrier (Describe what action will be taken to remove and/or prevent the barrier)	Indicators of success (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)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2010; 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)
Making it Easier to Move Around the Region						
Traffic Pedestrian signal timing at specific locations.	Technological	Physical, Sensory	Improved accessibility and safety at pedestrian crosswalks and intersections for people with disabilities.	Based on feedback from YRT Travel training partners, the timing allotted to cross at specific intersections of concern will be reviewed and adjusted if necessary.	Improved access and safety at crossings for people with physical and sensory disabilities.	Ongoing through 2010.
Traffic Audible pedestrian signals.	Technological	Sensory	Ease of use for people who are blind or have low vision.	Installation of 5 accessible and audible pedestrian signals based on requests from CNIB.	Increased usage by people who are blind or have low vision.	Ongoing through 2010.
Transit – Facilities Lack of accessible bus stop locations.	Physical	Physical, Sensory	Improved access to transit services and facilities for people with disabilities.	Construct transit facilities to YRT accessible standards.	Increase in the percentage of accessible bus stop locations. Target: 800 new and replacement concrete pads in 2010.	Ongoing 2010 - 2015

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Making it Easier to Move Around the Region						
Transit - Facilities Accessibility of terminal platform signage and on- street bus stop signage.	Informational, Communicational	Sensory	Way finding for people with disabilities using public transit will be increased.	A variable message system which displays real time bus arrival information will be installed at Promenade, Bernard, Newmarket and Richmond Hill Centre terminal platforms. On street signage will be updated at 1500 bus stops to include large font.	It will be easier for people with disabilities to use public transit independently.	2010
Transit - Fleet Increase percentage of fleet accessibility.	Physical	Physical	Access to YRT / Viva services will be increased.	Purchase low floor accessible buses as part of the fleet replacement and expansion program.	Increase in the percentage of accessible fleet (Sept 2009 was about 94% accessible fleet on YRT and Viva), making it easier for people with disabilities to use public transit independently.	Ongoing Fully accessible fleet projected by 2012.
Transit – Mobility Plus Web based trip booking system.	Technological	All	Improve access to YRT Mobility Plus trip booking services.	Establish a 24 trip booking system allowing riders of Mobility Plus to book their trips and receive confirmation using the web.	Improved customer access to Mobility Plus services and a reduction in the number of calls to book trips.	Q2 - 2010

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Making Regional Services More Accessible						
Forestry Accessibility of York Regional Forest trails.	Physical	Physical, Sensory	Improved access for people with disabilities to use and enjoy the York Regional Forest.	Pending review and approval of Council, establish an accessible forest trail.	Increased use of York Regional Forest trails by people with disabilities.	Q2 – Q3 2010
Transit – Marketing YRT website.	Technological	Sensory	Increased access to YRT information for people with disabilities.	Update the website to ensure that it meets the requirements of the proposed AODA Information and Communications Standard.	People with disabilities will be able to access YRT/VIVA information from the website at their convenience.	2010