



Transportation Services

2009 Draft Department Accessibility Plan

Presentation to the
York Region Accessibility Advisory
Committee

Piragal Thiru
Planner – Accessible Services
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Overview

- ❑ Mandate
- ❑ Achievement Highlights for 2008
- ❑ Barrier Identification for 2009
- ❑ Barriers that will be addressed for 2009

Mandate



To plan and deliver cost effective and quality driven transit, roads and forestry services to meet the Region's growth needs and expectations of Regional residents and businesses.

Core Businesses:

- **Transit:** Plan and manage Region-wide services (conventional and specialized) integrated with TTC and GO.
- **Roads:** Plan, design, construct and operate region-wide road system.
- **Forestry:** Manage 22 forested properties, including over 2200 hectares of public lands.

Achievement Highlights - 2008



- ❑ Over 300 bus stops have been upgraded with concrete pads as per YRT's accessibility standards.



- ❑ As of September 2008, 92% of the fleet is accessible.



- ❑ Travel Training Pilot program has been underway since May 2008.



- ❑ For the purpose of the Travel Training Pilot program, fourteen routes in the Region have been identified as accessible routes.



- ❑ Bi-annual meetings now occur between Mobility Plus and Service Agencies to improve information exchange and communications.

Achievement Highlights – 2008 (cont'd)



- ❑ Completed assessment with ORTA in accordance with Universal Trail Assessment Process (UTAP) of a trail within the Hollidge Tract.
- ❑ 65 pedestrian pushbuttons have been relocated and 70 hard ground surfaces installed at pedestrian crossings.
- ❑ Audible pedestrian signals have been installed at 32 stations.
 - ❑ 14 new and 18 upgraded.
- ❑ 17 staff from Transportation Services have completed the 'Just Ask' Inclusivity Training.

Barriers Identified for 2009



Focus in 2009 will be to further review the transit system's accessibility and develop program aimed at improved pedestrian and customer access to facilities and services

- ❑ Review department's internal policies, practices & procedures to ensure incorporation of the AODA Customer Service Regulation.
- ❑ Continue to identify accessibility issues at bus stops and terminals (as per accessibility checklist).
- ❑ Improve terminal platform signage and on- street bus stop signage.
- ❑ Improve clarity and legibility of YRT route map.
- ❑ Designation and communication of accessible routes.

Barriers That Will be Addressed for 2009



The Transportation Services department will continue to improve access to information, services and facilities.

- ❑ Continue fleet purchasing program to increase % of low floor accessible vehicles.
- ❑ Continue program of bus stop audits and improvements to on-street facilities.
- ❑ Continue constructing bus stops to YRT accessibility standards.

Barriers That Will be Addressed for 2009

(cont'd)



- ❑ Construct and install new signage at terminal platforms and update signage at bus stops.



- ❑ Improve clarity and legibility of YRT route map.



- ❑ Improve access to Mobility Plus website through design.



- ❑ Mobility Plus – Provide an audio option for the website and newsletter.



Barriers That Will be Addressed for 2009

(cont'd)



- ❑ Purchase buses with increased accessibility (which accommodates 3 wheelchairs at a time) to be operated on the community bus routes.



- ❑ Roll out the Travel Training program pending the results from the one year pilot which was launched in May 2008.



- ❑ Modified accessibility features at intersections.
 - ❑ Install audible crossings, and count-down signals.



- ❑ Modified universally accessible Public Information Centres.



Thank you.

Questions?

