

Transportation Services

Environmental Scan

A Leader in Emerging Technologies

As one of the eight 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.

The Services We Provide

Public Transit – Plans and operates a Region-wide network of transit routes that are integrated with Toronto Transit Commission (TTC) and GO Transit. We also operate the YRT Mobility Plus service – a service which is the Region's door-to-door, shared, accessible public transit service for people with disabilities. In 2008, the combined YRT/Viva system consisted of over 120 routes (including school specials) and it is estimated that the system will carry about 19.5 million revenue passenger trips by the end of 2008. On an average weekday, the system carries approximately 70,000 revenue riders with an overall system cost recovery of approximately 38%. During 2008, it is estimated that 1.1 million revenue hours of service will be operated. All of the above figures include the TTC contracted routes operating within York Region.

- Roads – Provides a safe environment for vehicles and pedestrians by 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 use 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.

Significant investments required to meet current and future demand

York Region's population is projected to be 1.1 million by 2021 with a corresponding increase in employment to 700,000 jobs. Approximately 40,000 new residents move to York Region each year. This 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, the public transit network, water supply, wastewater collection system and solid waste management.

Transportation Services

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. Investment in public transit has been strong and has received both federal and provincial support. This strong support is demonstrated by the implementation of the first phase of the Viva bus rapid transit service, with the second phase (Vivanext) being planned for 2009 and beyond.

The economic conditions and growth pressures within York Region require significant investment. The Department will continue to experience increases in fuel prices, and road maintenance, transit operations and construction costs.

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 – 2008

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)
Making It Easier to Move Around the Region			
YRT Mobility Plus Language.	Communicational	Other	A plain language audit of the Call Centre was completed. In addition a list was compiled identifying staff that are able to speak languages other than English. AT&T Translation services are also available for use if required.
YRT Facilities Facilities review.	All	Physical	3000 stops have been reviewed for accessibility. Remaining 1500 to be completed by Q3 – 2009.
YRT Service Planning Process for identifying accessible transit routes.	All	All	The criteria determined to deem a route accessible is: 50% of the facilities and 100% of the fleet should be accessible.
YRT Service Planning Travel Training Pilot Launch (to increase knowledge and confidence to use conventional public transit services).	Physical, Informational, Communicational, Attitudinal, Policy/Practice	All	Travel Training Pilot Program has been underway since April 2008. Results of the one year pilot program will be evaluated in Spring 2009.
YRT Facilities Need for accessible bus stop locations as identified along routes deemed to be accessible.	Physical	Physical	As of September 2008, over 300 stops have been upgraded with concrete pads as per YRT accessibility standards.
YRT Mobility Plus Improve client access to trip booking system. (Telephone)	Technological	All	An interactive Voice Response (IVR) system is being tested at this time. Upon completion of testing, ability to confirm, cancel and book trips will be introduced in phases.
YRT Mobility Plus Improve client access to trip booking system on website.	Technological	All	Once the IVR is fully functional, web booking will be launched.
YRT Fleet Increase percentage of fleet accessibility.	Physical, Technological	Physical	As of September 2008, 92% of the fleet is accessible.

DRAFT – 2009 DEPARTMENTAL ACCESSIBILITY PLAN

Transportation Services

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Making It Easier to Move Around the Region			
YRT Fleet Develop guideline for allocation of conventional buses across the region by size and accessibility features to meet demand and accessible route designation.	Policy/Practice	Physical	For the purpose of the pilot travel training program, fourteen routes in the Region have been identified as accessible routes. Additional routes to be added in Spring 2009.
Roads Traffic control signals that are not useable by persons who are blind or have low vision.	Technological	Sensory	As required by CNIB, 10 new installations and 22 upgraded installations have been completed.
Roads Incorrect height of the pedestrian push button on traffic signal poles and hard ground surface.	Physical, Technological	Physical	Project complete at all signalized intersections. During 2008 staff identified any remaining locations relocating 45 pushbuttons and installed 60 hard ground surfaces.
Making Regional Services More Accessible			
YRT Marketing Ongoing review of font/contrast improvements in print materials for persons with low vision.	Informational, Communicational	Sensory	Route navigators are produced as per CNIB standards. Route maps to be reviewed for improvements. September map to be reviewed for January 2009 implementation.
Roads Ongoing improvement of all marketing and communications material.	Informational, Communicational	Sensory	Materials are reviewed on an ongoing basis.
Roads Accessibility of forest trails in Regional Forests.	Physical	Physical, Sensory	Accessibility assessment was completed with ORTA. The Hollidge Tract, in accordance with UTAP, will be more accessible with the identification of step grades by the end of the year.

DRAFT – 2009 DEPARTMENTAL ACCESSIBILITY PLAN

Transportation Services

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Changing Attitudes and Raising Awareness			
YRT Mobility Plus Desire to improve information exchange between social/health agencies/stakeholders regarding transportation service needs.	Attitudinal	All	Bi-annual meetings now occur between Mobility Plus and service agencies.
Review training materials and content to identify any gaps in meeting the Customer Service Regulation requirements under the AODA.	Policy/Practice	Physical	Training contents and materials are reviewed and revised as per the Customer Service Regulation requirements under the AODA.
Increase awareness of staff to the needs of persons with disabilities through staff participation inclusivity training.	Attitudinal	All	11 Transit staff and 6 Road staff have completed the 'Just Ask' Inclusivity Training.

DRAFT – 2009 DEPARTMENTAL ACCESSIBILITY PLAN

Transportation Services - 2009

Barrier Identification for 2009

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 2009. The nature of the action may be phased in over a number on months or years depending on the resources and priorities of the Department)
Making it Easier to Move Around the Region		
YRT Facilities Identification and inventory of accessible stops.	Review inventory of transit stops based on accessibility checklist.	Q4 – 2009
YRT Facilities Improved terminal platform signage and on-street bus stop signage.	Review of the current signage for visibility and legibility.	Q4 – 2009 to 2010 and ongoing.
YRT Service Planning Designation and communication of accessible routes.	Increase number of accessible routes across the Region based on the criteria formed in consultation with YRT Operations and Facilities groups.	Q2 – 2009
Making Regional Services More Accessible		
YRT Marketing Improve clarity and legibility of YRT route map.	Feedback from customers, Service Planning Department, and proposed AODA Standards.	Ongoing throughout 2009
Changing Attitudes and Raising Awareness		
Review department's internal policies, practices and procedures to ensure incorporation of the AODA Customer Service Regulation's core principles of independence, integration and equal opportunity.	A comprehensive review of all internal departmental policies, practices and procedures to identify gaps in the core principles of independence, integration, and equal opportunity.	2009

DRAFT – 2009 DEPARTMENTAL ACCESSIBILITY PLAN

Transportation Services - 2009

Barriers That Will Be Addressed for 2009

Barrier Identified (Indicated where the barrier was found)	Barrier Type (Indicate the type of barrier-physical, architectural, informational, 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 2009; 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						
YRT Facilities Need for accessible bus stop locations.	Physical	Physical	Improved access to transit services and facilities.	Construct transit facilities to YRT accessible standards.	Increase percentage of accessible stops. Target: 400 new and replacement pads per year.	Ongoing 2009 – 2010
YRT Facilities Improved terminal platform signage and on-street bus stop signage.	Informational	Sensory	Improved customer communication.	Construct and install new signage at terminal platforms and update signage at bus stops.	Improved client services.	Q4 – 2009 (ongoing to 2010)
YRT Service Planning Designation and communication of accessible routes.	Physical	All	Improve access to transit services.	Designate accessible routes in consultation with YRT Operations and Facilities groups.	Will promote the use of public transit and provide an additional method of travel for those currently using Mobility Plus.	Ongoing 2009
YRT Service Planning Formal program launch of Travel Training Program.	Physical	All	Will enable any customer to use the conventional transit services confidently and independently.	Roll out the Travel Training program pending the results from the one year pilot which was launched in May 2008.	Improved quality of life through access to conventional and rapid services for some or all of their travel needs.	Q3 - 2009

DRAFT – 2009 DEPARTMENTAL ACCESSIBILITY PLAN

Transportation Services - 2009

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Making it Easier to Move Around the Region						
YRT Mobility Plus Audio Option for Website & Newsletter.	Communicational	Sensory	Enable clients with low vision to access the YRT website and newsletter over the web.	The Mobility Plus website will have an audio option which would read out the content on the webpage including the seasonal newsletter.	Improved access to Mobility Plus services and improved customer service levels.	Q2 – 2009
YRT Fleet Increase percentage of fleet accessibility.	Physical, Technological	Physical	Improved access on to YRT/ Viva services.	Purchase low floor accessible buses as part of the fleet replacement and expansion program.	Increase in the percentage of accessible fleet (2008 year end was about 92%).	Ongoing – Fully accessible fleet projected by 2012.
YRT Mobility Plus Need for accessible buses that accommodate mobility devices.	Physical	All	Accommodate more riders with mobility devices on the community bus routes.	Purchase buses which will accommodate 3 wheelchairs.	Assignment of buses on community bus routes.	Q3 - 2009
Making Regional Services More Accessible						
YRT Marketing Improve clarity and legibility of YRT route map (new).	Communicational	All	Produce a map that is glare free and with contrast levels as per proposed AODA standards.	Revisions to be completed progressively as per the proposed AODA standards.	First version of the revised map will be printed Jan. 2009, and revisions will be completed on an ongoing basis to ensure that the map meets the standards of the AODA.	Ongoing 2009

DRAFT – 2009 DEPARTMENTAL ACCESSIBILITY PLAN

Transportation Services - 2009

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Making Regional Services More Accessible						
YRT Marketing Mobility Plus Website.	Technological	Sensory	Improved access to YRT Mobility Plus Website.	Using feedback from customers and Mobility Plus Department, the site will be designed to meet the proposed AODA and W3C standards.	Improved access to Mobility website.	Q3 – 2009
Roads Universally accessible Public Information Centres.	Informational, Communicational	All	Improved access to Public Information Centres.	Increasing access to Public Information Centre using the Accessible Meeting and Multiple Format Guidelines.	Increased participation of persons with disabilities.	Ongoing
Roads Audible pedestrian signals.	Technological	Sensory	Ease of use for persons with low vision.	Installation of Audible Pedestrian Signals at identified crossings.	Increase in the frequency of use by persons with low vision.	Through 2009 as required by CNIB.