



York Region Transit Travel Training Pilot Program Update

Transit Committee

June 12, 2008

Reference Agenda Item D1



Travel training is a support program that prepares people to make journeys safely on their own using public transit



Potential candidates:

- ❑ Individuals with physical disabilities
- ❑ People with certain sensory disabilities
- ❑ People with cognitive or intellectual disabilities
- ❑ Individuals with communication disabilities
- ❑ Seniors not familiar with taking transit
- ❑ Newcomers to the Region



Universal Access



- ❑ Replacement of older vehicles with new low-floor buses
- ❑ Development of Community Bus routes
- ❑ Ongoing accessible stop program
- ❑ Identify accessible routes
- ❑ Travel Training Program

Pre-Launch Check

Status of Fleet & On-street Infrastructure

- Over 70% of the fleet is equipped with Low-floor accessible buses
- 200+ bus stops are upgraded annually with concrete pads and shelters where warranted
- Approximately 1500 stops are currently accessible

Criteria for an accessible route

- 100% of the fleet and above 50% of the stops should be accessible (decal at stops)

Status of Travel Training Materials

- User Guide and Trainer Manual to include:
 - RideClick & RideQuest details
 - New branding (signs & buses)
 - Updated photos
 - Updated fare information



Accessible Routes – Phase 1

YRT / Viva

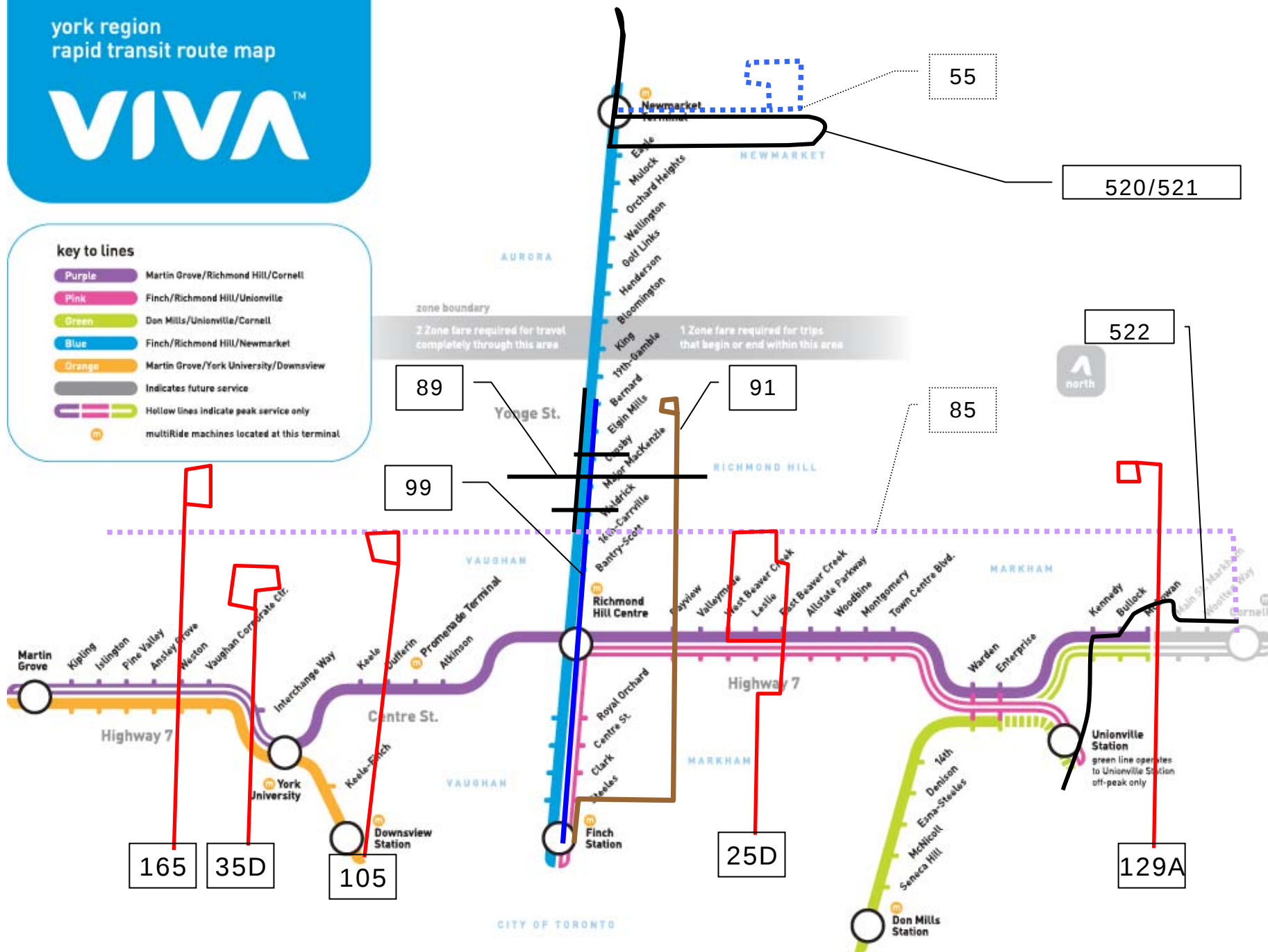
- ❑ All Community Bus routes
- ❑ All Viva routes
- ❑ Routes 91, 99, 85

TTC

- ❑ Routes 35D, 105, 25D, 129A, 165



Purple Martin Grove/Richmond Hill/Cornell
Pink Finch/Richmond Hill/Unionville
Green Don Mills/Unionville/Cornell
Blue Finch/Richmond Hill/Newmarket
Orange Martin Grove/York University/Downsview
 Indicates future service
 Hollow lines indicate peak service only
 multiRide machines located at this terminal



All Aboard

Partnering Organizations Confirmed...

- ❑ CNIB
- ❑ Ontario March of Dimes – York Region
- ❑ York Region District School Board
- ❑ York Aphasia Centre – Stouffville (pending)
- ❑ York South Community Living

Individual Participants

- ❑ 1 Member of YRAAC
- ❑ 1 Referral from Community Services & Housing
- ❑ YRT Customer (Senior)

And the outreach continues....



How It's Delivered

The Training Process

- ❑ Train the trainer
 - ❑ Eg. YRDSB
- ❑ One-on-one
 - ❑ Provide individualized training on a case by case basis
- ❑ Video training material / Audio CD

Plus

- ❑ YRT/Viva Driver Training (contractor delivered)



How the Pilot is Delivered

Next Steps:

- ❑ Driver Training
- ❑ Confirm final route list (55 / 85)
- ❑ Confirm all buses are marked in a consistent manner
- ❑ Print Training Manuals & Guides
- ❑ Roll out mid June 2008
- ❑ Start Phase 2
 - ❑ Continue Auditing facilities for accessibility
 - ❑ Designating other routes
 - ❑ Collect feedback on training materials



