

8 | Transit Accessibility Plan

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The Transit Accessibility Plan is a strategy to prevent and remove barriers for people with disabilities. The Plan is part of the York Region 2013-2021 Multi-Year Accessibility Plan and is a requirement of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The Transit Accessibility Plan is provided to the public for reviewing during YRT/Viva's Public Information Centres.

The Transit Accessibility Plan outlines the YRT/Viva and Mobility Plus obligations under AODA. Components of the Plan include:

- > Consultation with Accessibility Advisory Committee
- > Technology improvements
- > Receiving customer feedback
- > Managing service disruption
- > Fares for support persons
- > Eligibility process for Mobility Plus
- > Infrastructure improvements
- > Accessible Vehicles

Table 19 presents upcoming YRT/Viva initiatives in response to AODA requirements.

Table 19: York Region AODA Transportation Initiatives

Requirement	Action
January 1, 2014	
Fares for Support Persons	York Region will: Update the fare policy to formally waive fare charges for a support person who is accompanying a person with a disability, where the person with a disability needs a support person.
January 1, 2017	
Pre-boarding Announcements	York Region will: Implement pre-board announcements on all YRT/Viva vehicles.



YRT/Viva will continue to make improvements in order to provide accessible and convenient transit service to York Region residents. The following are initiatives to help improve access to YRT/Viva and Mobility Plus:

- > Enhancement of accessible features on the YRT/Viva and Mobility Plus fleet
- > Automated next stop announcements and display on all YRT/Viva buses
- > Fare parity between YRT/Viva and Mobility Plus
- > Accommodation of visitors to York Region on Mobility Plus
- > Coordinated service with neighbouring specialized transit service providers

The accessibility performance measures identified in **Table 20** are required to be included in Transportation specific section of the York Region 2013-2021 Multi-Year Accessibility Plan.

Table 20 : York Region 2013-2021 Multi-Year Accessibility Plan

Requirement	Action
Process for managing, evaluating, and taking action on customer feedback	The process includes, but is not limited to, > Customer feedback/complaints are received by YRT/Viva and Mobility Plus staff representatives, tracked in the complaint tracking system and forwarded to the appropriate functional area for investigation and resolution, and customer follow-up, where requested. > Monthly reports summarizing the number of complaints received and categorizing them according to functional area. Customer feedback is used to identify opportunities for service improvement.
Demographic and ridership projections for specialized transportation services	YRT/Viva undertakes a demand analysis for Mobility Plus as part of the Five-Year Service Plan. The current Plan will be updated in 2015. The Five-Year Service Plan for Mobility Plus includes ridership projections as well as measures to reduce waiting times.
Steps to reduce waiting times	As part of the Five-Year Service Plan for Mobility Plus, YRT/Viva identifies steps to reduce waiting times, including maintaining contractual obligations for on-time service delivery and providing same-day service.
Accessibility equipment failures	Measures to identify, prevent and address accessible equipment failure are documented in the operating contract between YRT/Viva and its operating contractors. These include pre-trip, in-trip and post-trip inspections and regularly-scheduled maintenance of vehicles.
Development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters	YRT/Viva ensures a staff representative is present at every York Region Accessibility Advisory Committee meeting. YRT/Viva continues to provide updates and solicit feedback on transit-related matters, including the design of bus stops and facilities, when required. YRT/Viva continues to upgrade stops and terminals using accessible design criteria to enhance visibility.

For a detailed version of the York Region 2013-2021 Multi-Year Accessibility Plan, please visit york.ca.

