

# 9 | 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). It is reviewed annually as part of 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
- > Measures to identify, prevent and address accessible equipment failures on YRT/Viva fleet

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

- > Enhancement of accessible features on the YRT/Viva fleet, e.g. as external audible announcements
- > 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
- > Coordination of service with neighbouring specialized transit service providers
- > Continuation of myRide Travel Training Program

**Table 30** summarizes upcoming YRT/Viva initiatives in response to AODA requirements.



Table 30: York Region AODA Transportation Initiatives

Requirement	Action
January 1, 2017	
Pre-boarding Announcements	York Region will: Implement pre-board announcements on all YRT/Viva vehicles.
The following accessibility performance measures are required to be included in the Transportation specific section of the York Region 2013-2021 Multi-Year Accessibility Plan.	
Requirement	Action
Process for managing, evaluating, and taking action on customer feedback	<ul style="list-style-type: none"> <li>&gt; Customer feedback/complaints are received by YRT/Viva and Mobility Plus staff representatives, tracked in the complaint tracking system and forwarded to the appropriate business units for investigation and resolution, and customer follow-up, where requested.</li> <li>&gt; Monthly reports summarizing the number of complaints received and categorizing the complaints according to business units. Customer feedback is used to identify opportunities for service improvement.</li> </ul>
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 and 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. The steps include maintaining contractual obligations for on-time service delivery and providing same-day service.
Steps to reduce accessibility equipment failures	Measures to identify, prevent and address accessible equipment failures are documented in the operating contracts between YRT/Viva and the 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	<p>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.</p> <p>YRT/Viva continues to upgrade stops and terminals using accessible design criteria to enhance visibility.</p>

For a detailed version of the York Region 2013-2021 Multi-Year Accessibility Plan, please visit [www.york.ca](http://www.york.ca).

