



2016 Customer Service Amendments

2017 Transportation Requirements

Accessibility (Compliance) Report on the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*

Presentation to the

**York Region Accessibility
Advisory Committee**

June 21, 2017



Presentation highlights

- Background
- Implementation activities
 - Customer Service Amendments
 - Transportation Requirements
- Next steps

Background

Accessibility Advisory Committees advise municipal councils about the:

- Implementation of the AODA
- Preparation of accessibility reports
- YRAAC advises York Region, York Regional Police and York Regional Police Services Board

Provincial Compliance Reports

2010 Accessibility Report (filed March 2010):

- Compliance with Customer Service Regulation requirements 2010

2013 Accessibility Report (filed December 2013):

- Compliance with AODA requirements 2010-2013

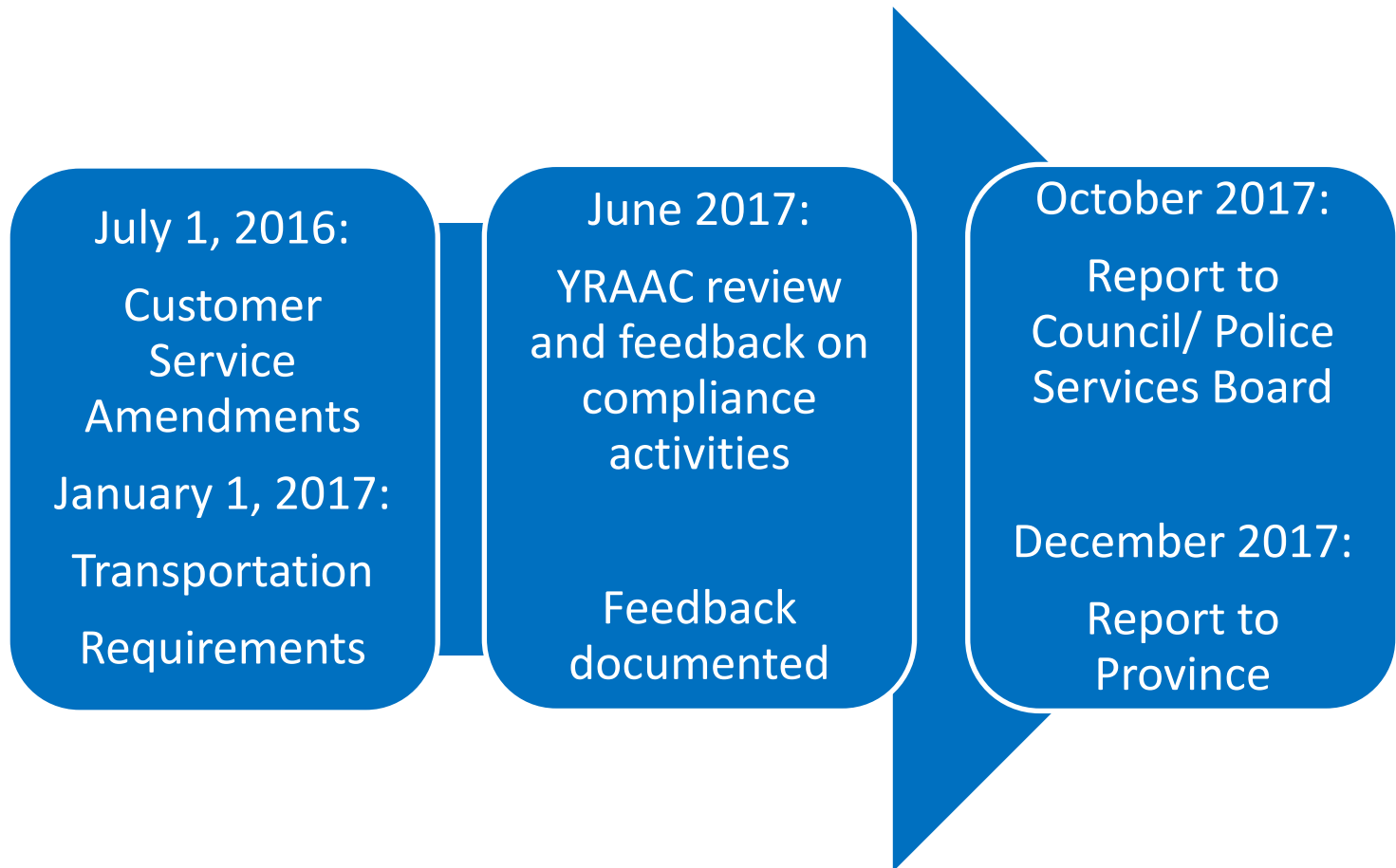
2015 Accessibility Report (filed December 2015):

- Compliance with AODA requirements 2014-2015

2017 Accessibility Report (due December 31, 2017):

- Addition of 2016 and 2017 AODA requirements

2016-2017 AODA requirements are now law: Review and reporting process



Today's review: Customer Service Amendments Transportation Requirements

**Consider these questions as we review
the compliance activities**

- Are there any gaps or barriers to address?
- Is there more that we can do or do differently?
- Does it provide the information you want to know?

Customer Service requirements are now included in the Integrated Accessibility Standards Regulation

Accessibility for Ontarians with Disabilities Act, 2005

Integrated Accessibility Standards Regulation

General Requirements

Information and Communications

Employment

Transportation

Design of Public Spaces

Customer Service

Customer Service Requirements

Key Amendments:

- Use of service animals (Section 80.47)
- Use of support persons (Section 80.47)
- Training for staff, etc. (Section 80.49)
- Feedback process required (Section 80.50)

Customer Service: Compliance activities

Spotlight on: Training







**“How
may I
best
help
you?”**

Offering excellent Accessible Customer Service
is how we do business.
It’s also the law.

Learn more about serving our customers with disabilities at
mYnetwORK > Business Resources > Accessibility
and
www.york.ca

For more information, contact:
Lois Davies, Program Manager ODA/AODA
lois.davies@york.ca or ext. 2060

York Region

Customer Service: Beyond Compliance

- Partnership with Rogers TV
- Legislation
- YRAAC & staff feedback
- “How May I Best Help you?”
- Best practice
- Since 2009 **all** staff trained



Customer Service: YRP and YRPSB compliance activities

- York Regional Police modified York Region's training module
- Chief's Order and auto-enrollment ensured training was completed
- Police Services Board completed Region's training program

Customer Service: Compliance activities - questions and comments

- Are there any gaps or barriers to address?
- Is there more that we can do or do differently?
- Does it provide the information you want to know?

Transportation Standards

Key Requirements:

- Pre-boarding announcements (Section 51)
- On-board announcements (Section 52)
- Categories of eligibility (Section 63)

Transportation: Compliance activities

- Automated next stop announcements and visual display is available on all YRT/Viva buses
 - Compliant as of September 2007
- Electronic pre-boarding announcement feature is available on all YRT/Viva buses
 - Compliant as of April 2016
- PRESTO on Mobility Plus



Transportation: Compliance activities

In September 2011,
YRT/Viva implemented
categories of eligibility to
qualify for specialized
transit services.

- ✓ Unconditional
- ✓ Temporary
- ✓ Conditional



Transportation: Beyond Compliance

- Family of Services
- MOU - Cross Boundary Travel
- Same Day Requests
- “Call One” Initiative



Transportation: Beyond Compliance

- Refresher training on accessible customer service
- Development of YRT/Viva Pay
- Removal of Fare Zones
- Travel Training Program



Transportation: Compliance activities - questions and comments

- Are there any gaps or barriers to address?
- Is there more that we can do or do differently?
- Does it provide the information you want to know?

Next steps

- ✓ Completion of YRAAC feedback chart to document review, with action as appropriate
- ✓ Report to Council and Police Services Board (October 2017)
- ✓ Submission of Province's Accessibility Report (by December 31, 2017)

Thank you

Questions and Comments

