

York Region Transit – Mobility Plus New Scheduling Software and AVL System

Presented by Rajeev Roy June 4, 2014



York Region



- Nine municipalities
- Borders with City of Toronto, Peel Region and Durham Region
- □ Population 1,098,000
- □ 1776 square Kilometers
- □ Mix of urban and rural







York Region's Family of Services



- Bus Rapid Transit (Viva)
- Base Routes
- Local Routes
- □ Express

- □ Shuttles
- Community Bus
- Dial-a-Ride
- Para Transit (Mobility Plus)







Mobility Plus is York Region Transit's door-todoor shared-ride accessible public transit service for people with disabilities.

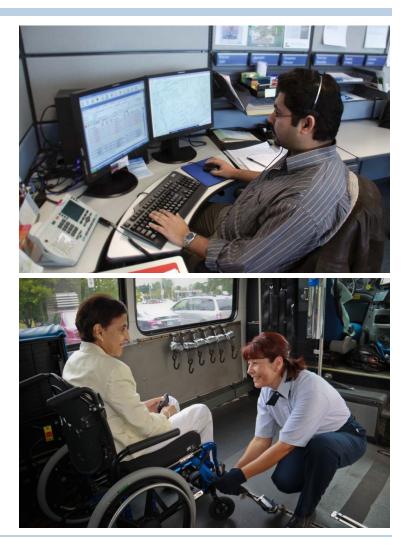
Door-to-door may use a combination of Mobility Plus, YRT/Viva and Community Bus services to provide the trip from the first accessible door.





Ridership Demand and Challenges

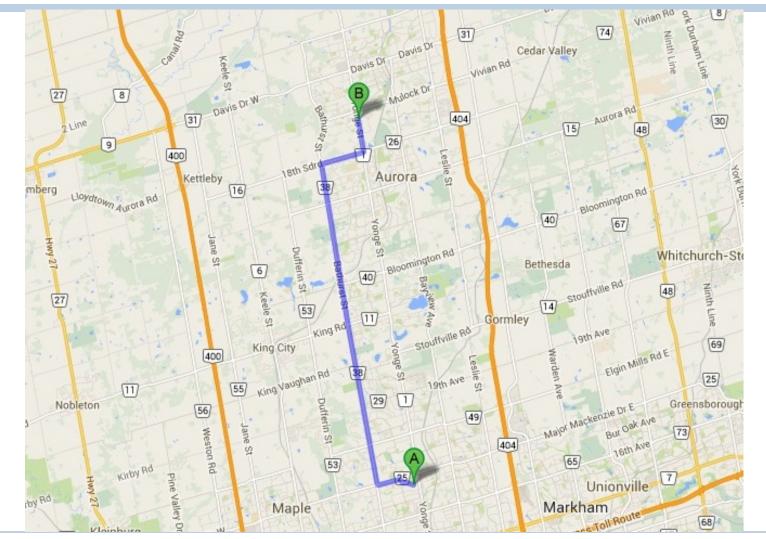
- □ Growing ridership (5% annually)
- □ Legislation (AODA)
- □ Relaxed eligibility criteria
- Budget pressures
- Increased contractor costs





Family of Services



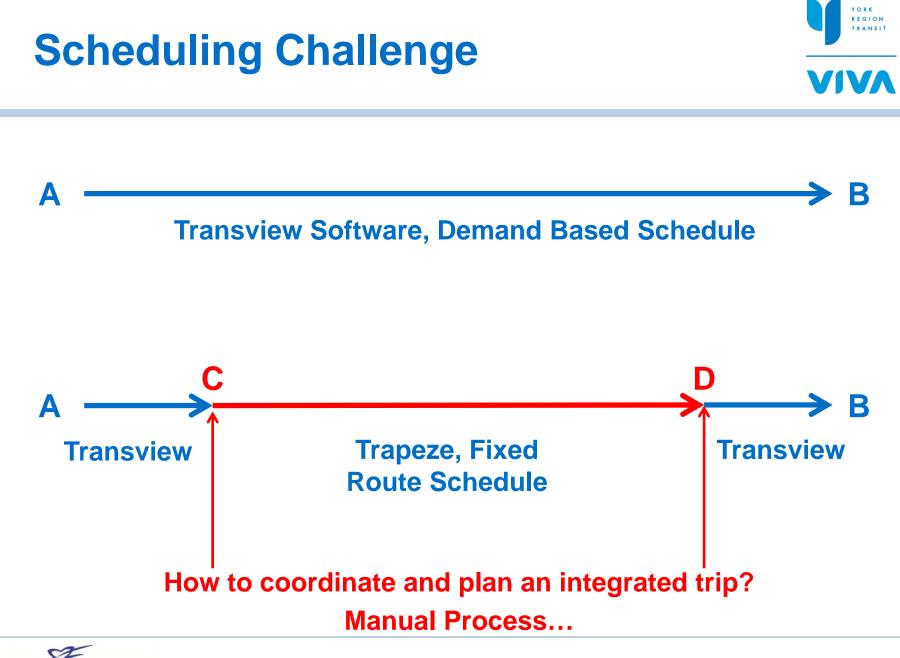






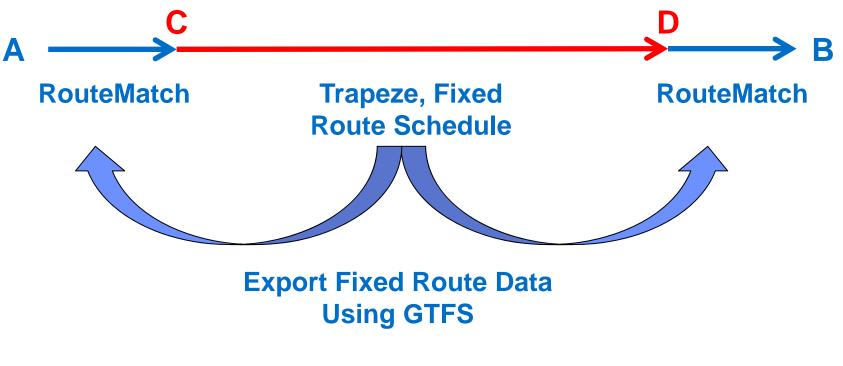
or \$102.58 per day or \$512.9 per week









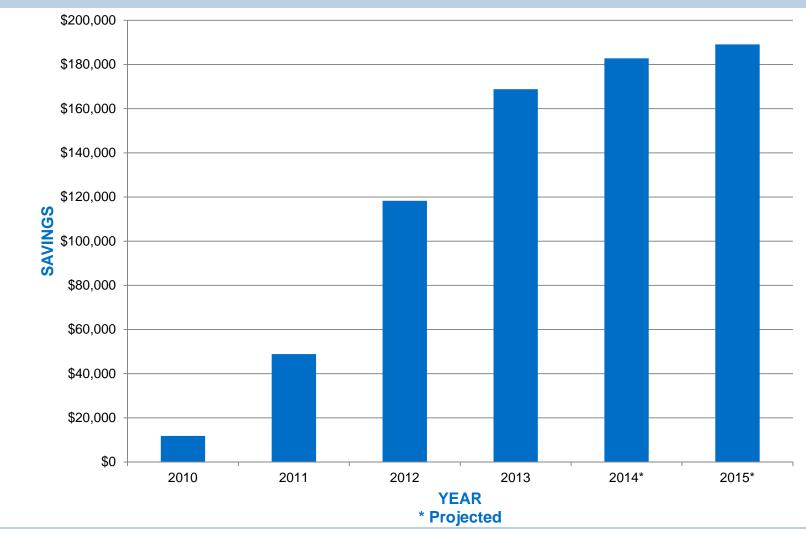


New software eliminates manual process...



YORK REGION TRANSIT

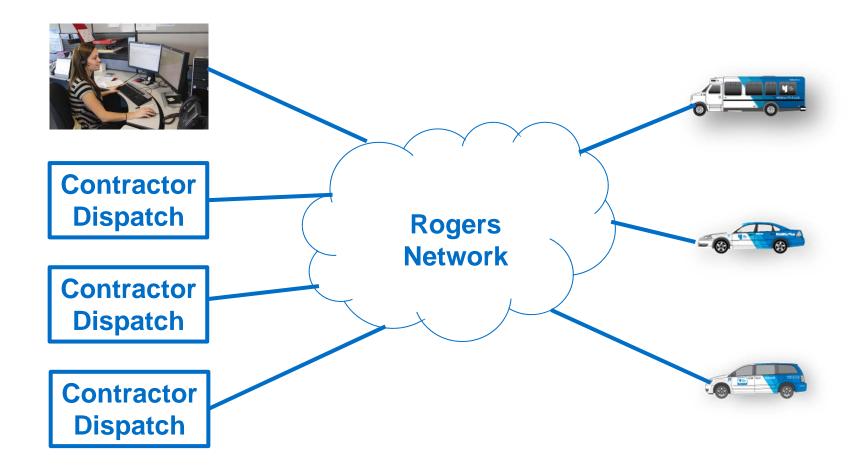
Benefits of Family of Services





AVL System









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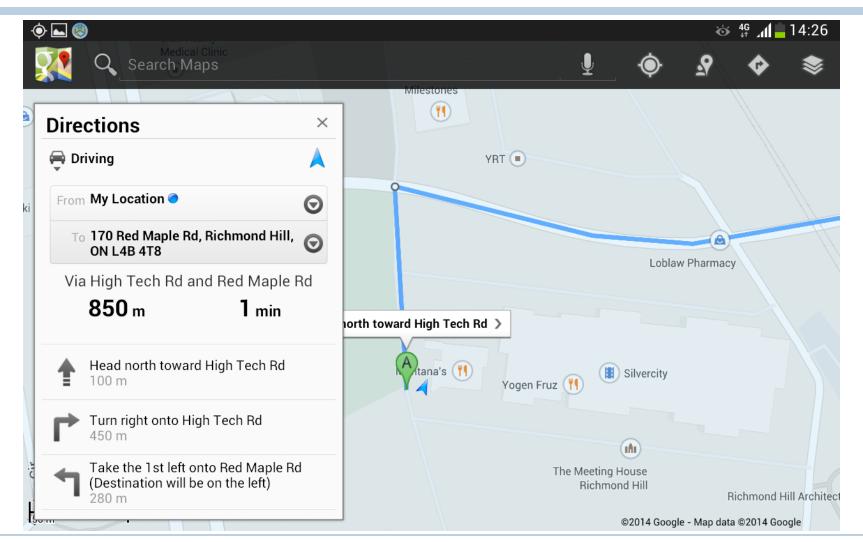




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Manife	est Send MSG Mail Box	History	Info	Με
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	1 - Request Voice			
	2 - Flat Tire			
	3 - Require Supervisor			
Back	4 - Send Mechanic			
	5 - Out of Service			
	6 - Back in Service			
	7 - Refueling			
14:25	8 - Other			

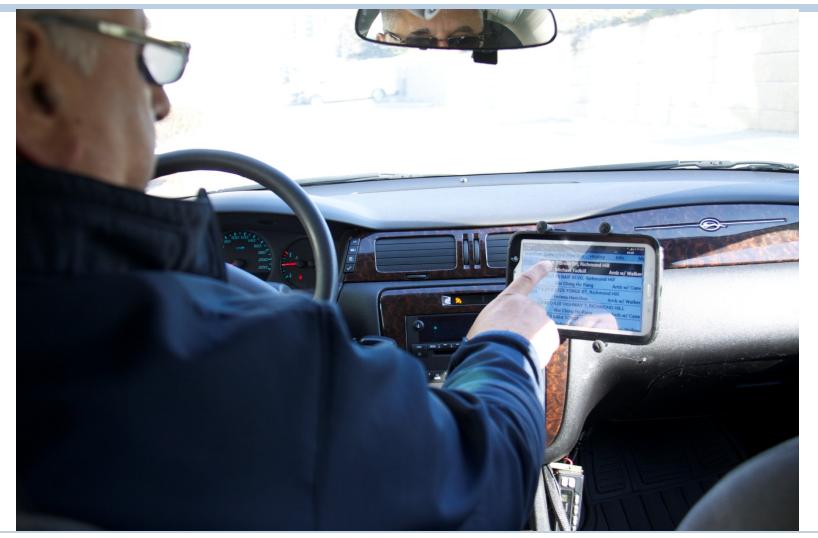




























Key Locations



Site selection

Criteria

- **D** Terminals
- BRT Stations
- Hospitals

- □ Shelter
- □ Telephone
- □ Seating



Eligibility Process



- Eligibility criteria
- Identifying existing clients (MP-1FS and MP-1FSA)
- All new clients that are eligible (attendant)
- Mobility Plus Application Form

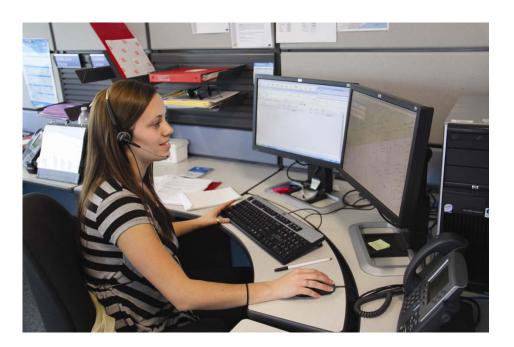






Family of Services Delivery Plan

- Identify clients
- Communication Plan
- Eligibility
- □ Identify key transfer locations
- □ Trip planning and driver training
- □ Travel training







Identify Family of Service Clients

- □ Travel patterns
- Locations travelled
- □ Length of trips
- Disability
- Mobility aid



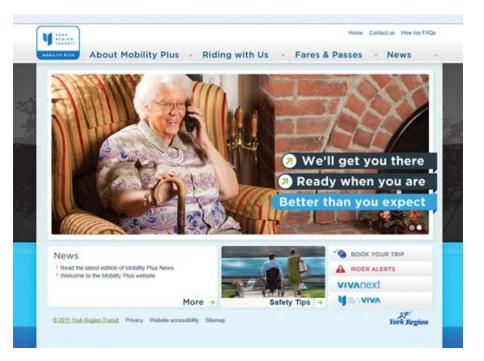




Communication Plan



- Mobility Plus Seasonal Newsletters
- □ Family of Services Brochure
- Mobility Plus website
- Mobility Plus Public Information Consultations
- Customer Service Representative
- □ Stakeholder meetings
- □ Family of Services video





Client Travel Training



My Ride Program

- Call Centre information
- Contact information for neighbouring services
- Trip Plan worksheets
- How to use the Trip Planner on the website
- How to read a Route Navigator
- How to purchase Fare Media
- How to recognize bus stops
- Platform maps





Client Travel Training (cont.)



- □ Trip planning
- □ Fare validation
- Platform familiarization
- Courtesy seating
- Securement
- Accessible stop buttons
- **Communication with driver**





Where we are today...



- □ 3,263 registered Family of Services clients
- □ 90% approved Family of Services
- □ Average of 340 trips a month
- □ Average 4,500 kilometres
- □ 2013-100 travel trained clients
- Environmental impact
- □ Enhanced Scheduling Software

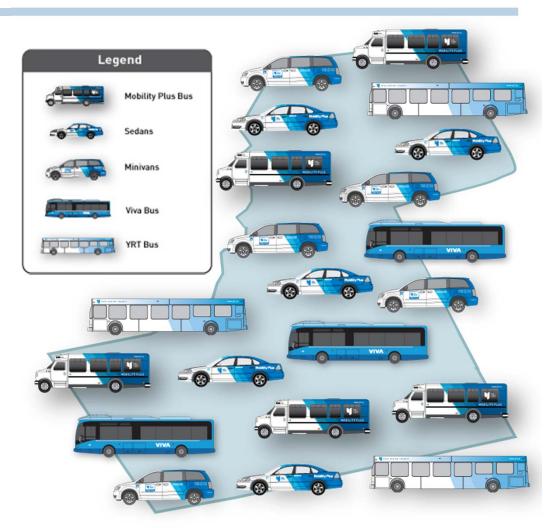






Moving forward...one passenger at a time

- Additional "Family of Services" locations
- □ Linking with neighbouring systems
- □ Trip by trip eligibility determination
- AODA compliance





Thank you





