# Durham Region Transit (DRT) Accessibility Forum

Tuesday, October 27, 2026

# Agenda

1. Welcome and introductions
2. DRT Multi-Year Accessibility Plan (MYAP)
3. DRT and Durham College's Faculty of Media, Art and Design – Accessibility Awareness Campaign
4. DRT On Demand Mobile App and Specialized Transit Online Application
5. Durham-Scarborough Bus Rapid Transit (DSBRT)
6. Activity – Priority and Courtesy Seating
7. Questions

# 2026 to 2030 DRT Multi-Year Accessibility Plan

- Formalizes and strengthens DRT's commitment to an inclusive and accessible transit system.
- Builds on DRT's existing dedication to accessibility:
  - The Route Ahead (2022 to 2025) and Driving Durham (2026 to 2030).
  - DRT's Social Equity Guidelines.
  - Durham Region's 2026 to 2030 Multi-Year Accessibility Plan (MYAP).
  - Durham Region's 2025-2035 Strategic Plan.

# How did we get here?

**Public surveys**

January to February

- **Residents – 619 responses**
- **Service Providers – 32 responses**

**Vision workshops and engagement**

March to May

- **Participatory workshops**
- **200+ Community touchpoints**

**Challenges and actions workshops**

June

- **DRT Staff**
- **Contract partners**

Framework development

June to September

- **User-testing**
- **Framework finalized**

# Durham Region Multi-Year Accessibility Plan Transportation Principles

DRT's Accessibility Plan is closely aligned with the Transportation Principles from Durham Region's Multi-Year Accessibility Plan (MYAP).

- **Advance inclusive future-focused planning**
- **Foster integrated planning between services**
- **Explore wayfinding and travel support technologies**
- **Improve access to the travel network**






# The framework

# Practical vision

**DRT delivers transit services that are accessible, enabling customers to travel safely, reliably and with confidence and dignity.**



## Accessible information and wayfinding

Empowering customers to navigate the transit system through clear, consistent and real-time information.



## Reliable and dependable mobility

Delivering a reliable and dependable transit experience across the transit network.



## Welcoming and skilled support

Strengthening a customer-first approach through inclusive service, skilled staff and continuous engagement.

# DRT Accessibility Plan – Guiding principles

### Drive continuous accessibility improvement

Embed measurable accessibility considerations into planning, delivery and evaluation of all services and infrastructure.

### Advance integrated and inclusive transit planning

Engage across systems, partners and communities to design accessible, connected public transit.

# Five strategic directions



Share accessible information



Enhance accessible transit infrastructure and technology



Balance sustainability and user experience



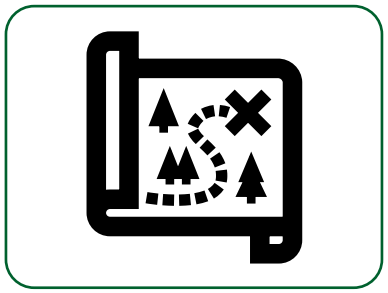
Provide consistent training for staff and contractors



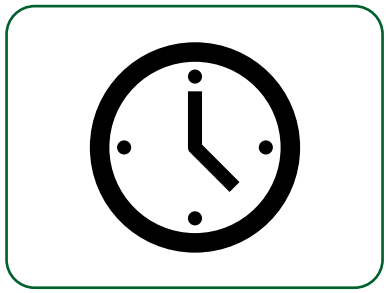
Leverage partnerships to increase accessibility

# Share accessible information

**Deliver communications that are simple, transparent, and designed with customer needs in mind.**



**Improve multi-format access to wayfinding and transit information.**



**Strengthen real-time proactive communication.**



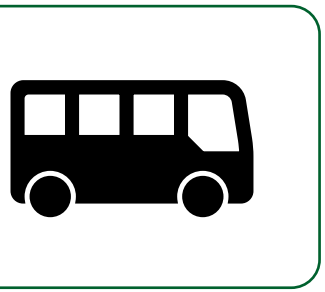
**Increase awareness of transit services and supports.**

# Enhance accessible transit infrastructure and technology

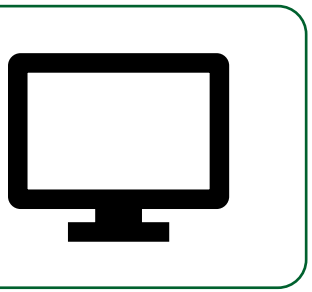
**Explore accessibility improvements that support a more seamless customer experience.**



**Support ongoing communication about vehicle accessibility.**



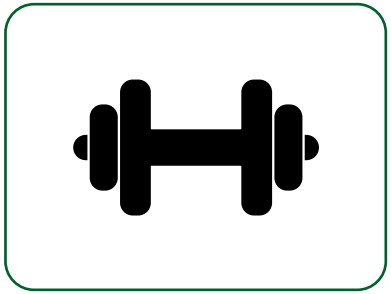
**Enhance bus stops and boarding environments.**



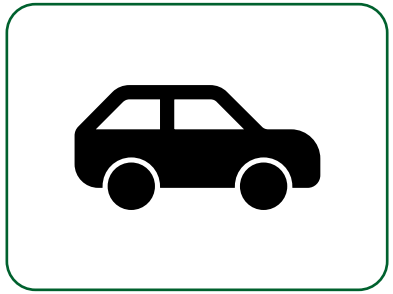
**Modernize transit technology and digital systems.**

# Refine transit services to balance sustainability and user experience

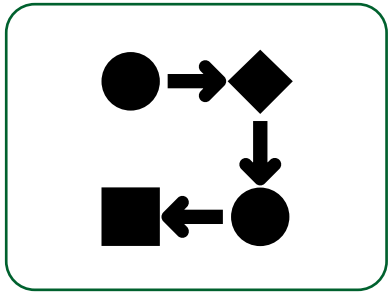
**Assess opportunities to further improve the transit network, reliability and connections to better serve customers' evolving needs.**



**Strengthen and integrate service to better meet customer needs.**



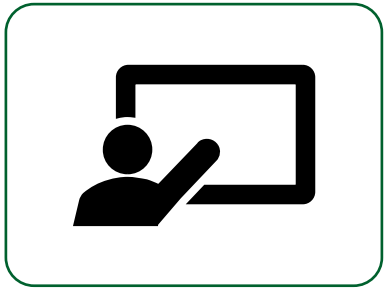
**Improve reliability and timeliness of On Demand.**



**Support more accessible routes and connections to key destinations.**

# Provide consistent training for staff and contractors

**Strengthen accessibility training and service expectations to support inclusive, customer-centred interactions.**



**Standardize and align accessibility training.**



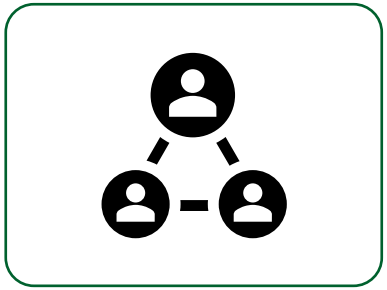
**Strengthen core accessibility skills and competencies.**



**Deliver compassionate, inclusive and** customer-centred **service.**

# Leverage partnerships to increase accessibility

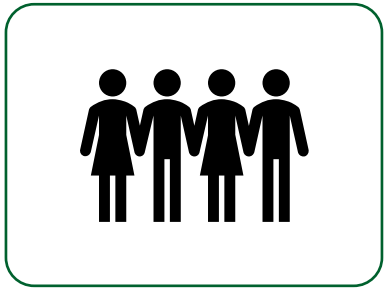
**Explore partnerships, coordination and engagement to identify opportunities that improve transit access and customer-informed planning.**



**Strengthen coordination with municipal and regional partners.**



**Create and sustain partnerships to support accessibility funding.**



**Expand community partnerships and engagement opportunities.**

# Next Steps


Detailed Action Planning (2026)
TEC Approval (2027)
Establish Metrics (2027)
Reporting (Starting 2028)
Ongoing Engagement

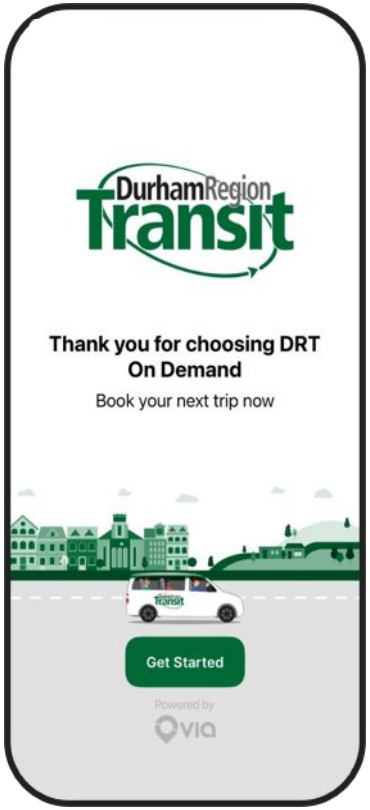
# Durham College (DC) – Accessibility Campaign

- DRT is collaborating with DC's Faculty of Media, Art and Design to develop an accessibility awareness campaign launching in the coming months.
- **Our Focus:**
  - Highlight DRT's accessibility features and support services.
  - Address common myths and misconceptions.
  - Use clear, inclusive and community-focused messaging.
  - Increase awareness of accessible transit options available throughout Durham Region.

# DRT On Demand Transit mobile application

## Key features

- Book trips anytime within your booking window.
- View and manage upcoming trips.
- Cancel trips.
- Track the location and arrival time of your vehicle.
- Receive trip notifications such as booking confirmations and system-wide service alerts.



# DRT On Demand Transit mobile application

## What's next?

- Booking app will expand to additional customers over the next few months.
- All customers will receive information directly to their mailing address.
- Website and social media campaign.
- Phone booking remains fully available.

# DRT On Demand Specialized Transit Application

- New and improved Specialized Transit Application package.
- Online availability by the end of the year.
- Direct application uploads through our software platform.
- Simpler application process.
- Enhanced communication
  - Real-time application status tracking for customers.
- Eligibility decisions and updates provided via email and mail.

# Specialized Transit Application – What's Changed

- Removed signatures from pages 1-4
- Provided more transparent and concise language on when and how eligibility determinations are made
- Made the Section D Service Agreement for Day Programs easier to understand and more efficient for Health Care Providers to fill out

# Durham-Scarborough Bus Rapid Transit (DSBRT)

**What does Bus Rapid Transit look like in Durham?**

Bus-only lanes in the centre of the roadway, separated from traffic and turning vehicles.

Partially-enclosed stations for weather protection.



# Where is DSBRT being built?

- A preliminary design has been completed for the DSBRT from Scarborough Centre Station (on the future Line 2 subway extension) to downtown Oshawa. The current project includes segments in Pickering and Ajax.



# Which routes can use the DSBRT?

- Service on Routes 900, 920, 921 and overnight on Route N1 will move into the centre lanes and use the new stations.
- Where DSBRT is not being constructed, these routes will continue operating like they do now.
- Routes that briefly overlap with DSBRT (like Routes 118 and 916) will continue to stop at the curb.

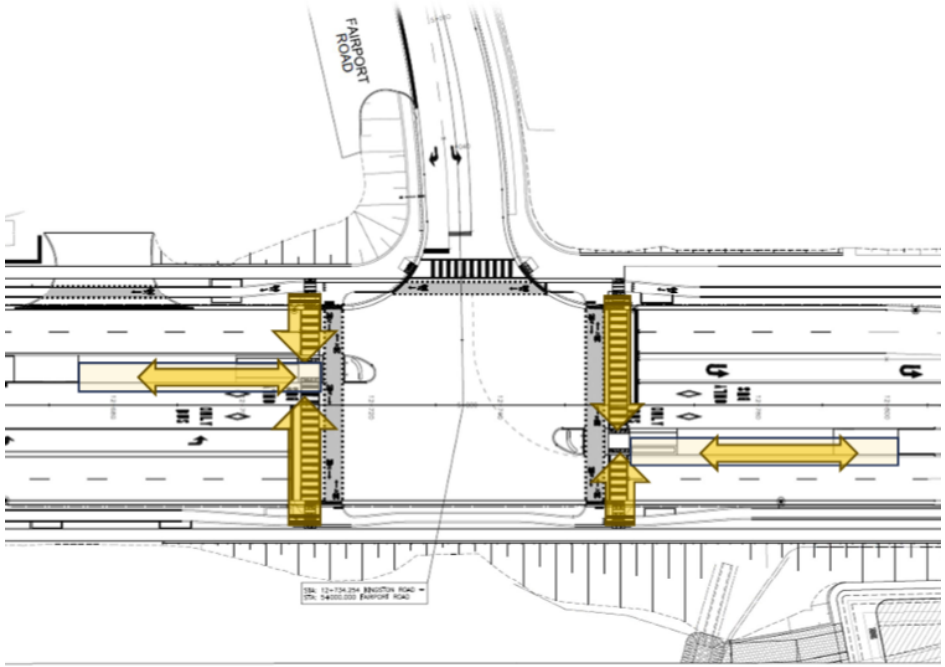


# DSBRT Video


Phase 1 construction of the Durham-Scarborough Bus Rapid Transit

# Accessing the station platforms

- All stations are at signalized intersections.
- Standard accessible pedestrian signals and tactile features.
- Two-stage crossing, when time requires.
- Long ramps from road crossing to platform and shelter.



# Station features

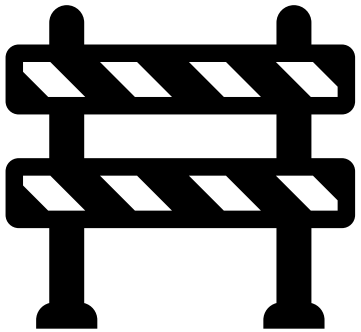
- Seating
- Waste receptacles
- Emergency call box
- Next-bus departure information
- Built higher than a typical curb, for an easier step/roll onto the bus
- Space designed with wheelchair turning in-mind





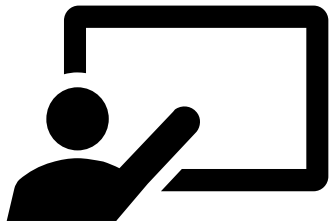

# During construction

- Accessible bus stops are being maintained but stop locations can change to accommodate construction.
- First shelters are being installed this fall, then followed by one every eight weeks (approximately).
- Construction in Ajax has been underway since late 2025. Construction in Pickering is getting started.



# Next steps

- Through summer/fall 2027 we will be conducting testing and training and setting up technology.
- Expecting the Ajax section to open in late 2027, followed by Pickering.
- Constructing additional segments is dependent on funding.



# Activity – Priority and Courtesy Seating






# Activity – Priority and Courtesy Seating

1. What is working well with the current priority and courtesy seating decals/signage?
2. What is not working well, or what causes confusion for customers?
3. What opportunities do you see to improve awareness, visibility, and/or compliance?

# Questions?



## Thank you for joining us and sharing your perspectives.

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