



 Mobility On-Request Paratransit

Family of Services

A TRAVELLERS TRAINING GUIDE

This handbook belongs to:

PRINT YOUR NAME

YOUR ADDRESS

YOUR HOME PHONE NUMBER

YOUR CELL PHONE NUMBER

In the event of an emergency, please contact:

NAME

PHONE NUMBER

Your first trip

CALL US TO PLAN YOUR FIRST TRIP

Our friendly Customer Service staff will be happy to help you.

YRT Information Line and Contact Centre

If your trip plan includes travel with YRT Family of Services, please call the Contact Centre:

Toll-free: 1-866-MOVE-YRT (668-3978)

Press 4 to speak with a Customer Service Representative.

TTY for deaf or hard of hearing callers

Toll-free TTY: 711

Contact Centre Hours

Monday to Friday: 7 a.m. to 7 p.m.

Weekends and holidays: 8:30 a.m. to 4:30 p.m.

You can visit the YRT website at yrt.ca for more route and schedule information.

Mobility On-Request Paratransit

If your trip plan also includes travel with Mobility On-Request Paratransit, please call the Contact Centre:

Service Hours

5 a.m. to 3 a.m. – Monday to Sunday, including statutory holidays

Contact Centre hours

7 a.m. to 7 p.m. – Monday to Friday, excluding statutory holidays

Mobility On-Request Paratransit Contact Centre

Toll-free: 1-866-744-1119

TTY for deaf or hard of hearing callers

Toll-free TTY: 711

For customers currently travelling and need **immediate assistance**, call the Traveller's Hotline at 1-877-660-7587.

For customers travelling between 12 a.m. and 3 a.m. who need assistance, call the after-hours line at 1-877-464- 9675 ext. 76005.

Mobility On-Request Paratransit

Address: 55 Orlando Avenue, 2nd floor,
Richmond Hill, ON L4B 0B4

Fax: 905 762-2100

Email: mobilityonrequest@york.ca

Website: yrt.ca

TIP: Use the Trip Plan Worksheet on page 6 (and under the Resources section at the back of this guide) while you are speaking with a YRT Customer Service Representative to record your trip information.

Welcome to York Region Transit

The Family of Services guide connects you with everything you need to know about riding York Region Transit (YRT) and gives you the tools and education you need to ride YRT with confidence.

Keep your Family of Services guide for future reference. Take it with you on your travels in case you have any questions along the way. For extra safety, fill in your personal and emergency contact information on the inside cover.

Welcome to a whole new way to connect.

Enjoy the ride!

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SECTION 01:

getting started

Your first trip

CALL US TO PLAN YOUR FIRST TRIP

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YRT Information Line and Contact Centre

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Press 4 to speak with a Customer Service Representative.

TTY for deaf or hard of hearing callers

Toll-free (TTY): 711

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Weekends and holidays: 8:30 a.m. to 4:30 p.m.

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Richmond Hill, ON L4B 0B4

Fax: 905 762-2100

Email: mobilityonrequest@york.ca

Website: yrt.ca

TIP: Use the Trip Plan Worksheet on page 6 (and under the Resources section at the back of this guide) while you are speaking with a YRT Customer Service Representative to record your trip information.

BEFORE YOU CALL

Fill in the answers to these questions:

My starting address is _____

YOUR EXACT STARTING ADDRESS

I need to travel to _____

(THE EXACT ADDRESS OF YOUR DESTINATION)

I need to be at my destination at: _____

TIME

On _____

DATE

If you have an assistive device:

I need a bus that will accommodate my

CANE, WHEELCHAIR, ETC. INDICATING SIZE OF DEVICE

When you have the answers to these questions, you're ready to call us. See page 8 for our phone numbers.

When prompted, **press 4** to speak with a Customer Service Representative and tell them you would like to plan a trip. Share the answers you filled out on this page with them and use the **Trip Plan Worksheet** on the next page to record your trip information. Don't forget to also plan your return trip (see page 7 and the trip plan worksheets in the Resources section).

TRIP PLAN WORKSHEET

What bus route(s) should I use?

Where is my bus stop?

What time does the bus arrive at my bus stop?

Do I need to transfer to another bus? **Yes** **No**

If I do, what is my next bus route? Where is my next bus stop? What time will my second bus arrive?

What time does my bus arrive at my destination?

Where do I get off the bus?

What is the total cost of my trip?

Where is the closest PRESTO fare agent to my location?

RETURN TRIP WORKSHEET

What bus route(s) should I use?

Where is my bus stop?

What time does the bus arrive at my bus stop?

Do I need to transfer to another bus? **Yes** **No**

If I do, what is my next bus route? Where is my next bus stop? What time will my second bus arrive?

What time does my bus arrive at my destination?

Where do I get off the bus?

What is the total cost of my return trip?

Planning future trips

YRT INFORMATION LINE

The YRT Information Line is an automated phone system that's available 24-7, offering schedules, fare information and the latest service updates. It also lets you choose whether you want to speak with a Customer Service Representative (option 4).

**Call the YRT Information Line:
1-866-MOVE-YRT (668-3978)**

Choose from the following options:

Press 1	for automated schedule information
Press 2	for fare information
Press 3	for service updates, detours, weather-related delays and special events
Press 4	to speak with a Customer Service Representative
Press *	to hear these options again

If you are using a rotary phone, stay on the line to be automatically connected with a Customer Service Representative.

If you need help using the automated system, press # followed by 2 for special instructions.

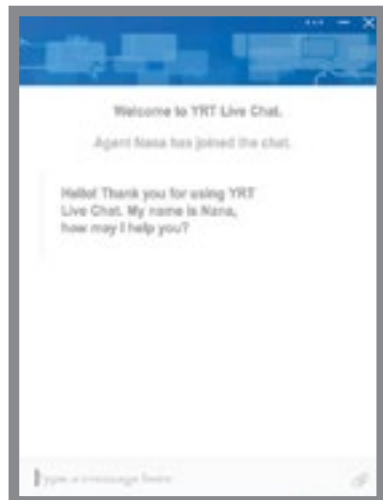
ONLINE AT YRT.CA

Our website at yrt.ca features many tools to help you plan your trip with YRT, including a trip planner, maps and printable schedules. You can also find service updates, the latest transit news and general information on YRT services. We also have a Live Chat tool on the home page, for quick answers to your transit questions.

Here is an example of the home page:



And here is an example of our Live Chat tool, which can be found in the bottom right-hand corner of the screen:



Trip Planner

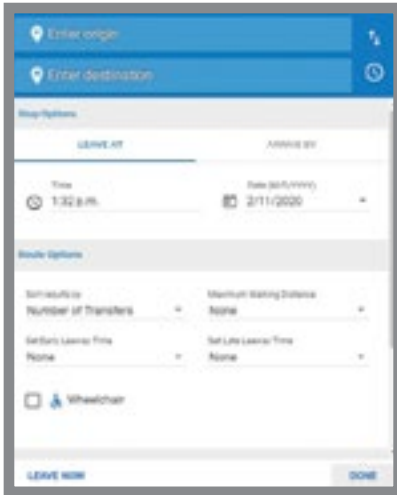
The Trip Planner allows you to plan a trip in just a few simple steps and is very helpful if you're not sure what routes to take. You may even print out your trip plan to take with you during your travels.

Here is an example of the Trip Planner page:



1. Hamburger menu for full options
2. Show Routes
3. Next Departures
4. Trip Planning (default)
5. Rider Alerts
6. Trip to/from information
7. More filter options

See the next page for step-by-step instructions on using the Trip Planner. >>



In the **ORIGIN** field, enter your starting address, intersection, landmark or bus stop number.

In the **DESTINATION** field, enter the address, intersection, landmark or bus stop number for where you want to go.

Select the **CLOCK** icon, to specify when you would like to take your trip.

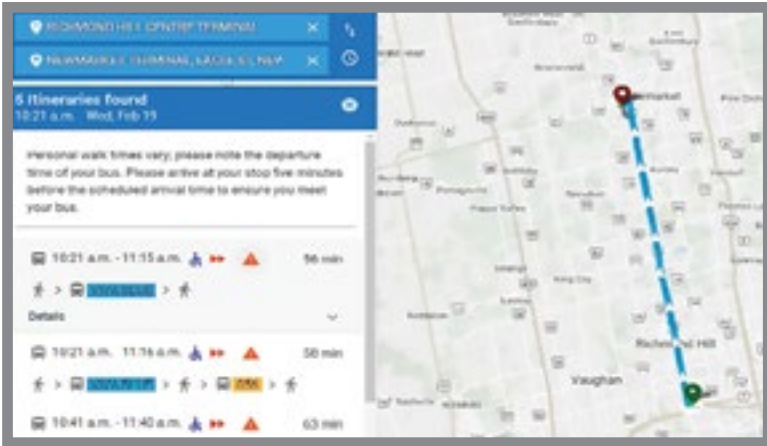
The current date and time is already chosen for you. Instead of **LEAVING AT**, you can choose to arrive at your destination for a specific time. To do this, click on **ARRIVE BY**. Click on the calendar icon to select a different date. You can also change the time.

ROUTE OPTIONS allows you to sort options based on trip times, walking distance or number of transfers. As a default, the shortest trip time is already chosen. You also have an option to set a maximum walking distance, as well as the option for setting late and early leeway times, to make sure you never miss your bus. Lastly, you may indicate if you are using a wheelchair for your scheduled trip.

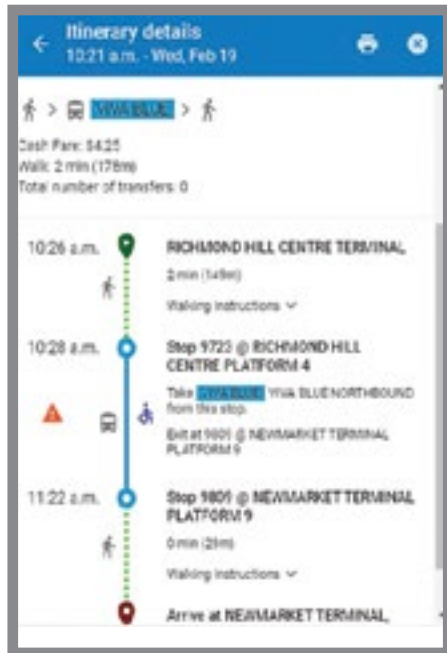
If you are travelling to/from a GO Train Station, high school or would like to use an Express service, you may select to view trip plans using those services. Otherwise, YRT, Viva and TTC-contracted services will be used for your trip plan.

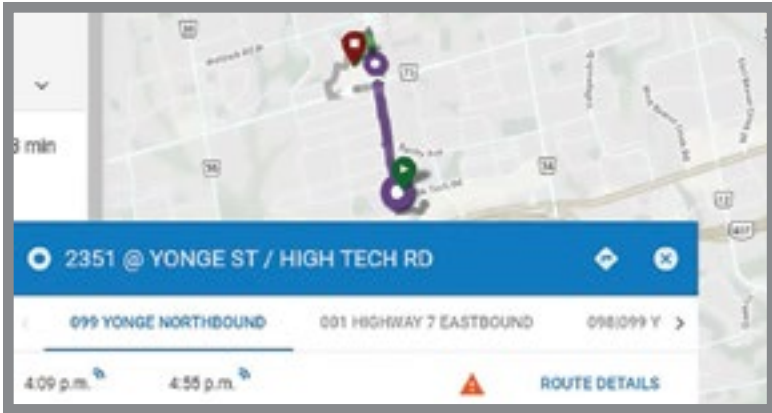
When you are ready to view your trip plan, click **DONE**.

The next screen you see will have ride options for you to choose from. In the example below, we have a trip from Richmond Hill Centre Terminal to Newmarket Terminal and five itineraries to choose from.



Clicking on any of the **DETAILS** tabs will provide you with more trip details, including any transfers you may need to make and a map. The stop number should match the bus stop number at the stop. If your bus is leaving or arriving at a terminal, a platform number is given. This platform number is where you should wait to board your bus. If you would like to print out your trip plan, click on the **PRINT** icon located at the top right of the results page.





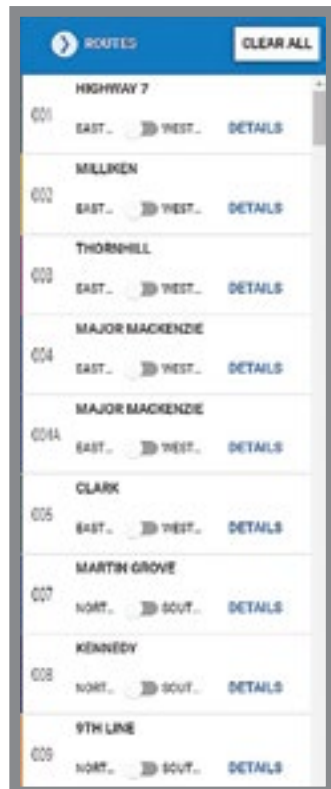
You can also click on the bus stop for more route details (as shown in the above example). Doing this will display the stop number, the intersection and the routes that service the stop. You can click on a route to view arrival times.

Routes

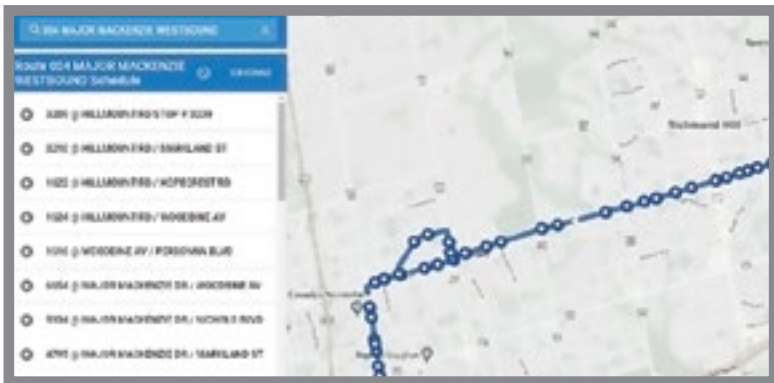
Select **SHOW ROUTES** at the top to display the Routes sidebar. The Routes sidebar allows you to find detailed schedule information for all YRT and Viva routes. Today's date is already chosen for you.

You can click on multiple routes to map out your trip, while the East/West and North/South button changes the route direction.

Once you click on a route, it is displayed on the map with all the scheduled stops. If you click on **DETAILS**, all the route's bus stop numbers will be displayed.



Here is an example using the **ROUTES** tool to find a specific YRT route:

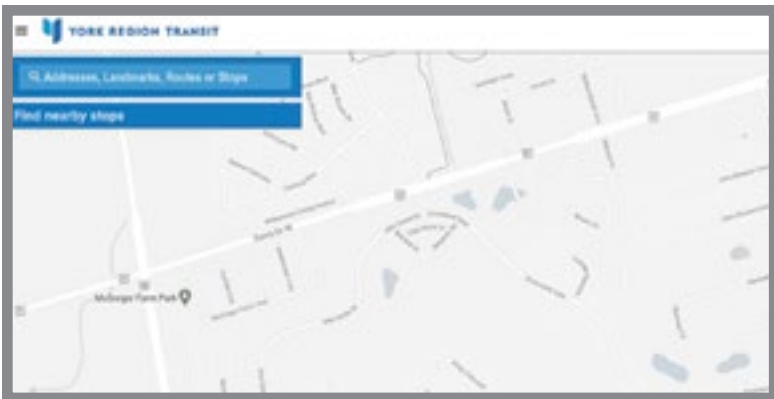


Next Departures

The Next Departures feature allows you to find the next few buses that will be coming to your bus stop.

Enter your address, landmark, route or bus stop number in the blank field. The current time and date is already chosen for you.

Here is an example of the **NEXT DEPARTURES** page:

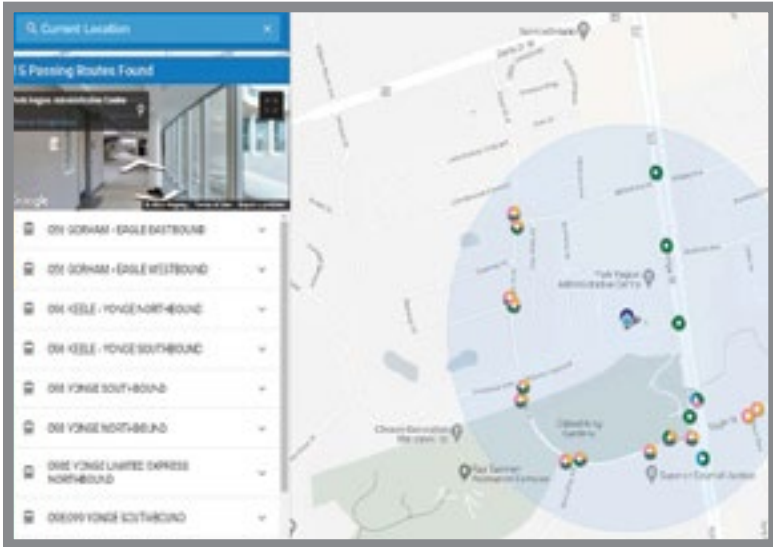


Find Nearby Stops

The Find Nearby Stops feature allows you to find the bus stop closest to a particular location.

Just click on **FIND NEARBY STOPS** to view all the bus stops near your current location.

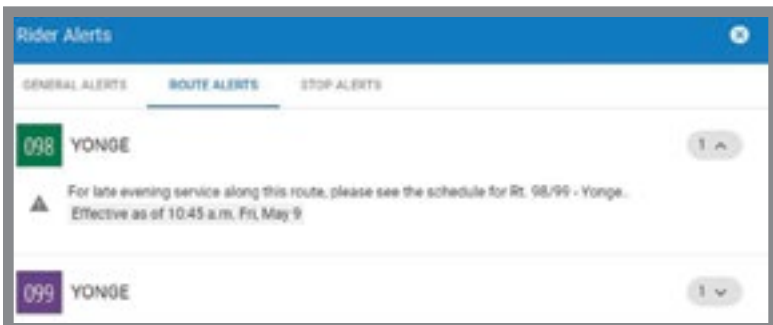
Here is an example of the **NEARBY STOP** page:



Rider Alerts

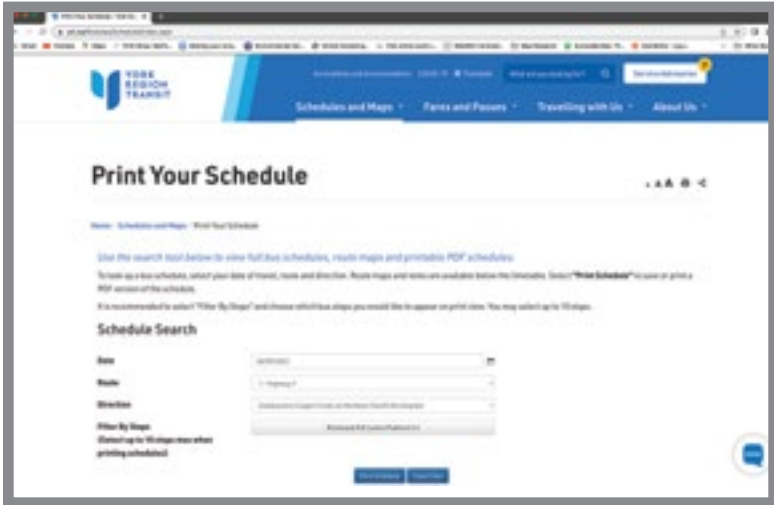
This feature in the top right-hand corner of the page displays any general alerts, route alerts or stop alerts. They can be found on our website at yrt.ca.

Here is an example of the **RIDER ALERT** pop-up:

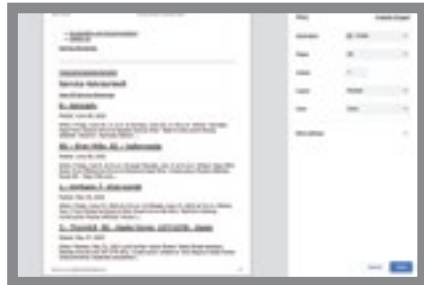


PRINT YOUR SCHEDULE

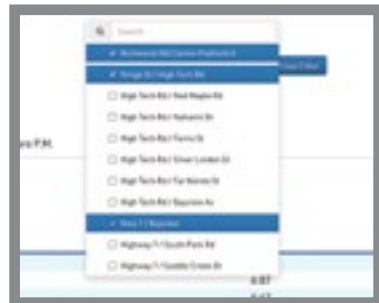
If you would like to print your bus schedule, visit our Print Your Schedule page on [YRT.CA](https://www.yrt.ca).



To look up a bus schedule, select your date of travel, route and direction. Route maps and notes are available below the timetable. Select **PRINT SCHEDULE** to save or print a PDF version of the schedule.



It is recommended to select **FILTER BY STOPS** and choose which bus stops you would like to appear on print view. You may select up to 10 stops.



YRT ACCESSIBILITY

All YRT vehicles are accessible, meaning they have low floors, can kneel to meet the curb and have a ramp that can be lowered for easy wheelchair or scooter access. Our accessible buses have locations on board to secure your wheelchair or scooter.



IMPORTANT TIP: Although the bus and bus stop may be accessible, your final destination may not be. Please plan accordingly.



Almost all YRT stops are designated accessible. Accessible bus stops show the universal accessible symbol on the bus stop sign. Where a bus stop is not accessible, the bus operator will allow those using a mobility device to get on or off at the nearest location that is safe and acceptable to the operator and customer.



See page 31 to learn how to board YRT vehicles with your assistive device.



SECTION 02:

street smarts

How to buy and use YRT fares

YRT FARES

Customers can pay their YRT fare using a PRESTO card, YRT Pay App, Transit App, credit or debit card, or exact change.

To find your closest YRT PRESTO fare agent, visit the [Where to Buy](#) page on [yrt.ca](#). You can also call 1-866-MOVE-YRT (668-3978) and select **option 4** to speak with a Customer Service Representative.

Single ride (oneRide) tickets are also available for purchase from automated fare machines at YRT terminals and vivastations across York Region.

Our fares let you travel on any YRT vehicle in any direction for two hours with just one fare. **Travel must be completed within two hours of fare issue/activation.** Customers riding the system without valid fare may be subject to a fine or criminal charge.

For current fare prices, visit the [Fare Chart](#) page on [yrt.ca](#) or call 1-866-668-3978 and select option 2.

HOW TO USE YOUR FARES ON YRT

To ride YRT, you'll need a PRESTO card, YRT Pay App, Transit App, credit or debit card, exact change or valid transfer.

If you are using a PRESTO, credit or debit card, tap the card on the PRESTO card reader when you board the bus.

If you are using the **YRT Pay App or Transit App**, activate your mobile fare before boarding the bus. Show the activated mobile ticket/pass to the operator when you board. Tap the screen to show the operator that the fare is valid.

If you have **cash**, insert the exact change into the fare box as you board. The operator cannot make change on the bus.



HOW TO USE YOUR FARES ON VIVA

Viva operates on a pre-paid, proof-of-payment system. There are no fare boxes on Viva so you must tap your card, activate your mobile fare, or purchase a ticket prior to boarding.



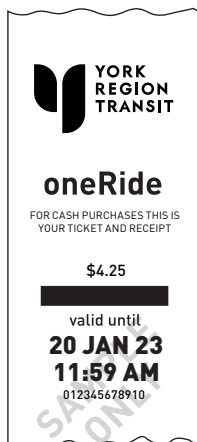
If you have a PRESTO, credit or debit card, tap the card on the PRESTO device at the vivastation or terminal prior to boarding.



If you are using the YRT Pay App or Transit App, activate your mobile fare before boarding the bus.



You cannot use cash on Viva, but you can buy a single ride (OneRide) ticket from the fare machine at any vivastation. It will already have a date and expiry time on it, so you don't need to validate it.



Hold onto tickets and transfers, or present your PRESTO, credit or debit card, or mobile fare (YRT Pay App or Transit App) when Transit Enforcement asks for proof of payment.



TRANSIT ENFORCEMENT AND SECURITY

YRT offers security, customer assistance and fare enforcement services through the YRT Transit Enforcement and Security team. Consisting of Special Constables and Fare Media Inspectors, Transit Enforcement travels the YRT system to monitor the correct use of fares and compliance with Viva's proof-of-payment system. They also monitor behaviour on YRT vehicles and properties to ensure the safety, security and comfort of all customers.

Special Constables have the powers of a Peace Officer to enforce the Criminal Code of Canada and other related federal statutes on YRT and affiliated properties within York Region and the City of Toronto.

If you see a Transit Enforcement Officer on your bus, feel free to let them know of any questions or concerns you have. They are there to help!

Mobility On-Request Paratransit fleet



Sedan

Minivan

ProMaster

Arboc Minibus

How to recognize YRT vehicles

FAMILY OF SERVICES

To accommodate passenger travel needs, the YRT fleet is comprised of several vehicle types ranging from specialized door-to-door service vehicles (such as sedans and minivans for Mobility On-Request Paratransit) to conventional YRT and Viva buses (see photos on pages 17–18 under YRT accessibility).



YRT

YRT buses are white and blue and have the York Region Transit logo on the sides and front.

Conventional YRT fleet



YRT conventional bus

Viva rapid transit bus



VIVA

Viva buses are all blue. They have a Viva logo on the front and side. Some viva buses are 60' long and carry more passengers. These buses have three side doors for quicker boarding and departing.



MOBILITY ON-REQUEST PARATRANSIT

Mobility On-Request Paratransit specialized vehicles are designed especially for Paratransit customers. The Paratransit fleet of vehicles includes minibuses, ProMasters, accessible vans, MV-1s and sedans. They are safe and accessible. The assistive devices you have on file with Mobility On-Request Paratransit will help determine which vehicle is best suited for your travel needs.

OTHER BUSES IN YORK REGION

You may see one of these other buses while on your trip:

TTC

TTC buses are white, red and black. There are five TTC routes operating directly between York Region and subway stations in the City of Toronto, giving you a convenient way to connect without changing buses. An extra fare will apply when using the TTC to and from Toronto.



For more information on the TTC, visit their website at ttc.ca or call **416-393-INFO (4636)**.

GO Transit

GO Transit buses are green and white. GO Transit provides train and bus service throughout the Greater Toronto Area for commuters in York Region. The fares for using GO Transit depend on how far you travel. For more information on GO Transit,



visit their website at gotransit.com or call **1-888-GET ON GO (438-6646)**.

Brampton

Brampton Transit Züm buses are red with grey. Züm provides connections with YRT, GO Transit, the TTC and Mississauga Transit. For more information on Brampton Transit, visit their website at bramptontransit.com or call **905-874-2999**.



How to recognize bus stops, route numbers and names



BUS STOPS

All bus stops are marked with a bus stop sign. Some stops have shelters and benches. The bus stop sign shows where you should wait for your bus. You can use the shelter while waiting for the bus, but be sure to move out of the shelter and to the bus stop sign before the bus arrives. This will help let the bus operator know to stop for you.

Always plan to be at your bus stop 10 minutes before your bus is due to arrive.

Some bus stops have infoposts, which contain YRT Contact Centre information and trip planning tools.



Select YRT bus stops, vivastations and terminals have electronic signs that show you when the next bus arrives.



ROUTE NUMBERS AND NAMES

When a bus approaches your stop, look at the area above the windshield or on the side of the bus for the route name and number. Always check the sign to make sure you are boarding the right bus. Ask the operator to confirm the route before you board the bus.



How to get on/off the bus and signal for a stop

HOW TO GET ON THE BUS

If you are travelling with an assistive device, please see the next section.

- > Have your fare ready. See page 22 for how to buy and use YRT fares
- > If waiting in a shelter, exit as soon as you see the bus approaching
- > Verify the route name and number (YRT services) or colour (Viva rapid transit services) before you get on
- > Let other passengers get off the bus before you board
- > Pay your fare and get a transfer, if needed. If you are using a PRESTO, credit or debit card, or fare payment app, you do not need paper transfers, as transfers are electronically placed on the card and mobile device
- > Tell the operator your destination if you need help identifying your stop
- > If you don't have an assistive device, take a seat or hold on to the railing if standing. Courtesy and priority seating is located near the front of the bus



HOW TO GET ON THE BUS WITH YOUR ASSISTIVE DEVICE

- > Have your fare ready. See page 22 for how to buy and use YRT fares
- > If waiting in a shelter, exit as soon as you see the bus approaching
- > Verify the route name and number (YRT) or colour (Viva) before you get on
- > Your bus operator will let passengers who do not need the ramp to board the bus prior to assisting you
- > Position yourself about 1.5 metres (5 feet) away from the door of the bus (for YRT, you will have to use the front door). This will allow space for the door to open and the ramp to be lowered
- > As you get on the bus, let the operator know where you are going

- > The operator will direct you to the area on the bus reserved for assistive devices
- > The operator will help secure your wheelchair, scooter or walker. Remember to apply your brakes before the bus is in motion

For your safety and the safety of others on board, proper fastening of personal assistive devices is mandatory on all vehicles. For added safety, customers staying on their assistive devices during travel must use the lap belt. Your bus operator will assist you with securing the device and using the lap belt.

If you choose to use one of the rear-facing self-serve spaces, a lap belt must be used where provided. Securement of assistive devices is not required for rear-facing positions. See page 17 for more on YRT accessibility.



HOW TO SIGNAL FOR A STOP

YRT buses have yellow stop pull cords above the windows as well as red stop buttons throughout the bus. Viva vehicles have stop buttons throughout.



When your bus is about one or two blocks (150 metres) before the stop you'd like to get off at, press the stop button or pull the stop cord to tell the operator you need to get off. A bell will ring and a light above the operator will turn on to signal that a stop has been requested.

If you are unable to use the stop button or pull cord to signal for a stop, tell the operator where you need to exit. They will make the stop for you.

HOW TO GET OFF THE BUS

Please remain seated until the bus comes to a complete stop.



- > If you have an assistive device, the operator will help unsecure you
- > Once the ramp has been lowered, your operator will let you know when you can get off the bus safely

Be sure to take all of your personal belongings with you when you exit the bus.



SECTION 03:

safety & travel tips

Safety Tips

A SAFE AND RELAXING RIDE

Your YRT trip should be a relaxing and enjoyable experience. Here are a few tips to make the ride comfortable and safe:

- > Make yourself visible at the bus stop:
 - At night, wear lighter shades of clothing
 - Step out of the shelter when the bus approaches
 - In rural areas, wave to the approaching operator
- > Stand back from the curb until the bus arrives
- > Don't jaywalk to catch your bus. Use crosswalks where available and be mindful of traffic around you
- > Have your PRESTO, credit or debit card, activated mobile fare (YRT Pay App or Transit App), transfer or exact cash already in your hand
- > Sit as close to the bus operator as possible. They are always available to help
- > If possible, stay seated while the bus is moving. The operator may have to stop suddenly
- > If you are using an assistive device, make sure the operator has secured you and/or your device correctly
- > Always carry this guide with your personal and emergency contact information

WHAT TO DO IF YOU MISS THE BUS

If you miss your bus, try calling the YRT Information Line at **1-866-668-3978** to find out when the next bus is coming. If you will be travelling after business hours often (see page 4), please make sure you request a schedule from YRT that you can keep with you for easy reference.

IN CASE OF AN EMERGENCY

Always carry your trip plan and contact information with you. You can record all of your information in this handbook for easy reference. If you ever become lost or need assistance during your trip, this information will be very helpful.

Mobile devices

Travel with your mobile device, if you have one. It will come in handy if you need to look up information, call the YRT Contact Centre or anyone else during your trip.

TIP: Program your emergency numbers and the number for the YRT Contact Centre into your mobile device for fast and easy access.

Emergency cash

Carrying some emergency money will be helpful if you lose your mobile device, transfer or payment card.

Travel Tips

REQUEST STOP PROGRAM

If you ride YRT after 9 p.m., you can get off the bus between stops, closer to your destination.

Please advise the bus operator at least one stop ahead of where you wish to get off the bus. In order to meet your request, your bus operator must be able to stop safely. For added safety and security, please exit by the front doors.

Please note: Request Stop is not available on Viva.

COURTESY AND PRIORITY SEATING



Elderly or pregnant passengers and people travelling with strollers have Courtesy Seating at the front of the bus.



Riders using assistive devices have specific wheelchair stations on the bus, designated as Priority Seating, to accommodate them.

These seats are identified accordingly by decals.

LOST AND FOUND

All articles found on YRT property are held in a Lost and Found. Visit the [Lost and Found](#) page on [yrt.ca](#) or call 1-866-668-3978 for information on how to retrieve your lost item.

ASKING A BUS OPERATOR FOR HELP

Bus operators are happy to help and are a great source of information to clarify any of your questions as you board the bus.





SECTION 04:

resources

TRIP PLAN

What bus route(s) should I use?

Where is my bus stop?

What time does the bus arrive at my bus stop?

Do I need to transfer to another bus? **Yes** **No**

If I do, what is my next bus route? Where is my next bus stop? What time will my second bus arrive?

What time does my bus arrive at my destination?

Where do I get off the bus?

What is the total cost of my trip?

Where is the closest PRESTO fare agent to my address?

RETURN TRIP

If you need a return trip from your destination, fill out this return trip information as well:

What bus route(s) should I use?

Where is my bus stop?

What time does the bus arrive at my bus stop?

Do I need to transfer to another bus? **Yes** **No**

If I do, what is my next bus route? Where is my next bus stop? What time will my second bus arrive?

What time does my bus arrive at my destination?

Where do I get off the bus?

What is the total cost of my return trip?

TRIP PLAN

What bus route(s) should I use?

Where is my bus stop?

What time does the bus arrive at my bus stop?

Do I need to transfer to another bus? **Yes** **No**

If I do, what is my next bus route? Where is my next bus stop? What time will my second bus arrive?

What time does my bus arrive at my destination?

Where do I get off the bus?

What is the total cost of my trip?

Where is the closest PRESTO fare agent to my address?

RETURN TRIP

If you need a return trip from your destination, fill out this return trip information as well:

What bus route(s) should I use?

Where is my bus stop?

What time does the bus arrive at my bus stop?

Do I need to transfer to another bus? **Yes** **No**

If I do, what is my next bus route? Where is my next bus stop? What time will my second bus arrive?

What time does my bus arrive at my destination?

Where do I get off the bus?

What is the total cost of my return trip?

Contact us

York Region Transit (YRT)
Mobility On-Request Paratransit
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Richmond Hill, Ontario, L4B 0B4

Phone Directory

Toll-free: 1-866-744-1119
TTY: 711 (for the deaf or hard of hearing)
Fax: 905-762-2110

Mobility On-Request Paratransit

Contact Centre Hours

7 a.m. to 7 p.m.
Monday to Friday, excluding statutory holidays

mobilityonrequest@york.ca
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Connect with us on social media



Public Works

Accessible formats or communication supports available upon request.