

Mobility Plus News

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DEAR MOBILITY PLUS CUSTOMER,



Spring is finally here! Although there are still some chilly mornings, winter is officially over.

The new Interactive Voice Response (IVR) automated phone system is now up and running. This system allows you to confirm and cancel rides with the buttons on your Touch-Tone phone or by speaking select words. The next phase of IVR will be the booking feature, which we plan to roll out

this summer. This newsletter includes tips for using IVR and information on free training sessions if you need more assistance.

For those who use a local York Region Transit (YRT) Community Bus, you will have noticed new buses on your route. The inside of these buses are designed with recommendations made by Mobility Plus clients. See the back page for more information on our new buses.

We would like to thank everyone who participated in the latest Customer Satisfaction Survey. We will review the results, as well as your comments and suggestions for improvement. If you were not called to participate in the survey, we encourage you to call or write to us anytime as your input and suggestions will help to improve Mobility Plus services.

If you have any questions, please let us know.

Sharon Doyle
Manager, Mobility Plus
York Region Transit



TIPS FOR USING IVR

- You will need your Mobility Plus client number and password (your year of birth) to log into the system.
- The voice recognition feature is very sensitive, so even a light cough may interrupt your request for a few seconds. If this happens, wait for directions from the automated attendant.
- Don't forget to listen to the bulletins before the main menu for important information you may need to know.
- Try to confirm your next day trips after 8 p.m. We receive our highest volume of calls between 6 p.m. and 8 p.m.
- If you are using a rotary phone, please say "0" to connect to a Trip Reservationist.

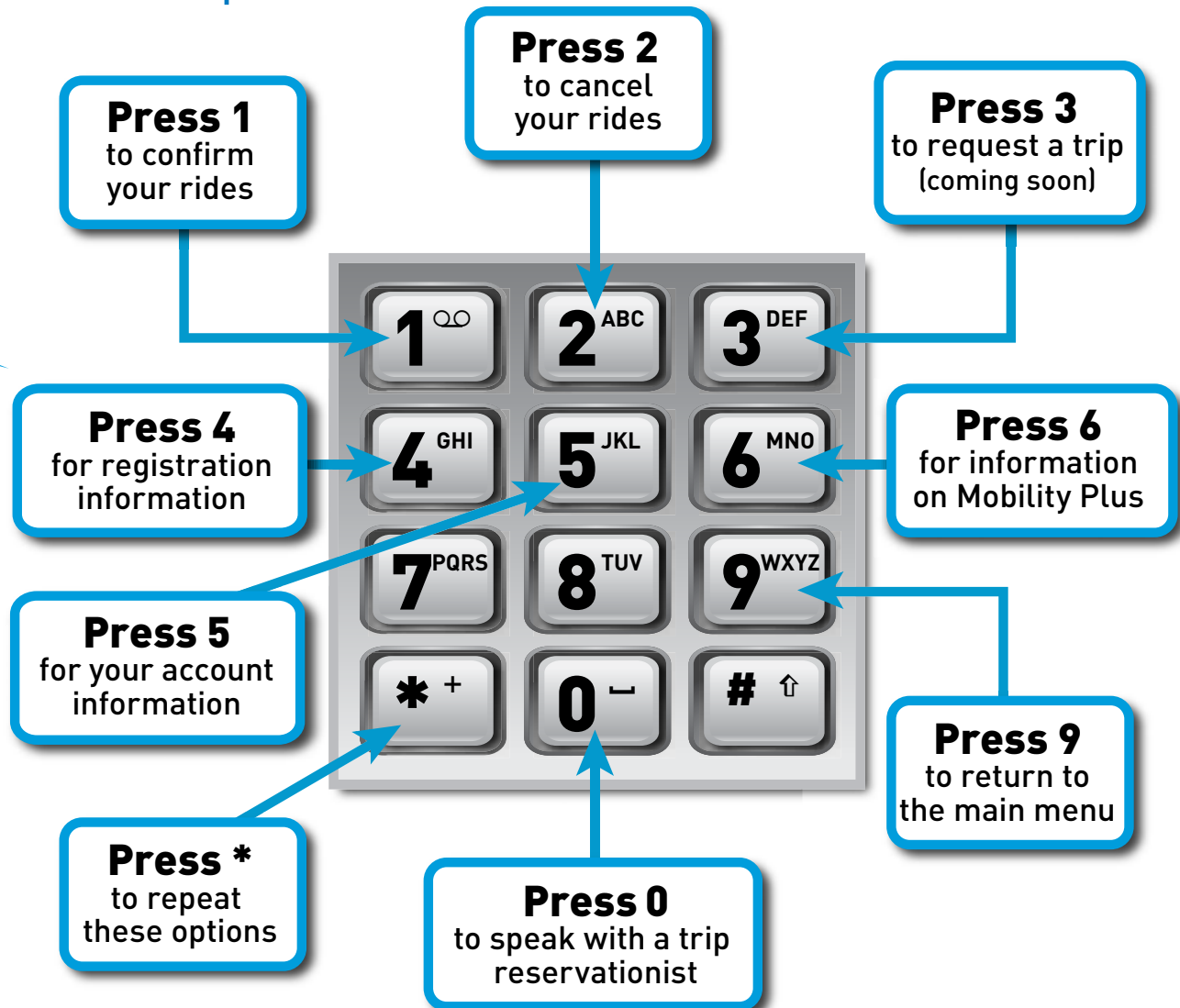
- While logged into the IVR system, you may press "0" at any time to speak with a Trip Reservationist.

How to use IVR:

- Call Mobility Plus at (905) 762-2112 using your Touch-Tone phone
- Press "1" to connect to the automated phone system
- The automated attendant will direct you to do the following:
 - Enter your Mobility Plus client number, then press "#"
 - Enter your password (your year of birth), then press "#"

You are now logged into the system and the automated attendant will offer the main menu options available to you.

IVR Main Menu Options



Still having trouble with IVR?

Mobility Plus is offering a free IVR training session for clients needing additional assistance with the new system. The training session will take place at the Mobility Plus office at 50 High Tech Road in the Town of Richmond Hill and includes return transportation.

If you are interested, please give us a call and ask a Trip Reservationist to add your name to the training list. A Mobility Plus Customer Service Representative will then contact you to arrange a session.

MOBILITY PLUS CROSS-BOUNDARY LOCATIONS

Mobility Plus has reviewed current cross-boundary locations to determine the locations least travelled to in 2008. Reasons for the review include:

- Allowing more vehicles to service clients within York Region
- Allowing more opportunities to link or share rides
- Reducing the number of vehicles travelling without passengers
- Improving overall service

Effective May 1, 2009, Mobility Plus will **no longer** service 14 locations south of Steeles Avenue in the City of Toronto. These locations are:

- **Bathurst Walk-In Clinic**
4430 Bathurst Street
- **Bloorview MacMillan**
25 Buchan Court
- **Cummer Lodge**
205 Cummer Avenue
- **Earl Bales Park**
4169 Bathurst Street
- **Fairview Mall Medical**
5 Fairview Mall Drive
- **Finch Medical Centre**
80 Finch Avenue West
- **Kipling Acres Nursing Home**
2233 Kipling Avenue
- **Lipa Green Building**
4600 Bathurst Street
- **Medical Clinic**
6257 Bathurst Street
- **National Jewish Women's Council**
4700 Bathurst Street
- **Norfinch Medical Centre**
2100 Finch Avenue West
- **North York Medical**
1017 Wilson Avenue
- **Northview Centre**
4949 Bathurst Street
- **OHIP Office**
4400 Dufferin Street

Mobility Plus will continue to service 30 locations within the City of Toronto. Visit our website at www.yrt.ca/mobilityplus for a complete list of locations.

SAFETY REMINDER!



YRT/Viva and Mobility Plus care about your safety. Our safety procedures include proper fastening of personal mobility aids, such as wheelchairs and scooters, using a four point tie-down system on all Mobility Plus, YRT and Viva vehicles. Your bus operator will assist you with this security feature. For additional safety, customers may request the use of the lap belt.

MOBILITY PLUS AND ME RIDER PROFILE: CHRIS SCHIAFONE

Chris has been a Mobility Plus customer since 2006 and uses the service five days a week for work, enjoyment and medical appointments. He likes the ease and independence offered with the service.

Chris has cone-rod dystrophy, an inherited progressive degenerative disease that often leads to blindness. His vision loss and subsequent mild hearing loss makes it

hard to tell the difference between a bus and a truck, a regular bus stop issue he doesn't have to worry about with Mobility Plus door-to-door service.

Chris likes taking walks with his guide dog Boise, going to the gym and chatting online with friends. "People in other provinces don't have a service like this ... I like that I can come and go whenever I want to."



Chris with his guide dog Boise, enjoys the convenience and independence Mobility Plus offers.

GETTING TO KNOW MOBILITY PLUS ALLAN GOOROVICH, TRAINING COORDINATOR

Allan has been working in specialized transit for over 10 years. As a YRT Training Coordinator, he ensures that Mobility Plus and Accessibility for Ontarians with Disabilities (AODA) standards for safety, driving and vehicles are being met.

Allan's role allows him to interact with Mobility Plus clients, an experience not usually afforded with conventional transit. Over

time, some clients have become like family.

He is amazed by how much Mobility Plus has grown since the amalgamation of municipal transit systems in 2001 — especially the changes that have been made to make transit safer and more accessible for everyone.

Allan encourages Mobility Plus clients to provide

feedback: "As an extra set of eyes, it gives us an opportunity to improve and address issues."



Allan believes in providing Mobility Plus clients with safe and dependable service.

NEW MOBILITY PLUS COMMUNITY BUSES

Mobility Plus recently received six new buses for our local YRT Community Bus routes. The interior of these buses are designed with your needs in mind. As with all of our vehicles, security cameras have also been installed.



Enhancements include:

- Additional mobility aid locations
- An extra ramp at the rear door for easy access
- Improved stanchions and handrails
- Modified ambulatory seating

Enjoy the ride!

YORK REGION TRANSIT (YRT) – MOBILITY PLUS

LOCAL: 905 762-2112 // TOLL FREE: 1 866 744-1119 // FAX: 905 762-2110

TTY LOCAL: 905 881-5872 // TTY TOLL FREE: 1 866 276-7479

Visit us online at www.yrt.ca/mobilityplus



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MOBILITY PLUS**

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