

# Mobility On-Request Paratransit News



## IN THIS SPRING 2023 ISSUE:

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## DEAR TRAVELLERS:

Spring is the season for renewal and that is also true for Mobility On-Request's new automated phone system. We hired a consultant and asked our customers how we could make it easier to navigate. We hope you are happy with the results.

This newsletter includes information on the changes and how you, the user, can book, cancel and confirm your trips using the phone menu. Of course, you can still speak with a Trip Reservationist, but the automated phone system and Ride On-Demand online booking tool are available 24-7.

If you are having trouble with the new phone menu or would like to speak with a representative to learn how to get the most out of the new features, we are here to help! In this newsletter, we've also included a link to an online survey to gather your feedback.

Thank you for your patience and to those who volunteered their time in helping us improve the customer experience.

Sincerely,

**Sharon Doyle**  
Manager, YRT Mobility  
On-Request



### A Fond Farewell

On a personal note, I will be retiring before the next newsletter and after 24 years with York Region. I have appreciated speaking to many of you over the years. Although I move on to the next phase of my life, I know our vision of spontaneous, equitable and inclusive transit for all will continue. All the best and take care.

# IMPROVEMENTS TO THE AUTOMATED PHONE SYSTEM

Starting this month, you will notice some changes when calling into our Contact Centre. We've been working on improvements to the Mobility On-Request Paratransit Contact Centre automated phone line, making it easier for you to book trips and receive information. Improvements include:

- > More self-serve menu options to book and manage your trips
- > More ways to receive information on topics such as fares, cross-boundary travel and service updates

- > Callers can either key in or say their request

These improvements will help to reduce Contact Centre waiting times. You can also request a call back from a representative instead of waiting on the line.



Let us know what you think of the new phone system. Your input will be used to help inform future improvements. Submit your feedback by visiting [yrt.ca/MORphonesurvey](https://yrt.ca/MORphonesurvey)



To listen to  
a current trip,  
press

1

or say  
"current"



To cancel  
a trip,  
press

2

or say  
"cancel"



## NEW THREE-DAY BOOKING WINDOW

To help increase service availability, the seven-day booking window has changed to three days. Paratransit clients may book their trip up to three days in advance and no later than 4 p.m. the day prior.

To book, change or cancel your trip, call us at 1-866-744-1119, visit [yrt.ca/BookingwithROD](https://yrt.ca/BookingwithROD) or download the free Ride On-Demand mobile app.

## NEW BOOKING TOOL COMING SOON

Mobility On-Request is working on acquiring a new booking software for Paratransit. This also means that a new online booking tool and mobile app will be available for clients to use.

More information will be communicated as it becomes available. Stay tuned!



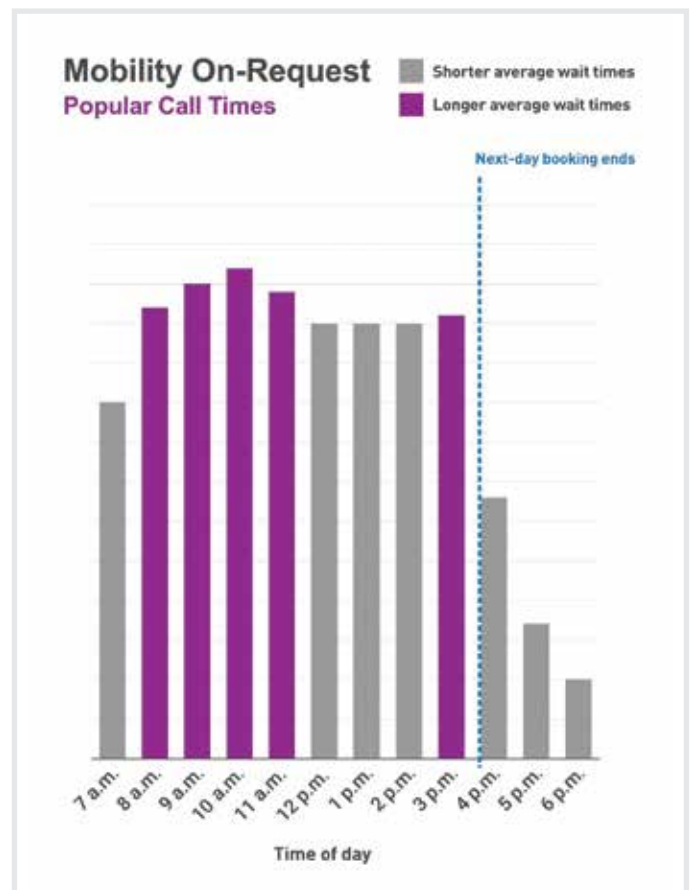
## PROVIDE YOUR FEEDBACK ON YRT SERVICE CHANGES PLANNED FOR 2024

YRT is planning the Annual Transit Initiatives for 2024 and will be reaching out to the community for feedback on proposed service changes, routes and new programs.

Details of the proposed changes will be posted on [yrt.ca/TransitPlan](https://yrt.ca/TransitPlan) on May 1, 2023 for the public to view and provide their feedback. Please check back so you can provide your valuable input.

## POPULAR CALL TIMES

- > To assist customers, to the right are popular call times for the Mobility On-Request Paratransit Contact Centre
- > Alternatively, you can book, reschedule or cancel your trip any time through the automated phone line by calling 1-866-744-1119 and logging in with your client I.D. number and security pin (year of birth), or through the online booking tool at [yrt.ca/BookingwithROD](https://yrt.ca/BookingwithROD)
- > If you wish to speak with a Trip Reservationist but do not want to wait on the line, you will be provided with the option to press “1” for a call back after two minutes of waiting. Please wait until the call back has been confirmed before hanging up



Contact Centre hours: Monday to Friday from 7 a.m. to 7 p.m. Please note: Next day booking closes at 4 p.m.



## TRAVELLER TIPS

Below are traveller tips to help ensure you have a safe, comfortable and enjoyable ride with us.



### Fares

Ensure your PRESTO card is set to the correct fare type (e.g., Adult, Senior, Youth or Child).

- > Set up Autoload on your PRESTO card to instantly load funds when your card balance falls below a certain amount; visit [prestocard.ca](http://prestocard.ca) to set up Autoload
- > When paying with cash, please use exact change of \$4.25 as the driver cannot provide change; alternatively, you can now use credit card to pay the \$4.25 fare



### Booking a trip

You can book your trip up to three days in advance – try to book your trip as early as you can within those three days.

- > Please call before 4 p.m. if you wish to book a trip for the next day; note that same day booking requests or changes are not guaranteed
- > When booking your trip, ensure you have the exact address for your destination
- > Call us to register for the dial-out feature; once registered, you will automatically receive a call within two hours of your requested trip to confirm your pick-up time



### Preparing for your trip

- Please be ready and waiting at the first accessible door 10 minutes ahead of your confirmed pick-up time; the vehicle will leave at the scheduled time.
- > To ensure the safety for yourself and the driver, please ensure there is a path cleared of snow or ice from the first accessible entrance to the bottom of the driveway

- > To safely accommodate passengers and assistive devices, there is a shopping bag limit of four bags per passenger, no more than 10 lbs each
- > If you are travelling with a wheelchair, please ensure both footrests are on the chair
- > If you are travelling with a transport wheelchair, you will be transferred to a seat in the vehicle to ensure proper securement and safety
- > Please wear a mask when travelling with us; it is mandatory when using all Mobility On-Request services
- > Always travel with your Paratransit I.D. card, as the Traveller's Hotline number is on the back
- > You can call the Traveller's Hotline if:
  - Your vehicle is running more than 15 minutes late
  - You need to cancel a trip that's within two hours and the Contact Centre is closed
  - You require an earlier pick up and the Contact Centre is closed
  - If you are booking a trip for an appointment but not sure when you will be finished, you can request for a *will call* at the time of booking; if you've requested a *will call*, you can call the Traveller's Hotline to notify us when you are ready to be picked up from your appointment



### Traveller's Hotline

If you are travelling with Mobility On-Request Paratransit and need immediate assistance, you may call the Traveller's Hotline at 1-877-660-7587.

## NEW TTC TRANSFER LOCATION

Mobility On-Request Paratransit has introduced a new cross-boundary transfer location at **Steeles Avenue and McCowan Road** in the City of Markham to connect with TTC Wheel Trans.

This new location will reduce travel times for customers who live in eastern York Region. The location has a bus shelter, is accessible and heated.



# NEED HELP PAYING FOR TRANSIT? TAP CAN HELP

York Region is offering the Transit Assistance Program (TAP) to help make transit more affordable for eligible residents. Eligible TAP participants can receive a 50% discount on regular Adult single ride YRT fare using a PRESTO card. After 40 trips, rides are free for unlimited travel for the remainder of the calendar month.

For more information, including eligibility and how to apply, visit [yrt.ca/TAP](http://yrt.ca/TAP) or call Access York at 1-877-464-9675 ext. 75581.



**Your  
opinion  
counts**

**Provide your input on the  
2024 Transit Initiatives**

## YRT IS PLANNING THE 2024 ANNUAL TRANSIT INITIATIVES AND WE WANT TO HEAR FROM YOU!

York Region Transit (YRT) is looking for your feedback on service changes being planned for 2024, and has prepared an interactive map and presentation on the proposed changes.

Learn more and submit your feedback on [yrt.ca/TransitPlan](http://yrt.ca/TransitPlan) from May 1 to 31, 2023.

Your valuable feedback will play an important role to help continue improving transit service in York Region.

Want to speak to a YRT Service Planner? We would like to hear from you in person at one of our events. Visit [yrt.ca/TransitPlan](http://yrt.ca/TransitPlan) for more information including locations and times.

## Mobility On-Request Contact Information

Toll free: 1-866-744-1119

Bell Relay: 711 (For deaf or hard of hearing)

Visit us at: [yrt.ca/MOR](http://yrt.ca/MOR)

Email: [mobilityonrequest@york.ca](mailto:mobilityonrequest@york.ca)

