



# Mobility On-Request

+ paratransit information guide





# Welcome to Mobility On-Request Paratransit

Mobility On-Request (MOR) Paratransit provides a service for individuals who, even when YRT conventional service in their area is fully accessible, are not able to use the service because of a disability. The YRT Family of Services integrates conventional services with paratransit to promote independence, inclusion, integration and self-sufficiency in the customer.



### **What is door-to-door service?**

MOR Paratransit, also known as door-to-door service, provides transportation from the first accessible door at pick-up to the first accessible door at final drop-off. Transfers to other accessible vehicles may occur.

### **Where can MOR Paratransit take me?**

MOR Paratransit serves all nine municipalities in York Region. Registered MOR Paratransit users can book trips to travel anywhere across the Region and connect to neighbouring

paratransit services in the City of Toronto and the Regions of Peel and Durham. Service within York Region is available daily from 5 a.m. to 3 a.m., including statutory holidays.

### **Is MOR Paratransit right for me?**

To use MOR Paratransit, you must meet specific eligibility criteria. Eligibility is considered on a case-by-case basis and is not based on a particular disability, nor is it based on income level or lack of accessible public transit in an applicant's area.

**MOR Paratransit** is not for people who find regular public transit more difficult to use, or are reluctant or unwilling to use regular public transit.



## How do I register for MOR Paratransit?

To register for this service, you must:

- Be a York Region resident
- Complete a *Mobility On-Request Paratransit Application* package
- Meet specific eligibility criteria

The *Mobility On-Request Paratransit Application* package is available through our Contact Centre at 1-866-744-1119 or online at [yrt.ca](http://yrt.ca)

The Application package must be completed in full and signed by you and your health care professional. You may be requested to attend an interview to further discuss your eligibility. Full registration details are inside the Application package. There is no registration fee.

## Tap onto YRT with PRESTO

PRESTO is the smart card fare option for York Region Transit (YRT).

In York Region, with a tap of your PRESTO card, your fare is deducted from your account. Just purchase, activate and register your card, add money or a monthly pass to your card using one of several convenient options and you're on your way!

Please call 1-866-744-1119 and ask for Customer Service to learn more about PRESTO.



## **How much does it cost to use MOR Paratransit?**

Regular YRT fares apply.

Please visit the *Fares and Passes* section at [yrt.ca](http://yrt.ca) for complete fare information.

## **Booking trips**

MOR Paratransit has **three** options for registered clients to book, cancel and confirm trips.

**Online:** [yrt.ca/mponlinebooking](http://yrt.ca/mponlinebooking)

## **Interactive Voice Response (IVR):**

1-866-774-1119, follow the prompts

## **With a Trip Reservationist:**

1-866-774-1119, press "0"

## **Travel Training**

Every client receives travel training from a YRT Travel Trainer on their first Family of Services trip. The Travel Trainer will guide you to ensure that you are able to successfully travel on your own using the Family of Services for all or part of the trip.

All Family of Services clients are travel-trained on the following:

- > Bus platforms in the terminals
- > Purchasing YRT fare media
- > Introductions with the bus operator
- > How to board a low floor bus
- > How to secure a mobility aid
- > Priority seating locations on buses
- > Using the stop request button



1. Booking App
2. Interactive Voice Response (IVR) or a Trip Reservationist
3. Online Booking
4. Travel trainer with client







## **What is the Family of Services?**

At time of booking, Mobility On-Request Call Centre staff will plan your requested trip to determine if you can use our Family of Services. Mobility On-Request paratransit service will utilize York Region Transit's conventional YRT, Viva Rapid Transit and Mobility On-Request conventional transit for all or part of the trip. This will reduce the duplication of transit in York Region.





## Family of Services fleet

All travel training includes a YRT staff member at either end of the trip or the entire trip, if needed. We are committed to ensuring our clients are comfortable travelling on their own using our Family of Services.



### **Clients travelling with an attendant (MP-1FSA, MP-2FSTA)**

Clients who must travel with an attendant will go through the same training process with their attendant. The client must carry their MOR Paratransit client card with them as proof of payment for their attendant in case they are approached by a YRT Fare Enforcement Officer.



### **Reducing your carbon footprint**

It was determined in a recent environmental study that for every two trips using the Family of Services, YRT keeps one passenger vehicle off the road for a day. As the service expands, there is potential for further environmental benefits.





### **Example of a first time Family of Services trip from Newmarket to Richmond Hill:**

The client is picked up at their residence in the Town of Newmarket by a MOR Paratransit vehicle and transported to Newmarket Terminal, platform 8.

The client is met by a Travel Trainer. The Travel Trainer trains the client on how to travel using Viva blue south to Richmond Hill Centre Terminal.

The client is again met by a Travel Trainer at Richmond Hill Centre Terminal to ensure the client had a successful ride, and to answer any questions.

The MOR Paratransit vehicle will be at platform 5 at Richmond Hill Centre Terminal to transport the client to their final drop-off location in the south end of York Region.

## **MOR Paratransit 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

## **MOR Paratransit Contact Centre**

Toll-free: 1-866-744-1119

## **TTY for deaf or hearing-impaired callers**

Bell Relay: 711

## **After-hours travellers**

For customers travelling between 5 a.m. and 7 a.m., 7 p.m. and 12 a.m., and on statutory holidays who need assistance, please 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, 2<sup>nd</sup> floor  
Richmond Hill, ON L4B 0B4

## **General inquiries and information**

[mobilityplusfeedback@york.ca](mailto:mobilityplusfeedback@york.ca)  
[yrt.ca](http://yrt.ca)



1-866-744-1119 | TTY: Bell Relay: 711 | [yrt.ca/MOR](http://yrt.ca/MOR)

Accessible formats or communication supports are available upon request.  
Transportation Services

09-20

