

Mobility On-Request Paratransit News



DEAR TRAVELLERS:



I know many of you are looking forward to life becoming normal again. The increase in vaccinations and decline of active COVID-19 cases is encouraging, but

we must all continue to take public health measures seriously and protect ourselves and our loved ones. Please continue to practice physical distancing of at least 2-metres, practice good hand hygiene, wear a non-medical face mask or covering where required and get your vaccination.

Mobility On-Request (MOR) is always here to help you get to where you need to go. All our vehicles go through an extensive cleaning protocol three times per day. All drivers are provided with and must wear personal protective equipment. Wearing a non-medical face mask or covering is mandatory on public transit property and vehicles. More details on these extensive health and safety measures are in this newsletter.

If you are going to a medical appointment, please make sure you are familiar with their waiting room protocol and let them know you are taking public transit. Most waiting rooms continue to be closed to the public and we do not want any passenger waiting outside in the elements for a vehicle.

MOR will also take you to your vaccination appointment and wait for you at the exit door of the clinic to take you home. Do not let transportation be a barrier to receiving your shot. We are here to help you.

For questions or concerns related to COVID-19, please visit york.ca/covid19 or call Access York at 1-877-464-9675.

Please stay safe and look after yourself.

Sharon

Manager, YRT Mobility On-Request



IMPROVEMENTS PLANNED FOR AUTOMATED PHONE SYSTEM

Staff are working on improving the YRT and MOR automated phone system. This summer we have consultants conducting focus groups who will help us determine what needs to be improved. The focus groups were created using a wide range of people with different abilities. You can expect to see improvements made next year.

	FARES EFFECTIVE: JUNE 27, 2021 (\$)					FARE SUPPLEMENT
	ADULT	YOUTH ¹	SENIOR ²	CHILD ³	EXPRESS ⁴	
PRESTO or YRT Pay / Transit App	3.88	3.03	2.40	2.40	4.38	Ride to GO* 1.00 <small>* Proof of valid GO Transit fare required when transferring to or from GO Train stations.</small>
Cash	4.25	4.25	4.25	4.25	4.75	
Monthly Pass	154.00	118.00	65.00	65.00	175.00	PROOF OF PAYMENT REQUIRED ON VIVA
<small> ¹ Youth: Ages 13 to 19 ² Senior: Ages 65+ ³ Child: Ages six to 12 ⁴ Express: To ride Express, add \$0.50 to your fare. Children five years and under ride free. All customers must show proof of age upon request. Fares are subject to change. No refunds. Visit yrt.ca for complete fare information. </small>						

UPDATE: FARE CATEGORIES

Effective June 27, 2021, the age requirements for each fare category were updated to create consistency with other Greater Toronto Hamilton Area transit agencies. There are no changes to fares.

Updates to all fare categories, except for seniors, include:

- > Adult fares apply to any person from the age of 20 to 64
- > Youth fares no longer require a student ID and applies to any person from the age of 13 to 19
- > Child fares apply to any person from the age of six to 12
- > Children up to the age of five years ride free
- > Proof of age is required upon request for all categories

For more information, visit yrt.ca/FareUpdate2021

Continued on back ...

ON-REQUEST TRANSIT TO VACCINATION CLINICS

YRT offers on-request transit service to vaccination appointments for eligible York Region residents. If you are 65 years or older (born in 1956 or earlier) and require transportation to the closest vaccination clinic, **Mobility On-Request (MOR) 65+** can take you there.

Trip booking is easy

To book a trip to your closest vaccination clinic, call **1-866-744-1119**. Contact Centre hours are Monday to Friday from 7 a.m. to 7 p.m. Please note these hours are for vaccination clinic appointments only. We will accept bookings up to two days prior to your scheduled appointment.



ON-REQUEST TRANSIT SERVICE AVAILABLE FOR SENIORS EXTENDED TO DECEMBER 31, 2021

YRT's Mobility On-Request (MOR) service allows you to request transit when and where you need it, within select service areas throughout York Region.

The MOR service is available to seniors 65 years or older who feel hesitant taking regular public transit during this time. You do not need to be a Paratransit client to use the service. If you are a senior travelling within the service areas, simply call MOR during operating hours Monday to Friday from 7 a.m. to 2:45 p.m. A driver will pick you up and take you to your desired location within five kilometres of your home. This can be to a grocery store, doctor's office, pharmacy or any other address.

For more information including service area maps and booking instructions, visit yrt.ca/MOR65 or call us at 1-866-744-1119.



WHAT WE ARE DOING TO KEEP YOU AND OUR STAFF SAFE

The safety of our travellers, drivers and staff is our top priority. In response to COVID-19 pandemic we have implemented various safety measures and service changes to help keep you and others protected while riding with us.

We are doing everything we can to support Public Health efforts and keep you safe.

Non-medical face masks or coverings are mandatory



This is to help keep everyone safe. YRT and other transit agencies cannot guarantee physical distancing.

We understand some travellers cannot wear a face mask or covering for health and safety reasons. If you are unable to wear a face mask or covering, please let us know prior to using our services by emailing mobilityplusfeedback@york.ca

Help us keep our communities clean by placing disposable masks in a lined garbage bin and not on the ground.

Cloth masks should be washed after each use to prevent germ transmission.

Pro tip: Have a few extra face masks on hand so they can be rotated and ensure you always have a fresh, clean mask ready to use.

Driver personal protective equipment (PPE)



All Mobility On-Request drivers must wear a face mask while transporting customers. Plastic sleeves that go as far as the driver's elbow have been distributed to protect both the driver and customer when escorting. If your driver is not wearing proper PPE, please call the Contact Centre at 1-866-744-1119.

All YRT and Viva drivers have been provided with face masks and other PPE. Please note drivers do not need to wear a face mask while behind the barrier on the bus.

All drivers have been provided with hand sanitizer for their personal use.

Vehicle and facility cleanliness



Paratransit vehicles

All drivers must clean their vehicle three times a day. A checklist is given to the driver, which is signed off including date and time of cleaning. Vehicle audits are conducted by MOR Inspectors. If the driver cannot provide the list, or fails to fill it out, the vehicle is immediately taken out of service.

Driver barriers have been installed to reduce the distance from the customer and drivers, offering additional protection.

YRT and Viva buses

Buses are thoroughly cleaned and disinfected at the end of every service day, with a focus on high-touch surfaces such as poles, seats and handles. Buses also receive an additional cleaning every time they return to the garage throughout the day.

YRT facilities

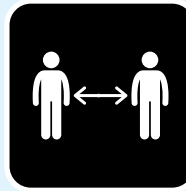
Terminals and rapidway stations are cleaned and disinfected daily and curbside Viva stations are cleaned and disinfected weekly with a focus on high-touch surfaces.

Use PRESTO or the Transit Pay app



To help protect yourself and others we encourage the use of contactless forms of payment including PRESTO and the YRT Pay app. These methods also provide discounted fare prices rather than paying with cash.

Keep a 2-metre distance from others



Where possible, please keep a 2-metre distance from others while on the bus or at stops and terminals.

Practice good hand hygiene



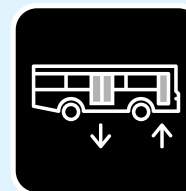
Wash your hands with soap and water thoroughly and often. Carry personal disinfectant with you while you travel, such as hand sanitizer or wipes. Avoid touching your eyes, nose or mouth with unwashed hands.

Travel at off-peak times



Consider travelling during off-peak times such as middays or weekends when our services may not be as busy.


Board all YRT and Viva buses by the front, exit at the middle or back



Travellers must now board all YRT and Viva buses by the front doors. Exiting is through the middle or rear doors only. This is to help with passenger flow and physical distancing between travellers. Passengers with mobility issues requiring assistance may continue to board and exit using the front doors.

MAILING ADDRESS
55 Orlando Avenue, 2nd floor
Richmond Hill, ON L4B 0B4



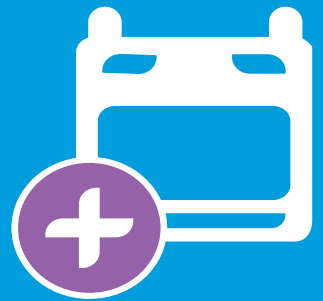
 Keep our planet clean.
Please recycle after use.

Visit us at: yrt.ca
Email: mobilityplusfeedback@york.ca

Toll free: 1-866-744-1119
Bell Relay: 711 (For the deaf or hard of hearing)

IN THIS SUMMER 2021 ISSUE:

- > On-request transit to vaccination clinics
- > What we are doing to keep you and our staff safe
- > Improvements for automated phone system



Paratransit News

Mobility On-Request

Continued from inside, Update: Fare Categories ...

DAY PROGRAMS

We are working closely with all day programs as they reopen. All day programs must send us their COVID-19 protocol so we can relay this information to our travellers before booking a trip. Mobility On-Request will not transport passengers to or from any facility that has a declared outbreak. Our staff monitors the outbreak facility list daily.

