

A comprehensive guide to accessible
public transit service in York Region



Family of Services

Travel Training Guide



This guide 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)

Please keep this book for future trip planning and travel training purposes.



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 A:

Getting Started



Contact Information

Call us to plan your first trip. Our friendly Trip Reservationists will be happy to help you.

Contact Centre

Toll free: 1-888-762-2950

Fax: 905-762-2110

TTY: 711

Email: mobilityonrequest@york.ca

Online: yrt.ca/LiveChat

(Click the Chat icon and start a conversation)

Contact Centre hours

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

Saturday, Sunday and Statutory Holidays: Closed

Service hours

Monday to Sunday (including Statutory Holidays): 5 a.m. to 3 a.m.

Traveller's Hotline

For riders who need immediate assistance.

- **Toll free:** 1-888-762-2950 (follow prompts to reach an agent)
Support available 24 hours a day, seven days a week.

Before you call

Fill in the answers to these questions:

My starting address is _____

YOUR EXACT STARTING ADDRESS

I need to travel to _____

EXACT ADDRESS OF YOUR DESTINATION

I need to be at my destination at: _____ ☐ A.M. or ☐ P.M.

On _____
DATE

If you have an assistive device: I need a vehicle 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 1 then 1 to speak with a Trip Reservationist 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.

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?

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 22 to learn how to board YRT vehicles with your assistive device.



Section B:

Street Smarts



YRT Fares

Customers can pay their YRT fare using a PRESTO card, PRESTO E-Tickets, credit or debit card, or with exact cash.

To find your closest PRESTO fare agent, visit yrt.ca/PRESTOAgent. You can also call **1-888-762-2950** to speak with a Trip Reservationist.

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 yrt.ca/Fares or call 1-888-762-2950 and speak with a Trip Reservationist.

How to use your fares on YRT

To ride YRT, you'll need a PRESTO card, PRESTO E-Tickets, 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 PRESTO E-Tickets, activate your e-ticket **before** boarding the bus. Once activated, scan the ticket's QR code on the PRESTO device on board the bus.

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 e-ticket, 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 before boarding.

If you are using PRESTO E-Tickets, activate your e-ticket before boarding the bus. Then scan the ticket's QR code on a PRESTO device at a vivastation.

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 PRESTO E-Tickets 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!

Recognizing 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 On-Request and Mobility On-Request Paratransit) to conventional YRT and Viva buses.

YRT

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

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 specifically for Paratransit customers. The Paratransit fleet of vehicles includes minibuses, ProMasters, accessible vans, 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

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. You can transfer for free between the TTC and YRT when you use a PRESTO card. For more information, please visit yrt.ca/OneFareProgram.

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. You may be able to ride YRT for free when transferring to/from GO Transit through our Ride To GO program. Visit yrt.ca/RidetoGO to learn more.

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.

You can transfer for free between the Brampton Transit and YRT when you use a PRESTO card. For more information, please visit yrt.ca/OneFareProgram.

For more information on Brampton Transit, visit their website at bramptontransit.com or call 905-874-2999.



Recognizing 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. **Reminder: Always plan to be at your bus stop 10 minutes before your bus is due to arrive.**

VMS

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

Infopost

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

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 and Off the Bus

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 14 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 14 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.

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.



Notes

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Section C:

Safety 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
- Have your PRESTO, credit or debit card, activated PRESTO E-Ticket, 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

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.

Emergency cash

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

Mobile devices

Travel with your mobile device, if you have one. It will come in handy if you need to look up information, contact us, or anyone else during your trip.

TIP:

Program your emergency numbers and our number (1-888-762-2950) into your mobile device for fast and easy access.

Travel Tips

What to do if you miss the bus

If you miss your bus, call the Mobility On-Request Paratransit Contact Centre at 1-888-762-2950 for assistance. If you will be travelling after business hours often (see page 8), please make sure you request a schedule from YRT that you can keep with you for easy reference.

Lost and found

All articles found on YRT property are held in a Lost and Found. Visit yrt.ca/LostAndFound or call 1-888-762-2950 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.

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.





Section D:

Resources

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?

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What time does my bus arrive at my destination?

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Where do I get off the bus?

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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?

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?

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Phone: 1-888-762-2950

To Book a Trip

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

Saturday, Sunday and Statutory Holidays:
Closed

Customer Service

Monday to Friday: 8 a.m. to 4 p.m.

Saturday, Sunday and Statutory Holidays:
Closed

Traveller's Hotline

24 hours a day, seven days a week

mobilityonrequest@york.ca
[yrt.ca/LiveChat](#)

Connect with us on social media

