

Mobility On-Request Paratransit News



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Provide a clear path for pick-up and drop-off

A clear path free of snow, ice or debris from the first accessible entrance to the end of your driveway **is required** to safely deliver door-to-door service. This ensures safety of both our customers and drivers.

A clear path is where pavement is visible to the driver, with no layer of ice, and has clearly been salted to ensure a slip-free surface after a snowfall. Drivers will advise if they deem a path or driveway to be unsafe for service.

Mobility On-Request Paratransit will contact the customer to advise of options for the trip.

Winter Weather Reminder

As the colder months approach, we encourage all riders to dress appropriately for winter conditions. Staying warm and prepared helps ensure a safer and more comfortable travel experience. If you are ill and need to travel, please consider wearing a mask to help protect our drivers and other passengers in the vehicles.



Driver recognition program

Did your driver go above and beyond?
Did they make you feel safe, welcome and valued with exceptional customer service?



We want to hear about it!

York Region Transit has launched a new **Driver Recognition Program** to celebrate drivers who consistently deliver outstanding service. If your driver makes a positive impression, let us know (their name)!



You can share your experience by:

- > Calling our Contact Centre at 1-888-762-2950
- > Submitting feedback through the feedback form at yrt.ca/feedback

Help us recognize the drivers who make a difference every day!



Traveller etiquette

There's a seat for everyone

YRT supports a respectful and welcoming travel community. We all have a responsibility to ensure a positive experience for everyone when travelling together.

Be kind, considerate and respectful by making space, keeping noise down and greeting your driver with a smile. Be inclusive, safe and mindful to help create a welcoming and comfortable transit experience for everyone.

Layer up for better health this winter



Protect yourself from common bugs like colds, flu, COVID-19 and Respiratory Syncytial Virus (RSV) by “**layering up**” with healthy habits to stay well and prevent the spread of these viruses.

- > Get your annual **COVID-19** and **flu** vaccine – free for everyone six months and older.

The **RSV vaccine** is free for infants, pregnant women, high-risk adults aged 60 to 74 and all adults 75 and older

- > Stay home if you're sick
- > Avoid close contact with sick people
- > Clean and disinfect high-touch surfaces regularly
- > Cough or sneeze into your elbow and wash hands often with soap and water or alcohol-based sanitizer

For more details, visit york.ca/VirusSeason

Need-to-know

Customer service and trip reservations

For feedback, questions, concerns or to book a trip, please call **1-888-762-2950**, Monday to Friday between 7 a.m. and 7 p.m.

Next day rides can be booked until 7 p.m. the day before you travel.

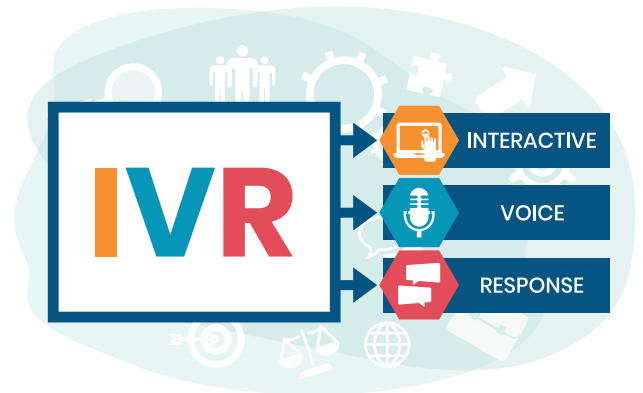
- > **Starting in November**, riders calling to book a trip for the next day will have until **7 p.m.** to do so (previously 4 p.m.)
- > Trips can be booked up to **three days in advance**
- > On **Fridays**, riders can book trips **up to five days in advance** to accommodate weekend and early-week travel

30-minute pick-up window reminder

When you book a trip, you will receive a 30-minute pick-up window. For example, if you request a 9 a.m. pick-up, your ride will arrive between 9 a.m. and 9:30 a.m.

Remember!

- > You need to be ready at the start of your pick-up window
- > For appointment trips, the pick-up window is designed to ensure you arrive on time for your appointment
- > **You do not need to call two hours prior to confirm your trip. Your booking window is your confirmed time**



Interactive Voice Response (IVR) system

Easily confirm or cancel your trip bookings – no need to wait in a queue. Simply follow the voice prompts when you call and manage your trips quickly and efficiently. Try it today and save time!



Live Chat launch

Need help with your trip booking? You can now chat live with a Trip Reservationist!

- > Visit yrt.ca/LiveChat
- > Click the chat icon on your screen to start a conversation
- > Available Monday to Friday, 7 a.m. to 7 p.m.

We look forward to chatting with you!

Book your own ride with these self-serve options

Mobility On-Request Paratransit offers clients several ways to book a trip:

Book your trip online

To book your trip online, visit the YRT On-Request Booking System and enter your phone number or password. When asked to select the type of service you need, please select "MOR".

Book your trip using the app

To book your trip using the app, download the YRT On-Request App for Apple and Android devices available in the App Store and Google Play. Open the app and enter your phone number or password. When asked to select the type of service you need, please select "MOR".

When planning your trip, please ensure your "Start from" location is correct and then click below in the "Where to?" area to input where you are going.

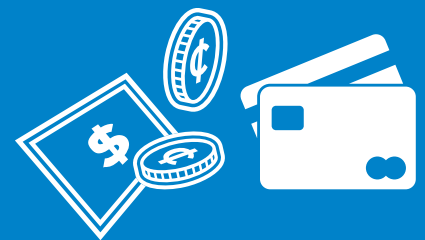
If you have any issues booking your trip, please try to reload the page or call us at 1-888-762-2950.



Easy ways to pay your fare



PRESTO payment



Exact cash, credit or debit

For more information, visit yrt.ca/Fares

Mobility On-Request Paratransit Contact Information

Toll free: 1-888-762-2950
Bell Relay: 711 (For deaf or hard of hearing)

Visit us at: yrt.ca/MOR
Email: MobilityOnRequest@york.ca

