

York Region's shared ride, door-to-door,  
accessible public transit service for  
people with disabilities



**+** Mobility On-Request Paratransit  
**passenger guide**



This guide belongs to:

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(PRINT YOUR NAME)

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(YOUR ADDRESS)

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(YOUR HOME PHONE NUMBER)

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(YOUR CELL PHONE NUMBER)

In the event of an emergency, please contact:

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(NAME)

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(PHONE NUMBER)

# contents

Welcome to Mobility On-Request Paratransit .....	5
Contact us.....	6
▪ Service hours	
▪ Traveller's hotline	
▪ YRT customer service contact centre	
Fare information.....	7
▪ Fare categories	
▪ Fares and fare collection	
Family of Services .....	8
Travel training .....	10
▪ Waiting areas and common lobbies	
▪ Mobility On-Request Paratransit responsibilities	
▪ Customer responsibilities	
Using the service .....	13
▪ Inclement weather	
▪ Mandatory Support Person	
▪ Support Person Card	
▪ Companions	

Policies and procedures.....	15
▪ Hand-to-hand clients (MP-1D)	
▪ Mobility devices	
▪ Service animals and pets	
▪ Shopping	
▪ Cross boundary travel	
▪ Visitors	
Trip planning .....	18
▪ Requesting a trip	
▪ Standing orders	
▪ Tips for requesting trips	
Cancelling a trip.....	21
▪ Late cancellations and no-shows	
▪ How the point system works	
Emergency procedures.....	23
▪ Personal belongings	
▪ Safety and securement	
▪ Appropriate behavior	
▪ Notice something unusual?	



# Welcome to Mobility On-Request Paratransit

This guide provides you with everything you need to know about travelling on Mobility On-Request Paratransit.

Please review this booklet to help prepare you for a positive and safe experience when using the service.

Mobility On-Request Paratransit is York Region's door-to-door, shared ride, accessible public transit service for people with disabilities who cannot travel on conventional transit for all or part of their trip. Mobility On-Request Paratransit provides door-to-door transportation to specific locations, or in some instances, to a bus terminal or stop.

Mobility On-Request Paratransit is public transportation and should not be confused with private or medical transportation. Customers are designated a vehicle and will be required to travel with other passengers.

We will take you to any location within York Region. Trips are scheduled to allow for travel time between stops. Travel times are comparable to the conventional bus routes. Please allow yourself enough time to reach your destination.

Our Customer Service staff will answer any questions regarding the service. Call us at 1-866-744-1119 or email [mobilityonrequest@york.ca](mailto:mobilityonrequest@york.ca) with your questions.

# Contact us

## **Service hours:**

Monday to Sunday (including statutory holidays)  
5 a.m. to 3 a.m.

## **Mobility On-Request Paratransit Contact Centre hours:**

Monday to Friday: 7 a.m. to 7 p.m.  
Closed weekends and statutory holidays

Customers can access the Interactive Voice Response (IVR) and/or mobile app 24 hours a day. The web-based booking is located on the Mobility On-Request Paratransit webpage at [yrt.ca](http://yrt.ca).

These tools allow you to book, confirm and cancel your trip 24 hours a day, seven days a week with no wait in the Contact Centre queue.

Local: 905-762-2112                      TTY: Bell Relay: 711  
Toll free: 1-866-744-1119

## **Traveller's Hotline**

For customers travelling between 5 a.m. and 7 a.m., 7 p.m. and 12 a.m., and on weekends and statutory holidays who need assistance, please call the Traveller's Hotline at 905-762-2963 or toll free at 1-877-660-7587.

For customers travelling between 12 a.m. and 3 a.m. who need assistance, call the after hours line, 1-877-464-9675 ext. 76005.

## **YRT Customer Service Contact Centre**

If you are travelling on YRT conventional service and need assistance with trip planning, YRT Customer Service can assist you.

## **Contact Centre hours:**

Monday to Friday 7 a.m. to 7 p.m.	Local: 905-762-2100 Toll free: 1-866-MOVE-YRT (668-3978)
Saturday, Sunday and holidays 8:30 a.m. to 4:30 p.m.	TTY: Bell Relay: 711



# Fare information

All customers must pay full YRT fare each time they board a YRT or Mobility On-Request Paratransit vehicle. If using cash, please pay with exact change as drivers do not carry change.

Payment Method	Fares Effective: March 14, 2022 (\$)				
	Adult	Youth <sup>1</sup>	Senior <sup>2</sup>	Child <sup>3</sup>	Express <sup>4</sup>
PRESTO / YRT Pay or Transit App	3.88	3.03	2.40	2.40	4.38
Cash	4.25	4.25	4.25	4.25	4.75
Monthly Pass	154.00	118.00	65.00	65.00	175.00

Fares are subject to change. No refunds. Visit [yrt.ca](http://yrt.ca) for complete fare information.

## Fare categories

1. **Youth:** Ages 13 to 19
2. **Seniors:** Ages 65+
3. **Child:** Ages 6 to 12 (Children under 5 years ride free)
4. **Express:** To ride Express with an adult, youth, senior or child fare, add 50 cents



## Fares and fare collection

At any time during your journey, YRT Enforcement may ask you to produce proof of payment. Customers travelling without valid proof of payment may be subject to a fine or criminal charge.



## Family of Services

The YRT Family of Services integrates conventional services with specialized transit to promote independence, inclusion, integration and self-sufficiency in the customer. The Accessibility for Ontarians with Disabilities Act (AODA) requires Mobility On-Request Paratransit to have three levels of eligibility.

**Unconditional eligibility:** A person with a disability that prevents them from using conventional transportation services.

**Temporary eligibility:** A person with a temporary disability that prevents them from using conventional transportation services.

**Conditional eligibility:** A person with a disability where environmental and physical barriers limit their ability to consistently use conventional transportation services.

As per the AODA, a specialized transportation provider may deny requests for specialized transportation services to persons categorized as having temporary eligibility or conditional eligibility if the conventional transportation service is accessible to the person and the person has the ability to use it.



Most customers have conditional eligibility. For customers with conditional eligibility, we will provide trip plans based on the limitations and geography of the origin and destination. Service will be provided on a trip-by-trip basis, depending on the customer's eligibility limitations, using:

- Conventional public transit (YRT local service, Viva rapid transit, etc.)
- A combination of paratransit and conventional public transit (family of services)
- Specialized transit service — Mobility On-Request Paratransit (door-to-door)
- Conventional on-request transit service — Mobility On-Request service (door-to-stop)

When customers with the family of services status call in to book a trip, staff will determine which type of service is required using your profile and the scheduling software. You may be required to use conventional service for all or part of your trip. In some instances, Mobility On-Request Paratransit will take you to a terminal or hub, and then transfer you onto conventional public transit. You will then travel to another terminal or hub and we will transport you to your destination.



## Travel Training

Every customer receives travel training from a YRT or Mobility On-Request Paratransit travel trainer on their first family of services trip. The travel trainer will assess your trip and provide additional training if needed to ensure you are able to successfully and comfortably travel on your own using the family of services for all or part of the trip.

All family of services customers are travel trained on the following:

- Bus platforms at terminals
- Purchasing YRT fare media
- Introductions with the bus operator
- How to board a low-floor bus
- How to secure an assistive device
- Priority seating locations on buses
- Using the stop request button

Travel trainers will meet you at either end of the trip, or travel the entire trip with you if needed. We are committed to ensuring our customers are comfortable travelling on their own using a variety of services.

Customers who must travel with a Mandatory Support Person or support person will go through the same travel training. The customer must carry their Mobility On-Request Paratransit ID card or their Support Person Assistance Card with them as proof of payment for their Mandatory Support Person/support person.

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

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

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

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

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



### **Waiting areas and common lobbies**

Mobility On-Request Paratransit has established waiting areas at locations such as hospitals, malls, medical centres, educational institutes, lobbies of apartment buildings and grocery stores. Drivers will use these locations to pick up and drop off customers. It is important you meet your driver at these locations to ensure you do not miss your trip.

### **Mobility On-Request Paratransit responsibilities**

- Transportation that is safe and on time
- Courteous and professional Contact Centre staff and drivers
- Clean, well-maintained vehicles
- Prompt responses to your questions or concerns
- Door-to-door service to your destination or to and from a terminal with a transfer

### **Customer responsibilities**

Customers have a responsibility to use the Mobility On-Request Paratransit service appropriately for the benefit of fellow passengers. When one customer disrupts the service due to inappropriate use or unrealistic expectations, transportation for other customers is affected.

Mobility On-Request Paratransit reserves the right to deny service for customers who do not comply with their responsibilities.

- Customers must show their Paratransit ID card to the driver
- Customers must be secured in the vehicle
- Customers must be ready for their scheduled time



## Using the service

### **Inclement weather**

We will never cancel service in the case of inclement weather. Services may be modified depending on the severity of the weather.

All Mobility On-Request Paratransit passengers will be escorted by the driver to and from the first accessible door. An accessible door is a driveway or curb cut for the ramp of a Paratransit vehicle, with a flat, level and paved landing area with additional space for an assistive device/passenger and driver. If needed, a Mobility On-Request Inspector can visit your location to assess its accessibility. To ensure the safety of the passenger and driver, customers must ensure all snow, ice and other debris have been cleared to produce a barrier-free path between the residence doorway/departure area and the end of the driveway.

If the street is not clear of snow and ice and it is unsafe for the vehicle to travel, the customer will be contacted by Mobility On-Request Paratransit about trip cancellation.

If York Region Catholic and District School Boards cancel buses, customers may cancel their trip with no penalty up to 30 minutes before the scheduled trip.

## **Mandatory Support Person**

A Mandatory Support Person is recommended under these conditions:

- If the customer is unable to be left alone
- If the customer is unable to travel independently beyond the door of the pick-up or drop-off location
- If the customer cannot maneuver their wheelchair on their own
- If the customer requires supervision on board the vehicle during transport
- If there is a risk of the customer leaving the vehicle while the driver is escorting other passengers to and from the vehicle
- If the medical professional has deemed on the application that the customer requires a mandatory support person

All mandatory support persons travel at no charge, but must board and disembark at the same location as the passenger, and travel with the passenger at all times. Mobility On-Request Paratransit drivers are not Mandatory Support Persons.

Registered Mobility On-Request customers cannot act as a Mandatory Support Person for another registered Mobility On-Request customer.

## **Support Person Card**

The Support Person Assistance Card is a photo card that identifies the cardholder as a person who, because of their disability, needs to be accompanied by a support person some of the time. A support person is someone who assists the cardholder with communication, mobility, personal care/medical needs or with access to goods, services or facilities some of the time. The Support Person Assistance Card permits a support person to travel on YRT with the eligible fare-paying customer (cardholder) at no additional cost. A cardholder may travel with different support persons at different times. Additional companions must pay a fare.



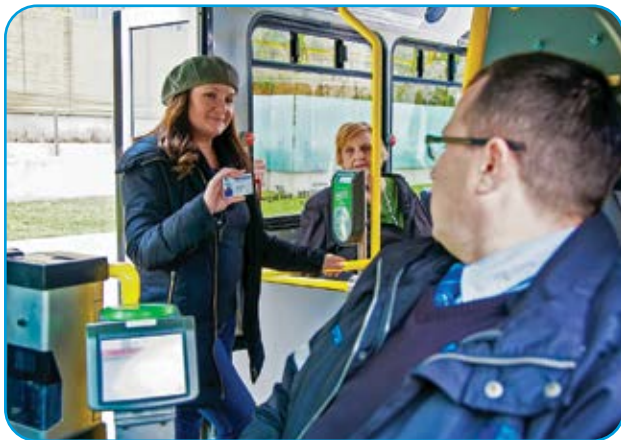
Customers with disabilities who need to travel with a support person on YRT may download the application at [yrt.ca/supportpersoncard](http://yrt.ca/supportpersoncard) or call our contact centre and an application will be mailed out. The card is valid for a maximum period of three years.

### **Companions**

Registered customers can travel with up to two companions if there is space available, and they must pay a fare.

Customers must mention at the time of booking if their companion travels with a assistive device. We will not transport customers who are not prebooked for a trip.

Please call the call centre if one of your companions cancels. This allows others to travel during the same time frame.



## Policies and procedures

### **Hand-to-Hand clients**

Hand-to-hand transfers are required for customers that are approved to travel to day programs or work placements. This involves signatures at the residence and program/work placements. If customers wish to waive the signature at the customer's residence, Section D of the application can be filled out and submitted.

## **Accessible Door for escorting passengers**

All Mobility On-Request Paratransit passengers will be escorted by the driver to and from the first accessible door. An accessible door is a driveway or curb cut for the ramp of a Mobility On-Request Paratransit vehicle, with a flat, level and paved landing area with additional space for an assistive device/passenger and driver. If needed, a Mobility On-Request Inspector can visit your location to assess its accessibility. All Mobility On-Request Paratransit passengers will be escorted by the driver to and from the first accessible door. To ensure the safety of the passenger and driver, customers must ensure all snow, ice and other debris have been cleared to produce a barrier-free path between the residence doorway/or departure area and the end of the driveway.

## **Assistive devices**

The Canadian Standards Association is responsible for developing and enforcing accessibility requirements for transit vehicles.

Mobility On-Request Paratransit can accommodate most assistive devices with a few exceptions:

- ▶ Weighs no more than a combined weight of a maximum of 318 kilograms (700 lbs.). Assistive devices exceeding the rated capacity of vehicle lifts or ramps may be denied access if they create safety or mechanical concerns
- ▶ The device must be able to fit on the ramp and within the securement area, so it does not block the aisle or interfere with an emergency evacuation
- ▶ We do not transport empty assistive devices
- ▶ Oxygen tanks must be secured upright in the vehicle. Please ensure the tank is in a secure unit for the customer to transport

If you use a assistive device or wheelchair, please ensure it is clean and in good working condition. It is the customer's responsibility to ensure there are no loose or broken parts and both foot rests are attached to the wheelchair. Transportation may be refused if the assistive device or wheelchair is unsafe (until it is inspected by an Inspector).

## **Service animals and pets**

Customers using a service animal or bringing a pet on board a vehicle are responsible for the animal and will be held liable for the behavior of the animal. Service animals must sit on the floor of the vehicle and are not allowed on the seats. Pets must be transported in a carrier and be handled by the customer only. The customer must inform the Trip Reservationist at the time of booking if they are travelling with a service animal or pet.



## **Shopping**

Customers have a four shopping bag limit to a maximum of 10 lbs each. This is to ensure there is space for other customers when travelling. Drivers will not be assisting with large or heavy shopping items; please make alternate arrangements.

## **Cross-boundary travel**

If customers wish to travel into Toronto, Peel or Durham, staff will assist in booking a seamless connection with our neighbouring specialized transit providers. Please call our Contact Centre at 1-866-744-1119 for all questions regarding cross-boundary travel arrangements and eligibility.

## **Visitors**

Mobility On-Request Paratransit will accept any visitor that is registered with any specialized transit authority.



## Trip planning

### **Booking a trip**

Once your eligibility is confirmed and an ID card has been received, a trip can be made. To speak to a Trip Reservationist, please call the Contact Centre between 7 a.m. and 7 p.m. Try to book your trip as early as possible to receive the best available times. Please keep us informed of any changes to your contact information.

Please ensure you have the following information ready when booking your trip:

1. Pen, paper and calendar
2. Customer ID number stated on your ID card
3. Date and time of travel
4. Time (s) of any appointments so drop-off and pick-up times can be accurate
5. The complete pick-up and drop-off addresses
6. If you will be travelling with a Mandatory Support Person, support person or companion
7. What assistive device (if any) you will be using
8. If you will be travelling with a service animal or pet

We suggest customers write down their trip booking request to serve as a reminder. The Contact Centre has call recording for customer service and quality assurance.

To avoid waiting in the queue, we recommend you use the Interactive Voice Response (IVR), web-based booking or mobile app. Customer Service can assist you with these three features over the phone. You must set up your locations with a Trip Reservationist before using the IVR, web-based booking or mobile app.

All requested trip booking times will be confirmed two hours prior to the first pick-up time on the day of travel. There is a call out feature that will call the specified phone number on the customer's profile. Please ask call centre staff to set you up with this option.

Customers must be waiting at the first set of accessible doors and be ready to board the vehicle at the confirmed time. Drivers will not buzz customers in apartments. Please also ensure the location you are travelling to is open, as the driver will not be able to wait. If you arrive at your destination and the location is closed, you will be taken back home by the driver.

### **Standing orders**

If a trip is required to the same place at the same time at least once a week for a period of six weeks or more, a standing order may be an option. Please note that all standing orders will be cancelled on statutory holidays, except Easter Monday. Trips needed on holidays must be booked in advance.

Once a standing order is set up, customers will not have to call and arrange a trip. Confirmation for the exact pick-up time is still provided by the call-out feature, IVR, web-based booking and mobile app. It is the customer's responsibility to cancel the trips. Customers who cancel 50% or more of their standing order trips within a one month period will be contacted to find out if their travel needs have changed. If the high cancellation rate continues, we will ask the customer to book individual trips instead. These customers may re-apply for a standing order after 90 days. If you need to change the time slots of your standing order trips, please call us to make adjustments.

## Tips for requesting trips

- Allow extra travel time as trips are scheduled on a shared ride basis. The vehicle may stop to allow other customers on and off the vehicle before reaching your destination. In addition, travel times may vary due to traffic, road construction, accidents or bad weather
- Consider a Mandatory Support Person. Please be advised, passengers will be left in the vehicle unattended when the driver assists other customers to and from the door. The driver cannot wait until someone arrives. If a customer cannot be left alone in the vehicle or at the destination, please arrange for a Mandatory Support Person
- Flexibility. We may not be able to accommodate the exact trip request time. Mobility On-Request Paratransit is a shared-ride service and has a 30-minute scheduling window depending on the booking request
- Be ready. Customers must be ready five minutes prior to the confirmed pick-up time to keep the driver and other passengers on schedule
- If the vehicle is 15 minutes late or more, please call the Contact Centre
- Choose locations close to home, as this will reduce travel time, cost and allow additional trip bookings for other customers
- Carry snacks or required medication in case of a travel delay
- Ensure all your contact information is up to date



## Cancelling a trip

Customers must cancel their trip if they no longer require it. Giving Mobility On-Request Paratransit as much notice as possible will allow additional availability for your fellow customer. It is important to contact us no later than two hours prior to your scheduled time. Customers can cancel by phone, on the IVR, on the web-based booking or through the mobile app.

A cancellation is late if it is reported to the Contact Centre two hours or less prior to the scheduled time.

Customers who cancel late or who do not show at the door without notifying the Contact Centre will be entered into the Late Cancellation/No-Show Program.

Based on a point system, all late cancellations count as one point and all no-shows count as two points. The return portion of a no-show will automatically be cancelled. If the passenger is not present at the scheduled pick-up time and location, the driver will place a no-show slip on the first accessible door.

Drivers are not authorized to change or cancel your scheduled trip. Please call the Contact Centre if you need a same-day change or cancellation.

## Late cancellations and no-shows

Point-based process in effect

### Please note:

- All points will be on a customer's record for one year
- Trip cancellations for medical appointments will be reviewed and are at the discretion of the Supervisor

This process will help improve service for all of our customers.

### How the point system works

The table below outlines various point levels and the resulting steps that will be taken by Mobility On-Request Paratransit.

Demerit Points	Next Steps by Mobility On-Request Paratransit
6 points	A formal letter documenting your late cancellations and/or no shows.
12 points	Customer is unable to use the service for two days.
18 points	Customer is unable to use the service for seven days.
24 points	Customer is unable to use the service for 30 days. A phone interview with Mobility On-Request Paratransit will be required to review their service needs.
30 points	Customer is unable to use the service for 60 days. A phone interview with Mobility On-Request Paratransit will be required to review their service needs.
36 points	Customer is unable to use the service for 90 days. A phone interview with Mobility On-Request Paratransit will be required to review their service needs.

- All late cancellations are counted as one point and all no-shows are counted as two points
- Points will be doubled for round trips that are no-shows or late cancellations



# Emergency procedures

In the event of a medical emergency or a vehicle collision, 911 will always be contacted to ensure the customers and driver receive the medical attention that is required.

## **Personal belongings**

You are responsible for your personal belongings brought onto the Paratransit vehicle. Anything left behind will be returned to lost and found. Please enquire with YRT or Mobility On-Request Paratransit office.

## **Safety and securement**

All customers are required to wear their seatbelt as per the Highway Traffic Act. Customers who travel in a wheelchair or scooter will be secured by the driver in the vehicle.

CCTV cameras are installed in all of our vehicles for the safety of the customer and driver.

## **Appropriate behaviour**

All passengers are expected to use appropriate social behaviour while travelling on Mobility On-Request Paratransit and when interacting with other customers, drivers and staff. Fighting, throwing objects, pushing, shouting, rough behaviour and vulgar language are all prohibited. For the comfort and health of all customers, personal hygiene must be maintained within an acceptable standard.

## **Notice something unusual?**

Please contact us immediately if you have noticed something unusual about your trip by calling the Contact Centre or emailing [mobilityonrequest@york.ca](mailto:mobilityonrequest@york.ca).





## **Contact Us**

York Region Transit (YRT)  
55 Orlando Avenue, 2<sup>nd</sup> floor  
Richmond Hill, Ontario L4B 0B4

## **Phone Directory**

Local: 905-762-2112  
Toll Free: 1-866-744-1119

TTY: Bell Relay: 711  
Fax: 905-762-2110

## **Mobility On-Request Paratransit Contact Centre Hours**

7 a.m. to 7 p.m.  
Monday to Friday, closed on statutory holidays

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

Visit us on social media

