

# Mobility Plus News

## DEAR MOBILITY PLUS TRAVELLERS,

As the weather begins to warm and the sun shines longer, we welcome a spring full of possibilities and new beginnings. This season, Mobility Plus is continuing to look at ways to make travelling easier. Inside this newsletter, you'll learn about some interesting new initiatives such as the Transit Assistance Program and the Ride OnDemand app.

You may have recently heard that there have been some changes in servicing Toronto locations. This change came into effect as a result of the Accessibility for Ontarians with Disabilities Act requirements, and was made possible by an agreement between all the Greater Toronto and Hamilton Area transit agencies. All of our passengers will now transfer either onto the subway or to TTC Wheel-Trans at a dedicated transfer location along Steeles Avenue. This will ensure equity for everyone travelling into Toronto. All Mobility Plus passengers will

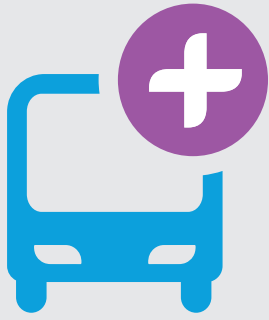
now be able to transfer onto a TTC Wheel-Trans vehicle without having to go through a separate application process or assessment. In addition, Mobility Plus will book both trips for you, eliminating the necessity to call both transit systems to schedule your trips. More details about this change are inside this newsletter.

We also want to remind passengers that the most important telephone numbers you can carry with you while travelling on Mobility Plus is the Traveller's Hotline and After Hours numbers. These are available for passengers that are travelling away from their residence and a vehicle is more than 20 minutes late or they are not going to be on time to transfer. Of course, all medical emergency calls should be made to 911. More details on this are inside this newsletter.

Enjoy your spring Mobility Plus Newsletter and we will talk soon!

**Sharon Doyle**  
Manager, Mobility Plus  
York Region Transit





On-Demand

## SCRIP RIDE CHANGES AND ON-DEMAND SERVICE

Mobility Plus is in the process of rebranding our name. Along with this rebrand, we will be implementing an easier way to book same-day spontaneous trips.

On September 30, 2018 we will no longer be providing the Scrip Ride program. Instead, customers will be able to request same-day spontaneous trips through the

Contact Centre at 1-866-744-1119 or on the new mobile app, called Ride OnDemand, launching later this year.

We encourage all travellers to use up their Scrip Ride tickets before September 30, 2018. All remaining tickets can be exchanged and have the value loaded onto a PRESTO card at the YRT head office located at 50 High Tech Road, 5<sup>th</sup> floor, Richmond Hill. Office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.

## CONTACT MOBILITY PLUS

Need to reach us? Mobility Plus is always available!

Phone number	Hours of Operation	When to call
<b>Contact Centre:</b> 1-866-744-1119	7 a.m. to 7 p.m., Monday to Sunday, excluding statutory holidays.	Mobility Plus's main contact line. Travellers can also call this number to book, cancel or confirm trips through the automated phone line, <b>available 24-7</b> .
<b>Traveller's Hotline:</b> 1-877-660-7587	5 a.m. to 11:30 p.m., Monday to Sunday, and statutory holidays.	Only use these numbers if you are travelling away from your residence and a vehicle is more than 20 minutes late or if you will be late for your transfer.
<b>After Hours Hotline:</b> 1-877-464-9675 ext. 76005	11:30 p.m. to 3 a.m., Monday to Sunday, and statutory holidays.	
<b>Other Inquiries:</b> 1-877-464-9675 ext. 75653	8:30 a.m. to 4:30 p.m., Monday to Friday	For inquiries about the Scrip Ride Program or boundary changes.

Mobility Plus also offers an online booking tool, **available 24-7!** Registered clients can easily book, cancel and confirm their rides online at [yrt.ca/mponlinebooking](http://yrt.ca/mponlinebooking)

# YRT FARES CHANGING JULY 1

Following the three-year fare strategy for YRT, the next fare adjustment will occur on July 1, 2018. YRT fare adjustments offset operating costs and support the cost of delivering service.

## New fares effective July 1, 2018:

Fare payment method	ADULT	YOUTH	SENIOR	CHILD	EXPRESS
PRESTO or Pay app	\$3.75	\$3.00	\$2.35	\$2.35	\$4.25
Cash	\$4.00	\$4.00	\$4.00	\$4.00	\$4.50
Monthly Pass	\$150.00	\$117.00	\$63.00	\$63.00	\$171.00

Visit [yrt.ca](http://yrt.ca) for complete fare information.



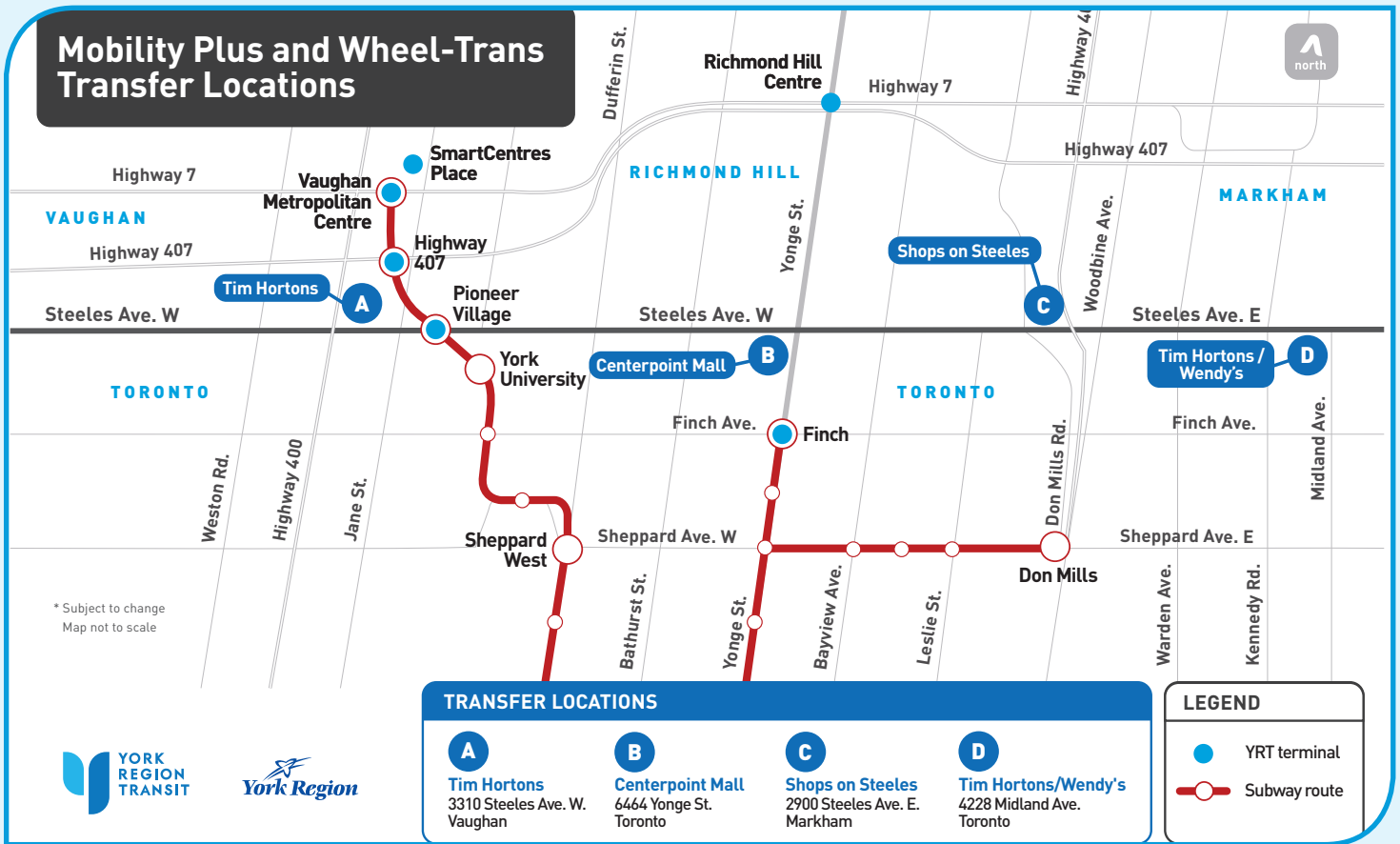
## NEED HELP PAYING FOR TRANSIT? TAP CAN HELP!

York Region is piloting a one-year Transit Assistance Program (TAP) to help make transit more affordable for eligible residents. The pilot program launched in April 2018 and will run to March 2019.

Eligible residents who purchase an Adult monthly pass can purchase a TAP pass for half the cost of a YRT Adult monthly pass. The TAP pass is valid for unlimited travel on YRT and Mobility Plus services for the calendar month.

Applications are now being accepted. To apply, call **Access York** at **1-877-464-9675** from Monday to Friday, 8:30 a.m. to 4:30 p.m.

For more information or to see if you are eligible, visit [yrt.ca/TAP](http://yrt.ca/TAP)



## MOBILITY PLUS BOUNDARY CHANGES

In 2005, the Accessibility for Ontarians with Disabilities Act (AODA) became law; as of January 1, 2017, the AODA, under section 63, required all specialized transportation service providers in Ontario broaden their eligibility and ensure equal access to services for all persons with disabilities. This requires specialized transportation service providers to facilitate connections between their respective services, which has now been achieved across the Greater Toronto and Hamilton Area (GTHA).

YRT's 2018 Transit Initiatives were endorsed by York Regional Council in September 2017. Included is a service change to cross-boundary travel into the City of Toronto. This change aligns YRT practices with other GTHA

transit agencies, and results in all **Mobility Plus customers needing to transfer at Steeles Avenue with TTC Wheel-Trans for all cross-boundary trips.**

As the changes come into effect, transfers between Mobility Plus and Wheel-Trans will take place at one of four dedicated transfer locations on the Toronto and York Region border, or at a TTC Line 1 Subway station in York Region.

In addition to the AODA requirements, this change allows YRT to better serve its increasing Mobility Plus ridership by making more vehicles available for same-day, spontaneous travel, within the York Region borders. It also provides equal access to service for all persons with disabilities who use Mobility Plus.

## Where are the transfer locations?

- > **Centerpoint Mall** – Yonge Street and Steeles Avenue
- > **Shops on Steeles** – Steeles Avenue and Don Mills Road
- > **Tim Hortons** – Steeles Avenue and Highway 400
- > **Tim Hortons/Wendy's** – Steeles Avenue and Midland Avenue

All transfer locations have been reviewed by the participating transit agencies, and considers the safety and security, and accessible features of the location.

The criteria was created by the GHTA Specialized Working Group and is part of the Memorandum of Understanding.

Passengers will also be able to transfer at one of the new subway stations in York Region: Pioneer Village Terminal, Highway 407 Terminal or Vaughan Metropolitan Centre Station.

## Will I be required to pay two fares?

Fares for both Mobility Plus and Wheel-Trans will be required when boarding each service. If you have been identified by Mobility Plus as requiring an attendant or support person when travelling, they will not be required to pay either fare.

## How long will I have to wait at the transfer location?

Wheel-Trans and Mobility Plus are working towards a 30 minute transfer window. Mobility Plus recommends travellers call as early as seven days in advance to book both trips. This will allow a seamless connection between Wheel-Trans and Mobility Plus.

Customers can call the Contact Centre if they arrive early for their return trip, and staff will try to provide an earlier trip.

Staff will work together to ensure travellers are transferred in a timely manner and provided safe transit.

## Does this mean I will need to call both Mobility Plus and Wheel-Trans to schedule two trips?

No. Mobility Plus will coordinate with Wheel-Trans and book your entire trip from your starting location in York Region, to your destination in Toronto, as well as the return trip.

## I'm not a Wheel-Trans registrant. Do I have to undergo another application process?

No. All specialized transit agencies in the GTHA, which includes TTC Wheel-Trans, have agreed to accept any neighbouring passenger with no interview or assessment.

## What are the next steps?

Mobility Plus is beginning to implement this change. All customers affected by the change have been or will be contacted by telephone from a representative to explain the change in more detail and next steps.

As staff work with Wheel-Trans to implement this change, the following options will be available to affected clients:

- > In-person meeting with Mobility Plus
- > Trip planning and travel training
- > Fare payment training
- > Bus and terminal accessibility training

# MOBILITY PLUS MOBILE APP COMING SOON

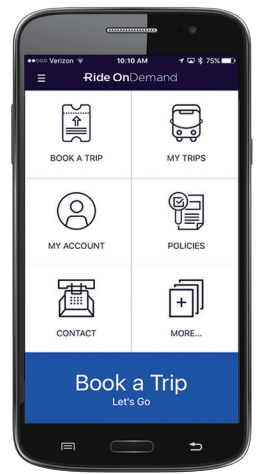
The new Ride OnDemand app will allow you to book, review and cancel trips on your mobile device.



Additional features:

- > Request same day bookings
- > Receive the driver's estimated arrival time

Available soon for free on iOS and Android mobile devices.



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

TTY local: 905-787-0577  
TTY toll free: 1-866-276-7479

Visit us online at: [yrt.ca](http://yrt.ca)



## Mobility Plus News



### IN THIS SPRING 2018 ISSUE:

- > Fares changing July 1
- > Transit Assistance Program pilot
- > Mobility Plus boundary changes
- > Ride OnDemand app

#### MAILING ADDRESS

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