



YORK
REGION
TRANSIT

VIVA

Mobility Plus

information guide





Welcome to Mobility Plus

Mobility Plus provides a transit service for individuals who, even when YRT/Viva conventional service in their area is fully accessible, are not able to use the service because of a disability. The YRT/Viva Family of Services integrates conventional services with specialized transit to promote independence, inclusion, integration and self-sufficiency in the customer.





Tap onto YRT/Viva with PRESTO

PRESTO is the smart card fare option for York Region Transit (YRT/Viva).

In York Region, with a tap of your PRESTO card, your fare is deducted from your account. Just purchase, activate and register your card, add money or a monthly pass to your card using one of several convenient options and you're on your way!

Mobility Plus now has PRESTO devices on all vehicles.

Please call 905-762-2112 and ask for Customer Service to learn more about PRESTO.

Family of Services fleet



What is door-to-door service?

Specialized transit, also known as door-to-door service, is providing transportation from the first accessible door at pick-up to the first accessible door at final drop-off. Transfers to other accessible vehicles may occur.

What is the Family of Services?

At time of booking, Mobility Plus Call Centre staff will plan your requested trip to determine if you can use our Family of Services. This would be a trip that would accommodate the client on a conventional YRT, Viva Bus Rapid Transit, community bus, Dial-a-Ride or shuttle travelling in the same direction. Using our Family of Services helps reduce the duplication of transit services in York Region.

Where can Mobility Plus take me?

Mobility Plus serves all nine municipalities in York Region. Registered Mobility Plus users can book trips to travel anywhere across the Region and connect to neighbouring specialized transit services in the City of Toronto and the Regions of Peel and Durham. Service within York Region is available daily from 5 a.m. to 3 a.m., including statutory holidays.

Is Mobility Plus right for me?

To use Mobility Plus, you must meet specific eligibility criteria. Eligibility is considered on a case-by-case basis and is not based on a particular disability, nor is it based on income level or lack of accessible public transit in an applicant's area.

Mobility Plus is not for people who find regular public transit more difficult to use, or are reluctant or unwilling to use regular public transit.

How do I register for Mobility Plus?

To register for this service, you must:

- > Be a York Region resident
- > Complete a *Mobility Plus Application Package*
- > Meet specific eligibility criteria

The *Mobility Plus Application Package* is available through our Contact Centre at 1-905-762-2112, toll free at 1-866-744-1119 or online at yrt.ca

The Application Package must be completed in full and signed by you and your health care professional. You may be requested by letter to attend an interview to further discuss your eligibility. Full registration details are inside the Application Package. There is no registration fee.

How much does it cost to use Mobility Plus?

Regular YRT/Viva fares apply. Please visit the *Fares and Passes* section at yrt.ca for complete fare information.

Booking Trips

Mobility Plus has three options for registered clients to book, cancel and confirm trips.

Online: yrt.ca/mponlinebooking

Interactive Voice Response (IVR):

905-762-2112, follow the prompts

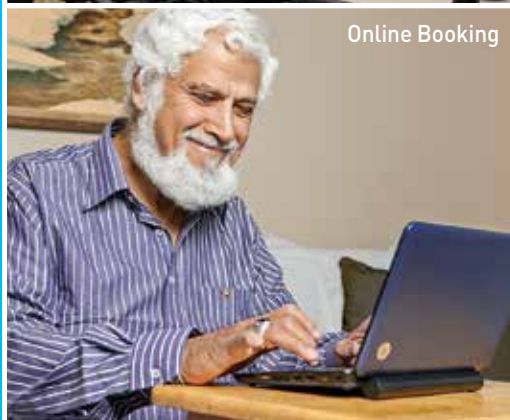
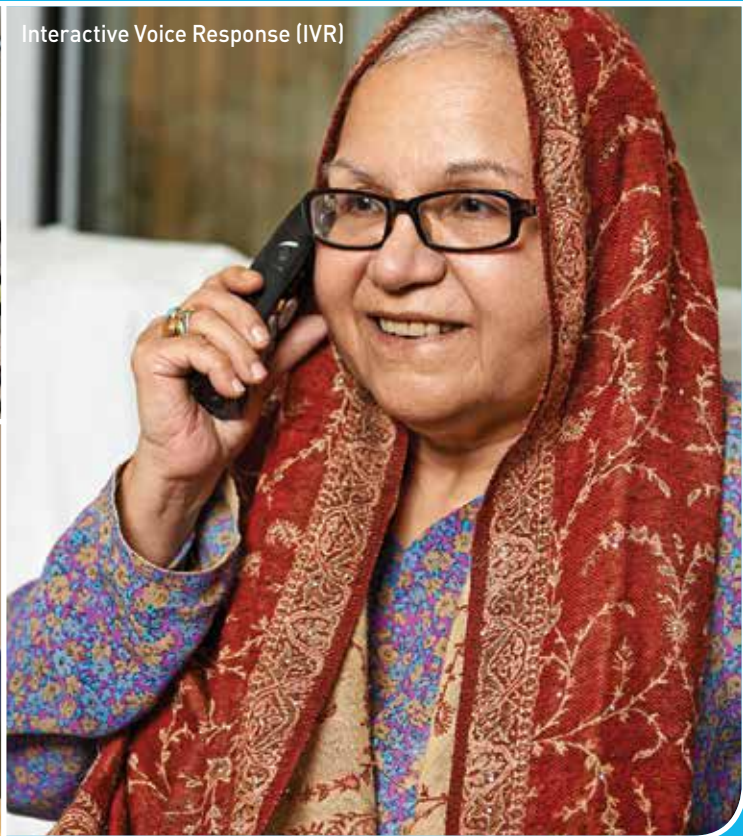
With a Trip Reservationist:

905-762-2112, press "0"



Trip Reservationist

Interactive Voice Response (IVR)



Online Booking



Travel trainer with client

Using Family of Services

Travel training

Every client receives travel training from a YRT/Viva or Mobility Plus Travel Trainer on their first Family of Services trip. The Travel Trainer will guide you to ensure that you are able to successfully travel on your own using the Family of Services for all or part of the trip.

All Family of Services clients are travel-trained on the following:

- Bus platforms in the terminals
- Purchasing YRT/Viva fare media
- Introductions with the bus operator
- How to board a low floor bus
- How to secure a mobility aid
- Priority seating locations on buses
- Using the stop request button

All travel training includes a YRT/Viva or Mobility Plus staff member at either end of the trip or the entire trip, if needed. We are committed to ensuring our clients are comfortable travelling on their own using our Family of Services.

Clients travelling with an attendant (MP-1FSA, MP-2TFSA)

Clients who must travel with an attendant will go through the same training process with their attendant. The client must carry their Mobility Plus client card with them as proof of payment for their attendant in case they are approached by a YRT/Viva Fare Enforcement Officer.

Thinking green

It was determined in a recent environmental study that for every two trips using the Family of Services, YRT/Viva keeps one passenger vehicle off the road for a day. As the service expands, there is potential for further environmental benefits.



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



The MP-1FS client is picked up at their residence in the Town of Newmarket by Mobility Plus door-to-door service and transported to Newmarket GO Bus Terminal, platform 8.

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



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

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

Family of Services transfer



Mobility Plus service hours

5 a.m. to 3 a.m. – Monday to Sunday,
including statutory holidays

Contact Centre hours

7 a.m. to 7 p.m. – Monday to Sunday,
excluding statutory holidays

Mobility Plus Contact Centre

Telephone: 905-762-2112

Toll-free: 1-866-744-1119

TTY for deaf or hearing-impaired callers

Telephone: 905-787-0577

Toll-free: 1-866-276-7479

After Hours Travellers

For customers travelling between 5 a.m. and 7 a.m., 7 p.m. and 11:30 p.m., and on statutory holidays who need assistance, please call the Travellers Hotline at 905-762-2963 or toll free at 1-877-660-7587.

For customers travelling between 11:30 p.m. and 3 a.m. who need assistance, call the after hours line, 1-877-464-9675 ext. 76005.

Mobility Plus address

55 Orlando Avenue, 2nd floor

Richmond Hill, ON L4B 0B4

mobilityplusfeedback@york.ca
yrt.ca



Please keep our environment green and recycle after use.

